Welcome

Patient Portals and The Science of Engagement

WHAT IS A PATIENT PORTAL?
EXAMPLES
CASE STUDY
BARRIERS
PATIENT ENGAGEMENT
NEXT STEPS

Thad Dickson
Xpio Health
What is the “Science” of Patient Engagement?

Technology, Context, and a Healthcare Revolution

Paradigm Shift
Healthcare is being hacked

...by all of us.

Language – 35,000 BCE
Cuneiform – 3200 BCE
Americas – 600 CE
Gutenberg Bible - 1455
The Internet - 1990
Patients are interested being a “co-producer” of their healthcare.

Do we know how to engage our patients on their turf?
Patients Overwhelmingly Believe in Partnership With Their Clinicians to Improve Overall Health

National survey also reveals people see benefits in monitoring and sharing their health information between visits

88% believe that working with their health care professional AS A PARTNER will help them manage and improve their overall health.

Health care as collaboration = Participatory Medicine

84% believe self-tracking their health data* & sharing it with their health care professional (HCP) between visits would help them better manage their health.

Believe that easily and accurately monitoring their bodies is important to:

- 77% for HCP only
- 70% for self-only
- 10% for both equally
- 3% for other

76% would use a clinically accurate and easy-to-use monitoring device:

81% are more likely to use device if their HCP recommended it.

This survey and infographic brought to you by
The Society for Participatory Medicine.
More info at ParticipatoryMedicine.org

Study was conducted by ORC International Dec. 18-23, 2015 using two probability samples: randomly selected landline telephone numbers and randomly selected mobile telephone numbers. The combined sample consists of 1,812 adults 18 years old and older living in the continental United States. Of the 1,812 interviews, 1,122 were from the landline sample and 690 from the cell phone sample. The margin of error for the sample of 1,812 is +/- 3.00% at the 95% confidence level. Smaller subgroups will have larger error margins.

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“In the 1970s, the phrase e-patient was born. In the ensuing decades, it grew up a bit, developing and building its catch-phrase, ‘equipped, empowered and enabled’.”

Dave deBronkart / @ePatientDave

“The digital revolution has changed the world and it’s changed what people want; it’s time medical care changed too.”

Dave deBronkart / @ePatientDave

“Give people the information and data they need to feel prepared, to feel in control; give them an outlet to share this; give them a chance to truly understand, and the impact on health can be life-changing, even life-saving.”

Dave deBronkart / @ePatientDave

“When social change meets innovation, new things become possible. That’s what’s happening in the patient world, as ‘participatory medicine’ is empowered by patient access to all kinds of useful information.”

Dave deBronkart / @ePatientDave
Implementation Pilot and Evaluation of the Beating the Blues Computerized Cognitive Behavioral Therapy (CCBT) Program

Prepared by:

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Erika Van Buren, Ph.D., Evaluation Consultant
Shoshana Zatz, California Institute for Behavioral Health Solutions (CIBHS)
Patient portals can offer important benefits to patients and providers. These technologies, especially when integrated with an Electronic Health Record, have the potential to import both quality and access to care. Features vary, but typically include:

- Securely view and print portions of the medical record
- Medication orders and request refills
- Immunizations
- Lab results
- Secure emailing with provider
- Appointment Scheduling
- Downloading or completing intake forms

A patient portal is a secure, online website that gives convenient 24-hour access to the patient's personal health information.
# Beating the Blues – 2014 San Joaquin County Case Study

**Progression through the BtB Program**

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<th>San Joaquin County</th>
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<tbody>
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<td></td>
<td>#</td>
<td>% of Referrals</td>
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<td>% of Referrals</td>
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<tr>
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<td></td>
<td>8</td>
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<td>36%</td>
<td>1</td>
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<td>0%</td>
<td>0</td>
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Process of Patient Engagement - Graffinga

THE PROCESS OF PATIENT ENGAGEMENT

BLACKOUT "I am in a blackout"

COGNITIVE BLINDNESS

SUPERFICIAL KNOWLEDGE

COGNITIVE ADHESION

SENSE-MAKING

AROUSAL "I am a ill body"

