

Implementing Patient Portals in Safety Net Organizations

Part C: Assessing Implementation in Safety-Net Clinics



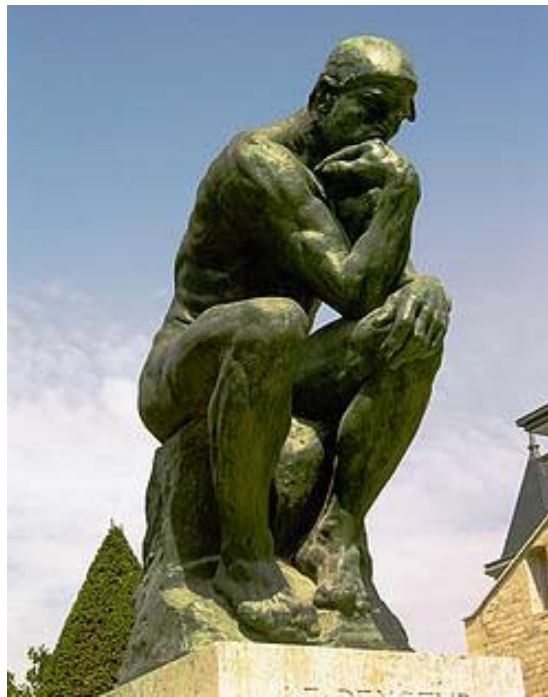
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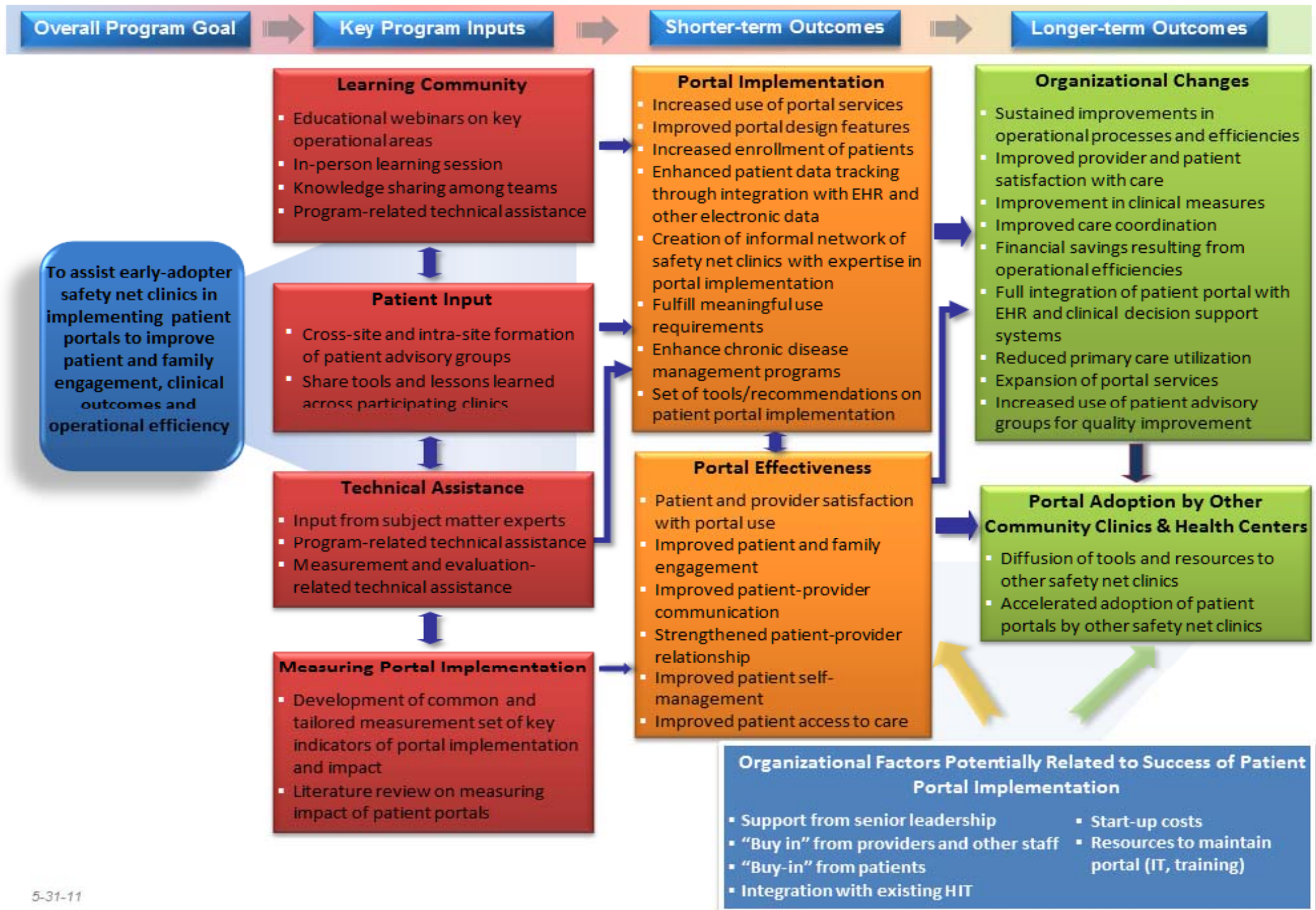
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Assessing Implementation of Patient Portals: What Do We Want to Learn?



