



AHRQ Medicaid and CHIP Technical Assistance Webinar

Thursday, April 5, 2012

1:30–3:00 p.m. EST

Patient Portals to Health Information: Using Health IT to Engage Medicaid/CHIP Patients and Families in Health Care

Presented by:

Jonathan Wald, MD, MPH

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RTI International

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Administrator

Florida Agency for Health Care Administration

Moderated by:

Stephanie Kissam, MPH,

RTI International

* Please note all participants were placed on mute as they joined the session.

Overview

- Welcome—Stephanie Kissam, RTI International
- Before we begin
- *Patient portals to health information: Using health IT to engage Medicaid/CHIP patients and families in health care*
- Questions and answers—Stephanie Kissam
- Closing remarks—Stephanie Kissam

Before We Begin

- Please note all participants were placed on mute as they joined the Webinar.
- If you wish to be unmuted, choose the “raise hand” option to notify the host.
- If you have a question during the presentation, please send your question to **all panelists** through the chat. At the end of the presentations, there will be a question and answer period.
- We are currently in the process of posting all of the TA Webinar presentation slides to the project Web site:
<http://healthit.ahrq.gov/Medicaid-SCHIP>
- A recording of this session will be posted on the project Web site.

Patient Portals: A Provider Perspective

Jonathan Wald, MD, MPH

Director, Patient-Centered Technologies
Center for the Advancement of Health IT
RTI International

Webinar

April 5, 2012



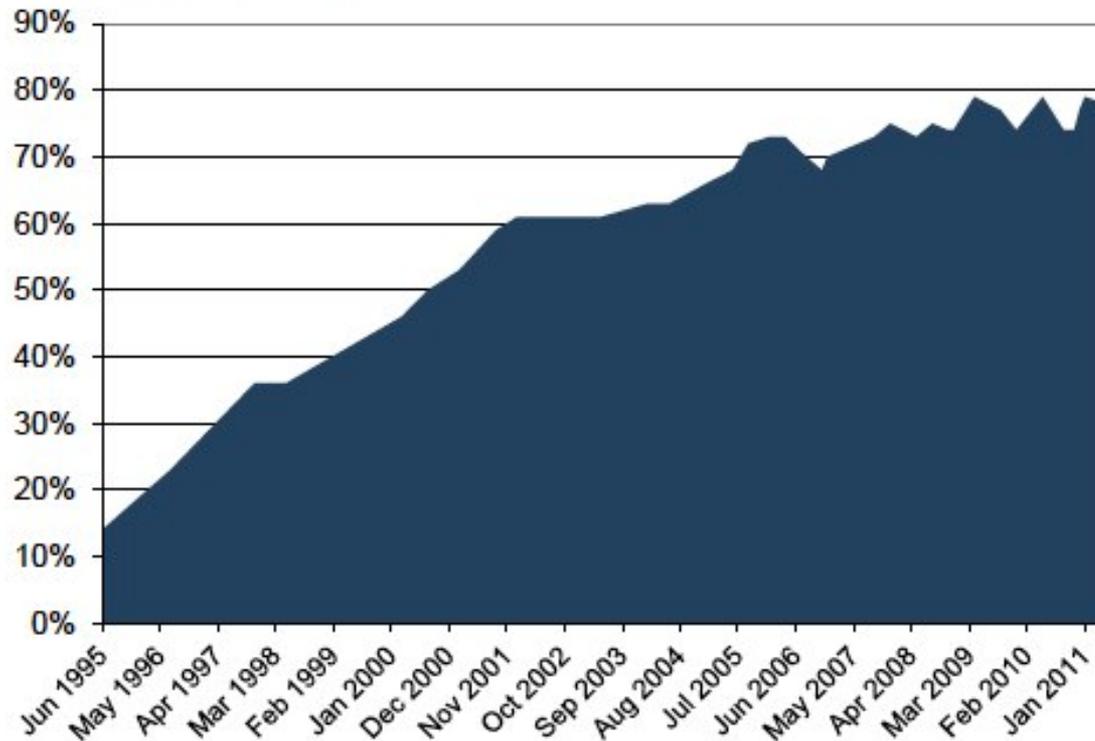
Outline

- Online consumers and patient portals
- Patient portal features
- Patient gateway (at Partners HealthCare)
- Value of a patient portal
- Challenges