AFFECTIVE BLINDNESS

SUPERFICIAL AWARENESS

COGNITIVE ADHESION

ELABORATION

ADHESION "I am a patient"

BEHAVIORAL DISORGANIZATION

FORMAL ADHERENCE

SITUATED PRACTICES

EUDAIMONIC PROJECT "I am a person"
Lessons Learned

Consumer interest and willingness to try

In general, staff across sites felt that consumers were genuinely interested and wanted to participate in the program. Two staff in San Joaquin identified the initial willingness and excitement of consumers to try the program as a strength of implementation. One particular consumer thought using the system was easy for her and that it reminded her of Facebook. Staff in San Joaquin stated that it was a success for the consumers just to hear about a program that was available to them that offered the services covered by the BtB program. One San Joaquin staff person even commented:

“It made them feel better talking over the phone or I see them and they would light up just hearing about it, so that was successful in that moment.”

“When I listen to him talk, I think you can here even when he shares how he talks to the clients, and how he encourages them and what he says, we need a million of [helper]. That is one of the successes just what they were able to experience. Some of them may never have participated in the program but they got to experience [helper] in their life.”

-San Joaquin Staff Member
HOW DO WE IMPLEMENT A PORTAL?

“...very carefully”
HOW DO WE IMPLEMENT A PORTAL?

Set the Stage – Executive Sponsorship
EHR Integration
Meaningful Use
Policy and Procedure
Security Risk Analysis
Portal Navigators

Patients benefits include:
• The ability to access their record whenever they have an internet connection
• Email their provider questions
• Schedule appointments
• Request prescription refills
• Feeling more connected with provider
• Research shows patients show more attention and are more engaged in their healthcare when using a portal and accessing their data
HOW DO WE IMPLEMENT A PORTAL?

• Client Email addresses
• Communication Preferences Updates
• Review of Notes and Content
• Training of Clinicians
• Technology Navigators
Patient Portals can be integrated into existing EHRs or set up as Personal Health Record (PHR) that have data manually entered or set up with a bi-directional interface using a Continuity of Care standard.

Click to see cool information video
The Mental Health Center of Denver and Netsmart Portal

Consumer Recovery Measure

Completed in myHealthPointe Consumer Portal, Web Based Solution or with the Clinician

The Consumer Recovery Measure is an assessment that asks sixteen questions about your: Hope - Symptom Management - Personal Growth - Satisfaction with Social Networks - Personal Sense of Safety. Use this assessment to help you in your personal growth and recovery.
Outcome Driven Care

Date: 05/19/2015  Score: 7.21
How do you feel today? Better Than Ever
Hope: 3.0
Active Growth Orientation: 4.0
Safety: 4.0
Social Networks: 4.0
Symptom Management: 3.0

Date: 06/22/2015  Score: 3.68
Employment: 1.82
Education: 0.00
Activity Growth: 0.00
Symptom Management: 2.5
Participation in Services: 6.00
Housing: 6.00
Substance Abuse SA Max Level: 5.0
SA Stage of Change: 5.0
Consumer Recovery Rate of Change

CRM data for your caseload, within your program, or within a team.

Consumer: Annie Hall (ID# 1236)
Staff: Jane Thomas
Recovery Markers

Environmental Factors that tend to correspond to a person’s recovery

The Markers

- Employment
- Education / Learning
- Active Growth
- Symptom Management
- Participation In Services
- Housing
- Substance Abuse – Level of Use
- Substance Abuse – Stage of Change

Collected every quarter by primary clinicians for each person in which they work.
Immediate results within the EMR

Recovery Markers
Recovery Marker Inventory
Longitudinal Data Over Time from Provider Perspective on all 8 Environmental Factors

8/20/2014
HOUSING: 6.00
PARTICIPATION IN SERVICES: 6.00
ACTIVITY / GROWTH: 6.00
EDUCATION: 6.00
SYMPTOM MANAGEMENT: 5.00
EMPLOYMENT: 6.36
SA STAGE OF CHANGE: 3.00
SA MAX LEVEL: 4.00
Consumers Rate of Change