Sample Logic Model

Patient Portals to Electronic Health Records: Accelerating Their Use in the Safety Net



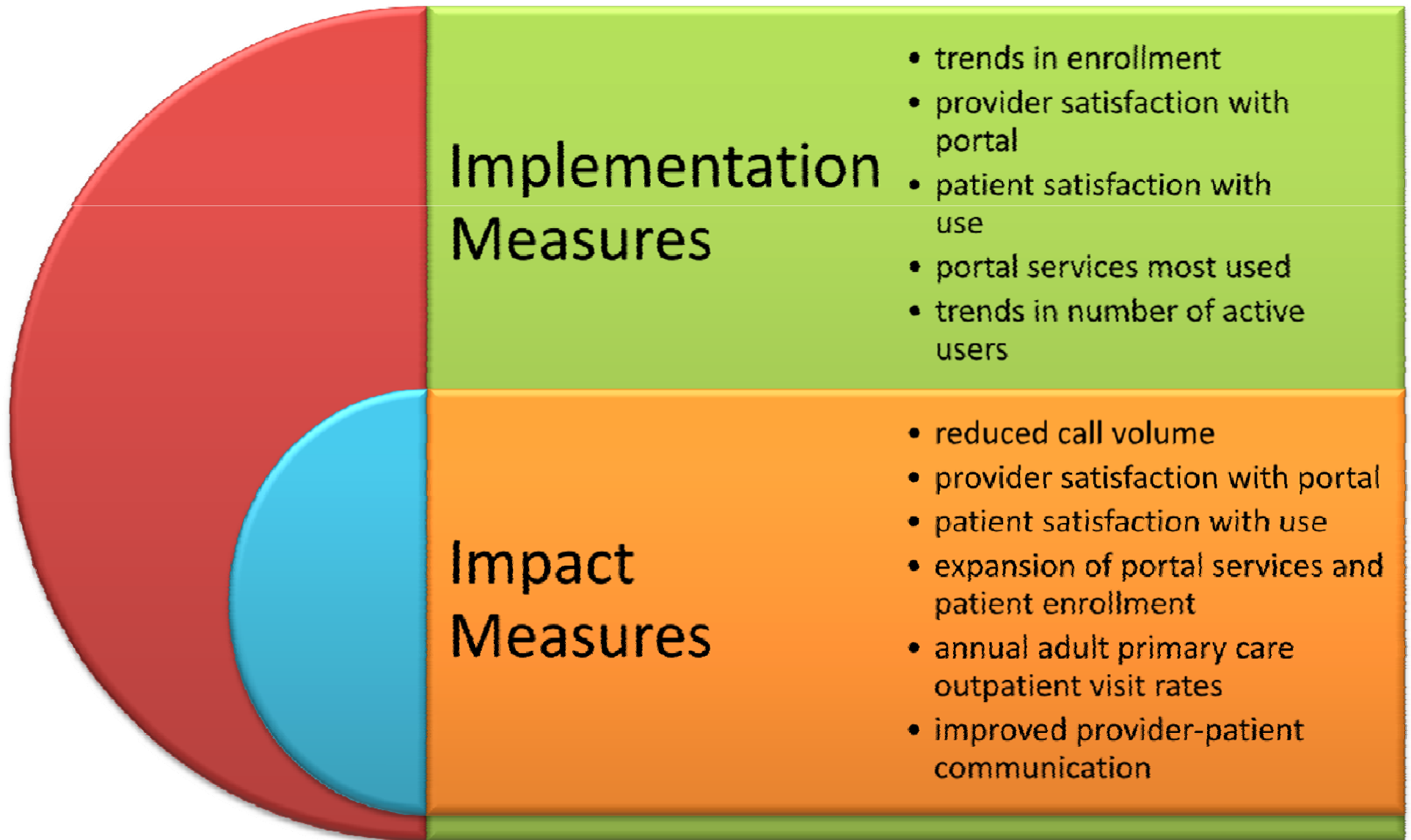
Sample Implementation Measures of Interest