A view of all the consumers

Quadrants indicate recovery levels

Click on dot to see consumer specific information

I. Consumers recovering faster but started at lower rate/lower level of care when they began
II. Improving faster than anticipated but also started at center with a high recovery rate
III. Regressing/improving low but started at high recovery rate
IV. Regressing/not improving but also started at a very low recover rate

Consumer: Annie Hall (ID# 1236)
Staff: Jane Thomas
Communicating CLINICAL Success

This data is pulled from the Recovery Marker Inventory

- 73% of consumers improved or sustained their overall level of recovery factors.
- 81% of consumers improved or sustained their level of symptom management.
- 69% of consumers improved or sustained their level of service participation.
- 74% of consumers improved or sustained their level of active growth orientation.
Cost - Benefit Analysis

Total number of MHCD consumers with at least 6 months mental health treatment

7078

Average Annual Savings per Consumer

$10,864.62 $$

Estimate Overall Annual Cost Savings

$76,899,808.00
HOW DO WE IMPLEMENT A PORTAL?

Provider benefits include:
• Ability to send patients post-visit clinical summaries and lab results
• Respond to emails in between seeing other patients
• Eliminate playing “phone tag” with patients
• Assigning other resources to handle messages and requests to assist with workload
• Improved HEDIS scores due to improved care (Kaiser)

Patients benefits include:
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Patient portals tend to be used more by younger, adult caregivers with elderly parents and patients with chronic conditions. (2011)

- Difficult to inform patients of the portal
- Registration can be difficult, especially for behavioral health clients
- Language barriers for portal and email communication
- Complaints of provider unresponsiveness
- Provider resistance to the changing Healthcare environment
- Lack of integration between multiple provider systems
Family Health HRSA-funded patient portal
• 13% uninsured, 44% publicly insured
• Not as concerned with privacy
• Worried the portal would hinder their communication with provider

Patient Portal Studies
• myGeisinger
• KP Health Connect Online
• My HealtheVet
• HealthSpace
• PatientSite

Society for Participatory Medicine

Two types of measures are helpful in assessing an EHR-integrated patient portal:

• Short-term, patient-level measures can help clinicians document how successful they are at implementing a portal

• Long-term measures help document the impact on clinical outcomes and operational efficiency.
Millennial Communication Preferences

“There are two kinds of phone users in the world: people who leave voicemails for other people and people who ignore voicemails from other people.”

What do you EHR communication preferences offer?
Joint Commission Ends Text Messaging Ban for Clinicians

Apr 27, 2016  •  TigerText,

In its May newsletter, the commission says it’s seen enough safe and secure mHealth communications platforms to give docs and nurses the green light to text. Fire up those smartphones – the Joint Commission is ending its five-year-old ban on text messaging.

Effective immediately, “licensed independent practitioners or other practitioners in accordance with professional standards of practice, law and regulation and policies and procedures may text orders as long as a secure text messaging platform is used and the required components of an order are included,” the commission announced in its May 2016 Perspectives newsletter. “We welcome the Joint Commission’s pronouncement to allow physician orders through secure texting,” TigerText CEO Brad Brooks – who’d co-written a May 10, 2012 op-ed piece in Becker’s Review calling for an end to the ban...
Secure Text Solutions

ADMINISTRATIVE FEATURES

- **User Management**
  Easily add or remove users from your TigerText instance.

- **Integrated Corporate Directories**
  Link Active Directory, LDAP, and eDirectory solutions to TigerText for centralized user management.

- **Customized Welcome Emails**
  Use the Welcome email template to automatically send customized messages to new users.

- **Trends & Reporting**
  Track usage trends in the dashboard and search message metadata such as time sent, read/not read, message expiration status, and more.

- **Message Archiving (Optional feature)**
  Compliance-based industries may add hosted archiving to capture and store message content.

TigerText
• Develop an attestation documenting the capabilities of their secure text messaging platform

• Define when text orders are or are not appropriate;

• Monitor how frequently texting is used for orders;
• Assess compliance with texting policies and procedures;

• Develop a risk-management strategy and perform a risk assessment; and

• Conduct training for staff, licensed independent practitioners and other practitioners on applicable policies and procedures.
This video highlights a variety of features available within FollowMyHealth.

Options may vary depending on the settings your medical organization and providers select.


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