- **trends in enrollment**
- **provider satisfaction with portal**
- **patient satisfaction with use**
- **portal services most used**
- **trends in number of active users**
- **web metrics (e.g., web pages accessed, downloads)**
- **trends in enrollment by provider**
- **demographics of users**
- **clinical characteristics of users**
- **perceptions of care**
- **patient access to portal**

Sample Impact Measures of Interest

- reduced call volume (related to consults, appointments, prescription renewals, access to records, tech support calls)
- provider satisfaction with portal
- patient satisfaction with use
- expansion of portal services and patient enrollment
- annual adult primary care outpatient visit rates among users v. nonusers
- improved provider-patient communication
- documented telephone contacts/patient/year among users v. nonusers
- long-term trends in number of “loyal” users and frequency of use
- perceptions of care among users v. nonusers
- provider workload/ reallocate staff resources
- perceptions of care
- financial savings (resulting from freeing up staff time, error resolution)
- clinical outcomes
- visit no-show rates among users v. nonusers
- patient cycle time
- ED/hospital visit rates among users v. nonusers

Common Measures of Interest



Sample Evaluation Questions of Interest: Portal Implementation

- **To what extent does use of a patient portal impact staff work load?**
- **Does use of a patient portal improve patient-provider communication?**
- **Does use of a patient portal improve patient self-management, especially among patients with chronic illness?**
- **What types of resources and training are needed for staff and patients to insure smooth roll out of a patient portal?**
- **What are the demographic and clinical characteristics of portal enrollees and the features that they access?**
- **What IT challenges are faced by clinics in implementing a patient portal?**
- **What are the lessons learned and successes and barriers faced by clinics in implementing patient portals?**
- **Do patients feel secure in using a patient portal?**

Sample Evaluation Questions of Interest: Portal Impact

- Can a patient portal improve medication management (including prescription refills)?
- Can use of a patient portal improve clinical indicators among patients with chronic illnesses?
- Can a patient portal improve compliance with screening and vaccinations?
- Does patient access to a portal impact telephone contact rates?
- Does patient access to a portal impact annual adult primary care office visits?
- Does use of the patient portal improve patient and provider satisfaction with care?
- Does use of a patient portal reduce patient no-show rates?
- To what extent does long-term use of a patient portal result in financial savings?
- What are the lessons learned from using patient advisory groups to improve implementation of patient portals?

Top Evaluation Questions of Interest



Implementation Questions

- To what extent does use of a patient portal impact staff work load?
- Does use of a patient portal improve patient-provider communication?
- Does use of a patient portal improve patient self-management, especially among patients with chronic illness?
- What types of resources and training are needed for staff and patients to insure smooth roll out of a patient portal?

Impact Questions

- Can a patient portal improve medication management?
- Can use of a patient portal improve clinical indicators among patients with chronic illnesses?
- Can a patient portal improve compliance with screening and vaccinations?
- Does patient access to a portal impact telephone contact rates?
- Does patient access to a portal impact annual adult primary care office visits?

For a detailed synthesis of this information, please download the white paper from:

<http://www.chcf.org/publications/2011/05/measuring-impact-patient-portals>