Internet Adoption: 80% of American Adults

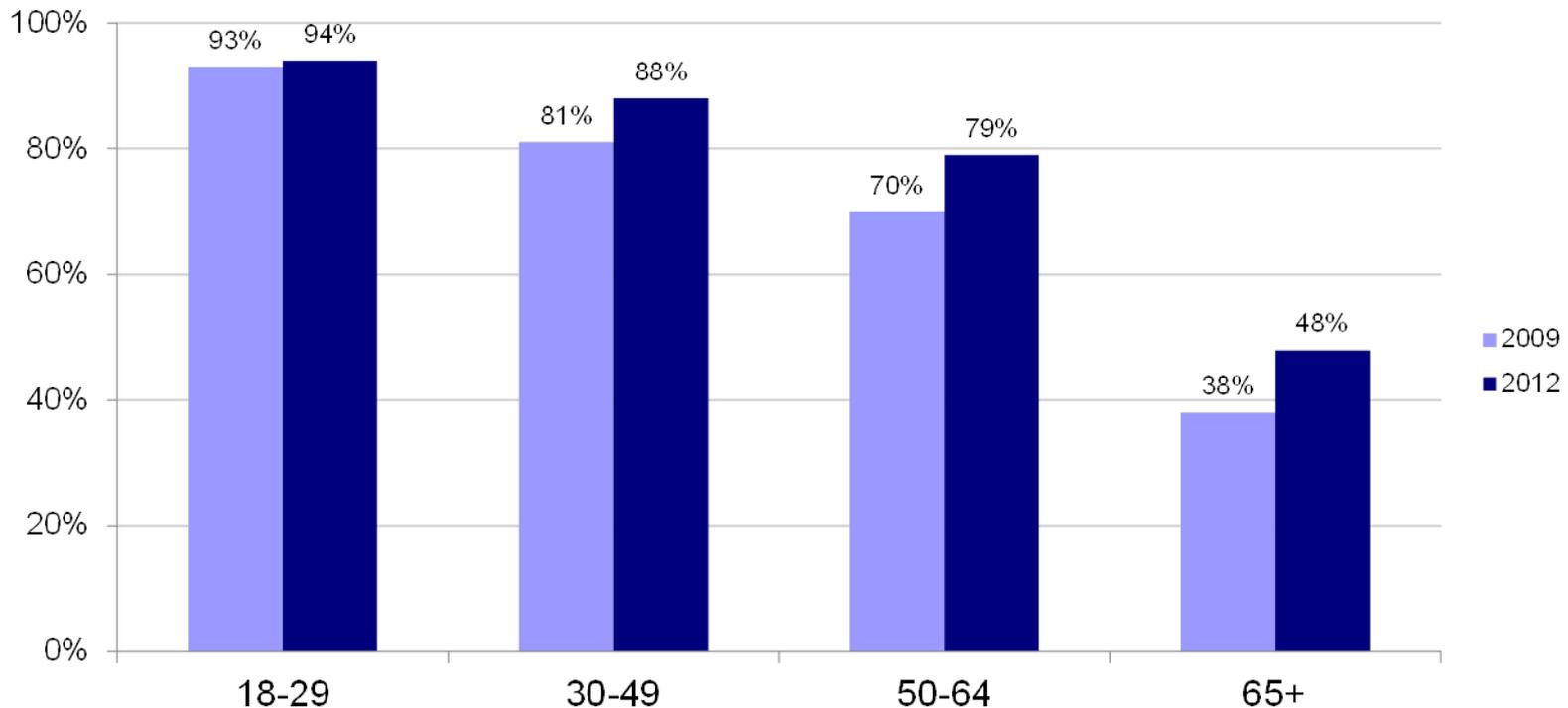
Internet adoption, 1995-2011

% of American adults (age 18+) who use the internet, over time. As of August 2011, 78% of adults use the internet.



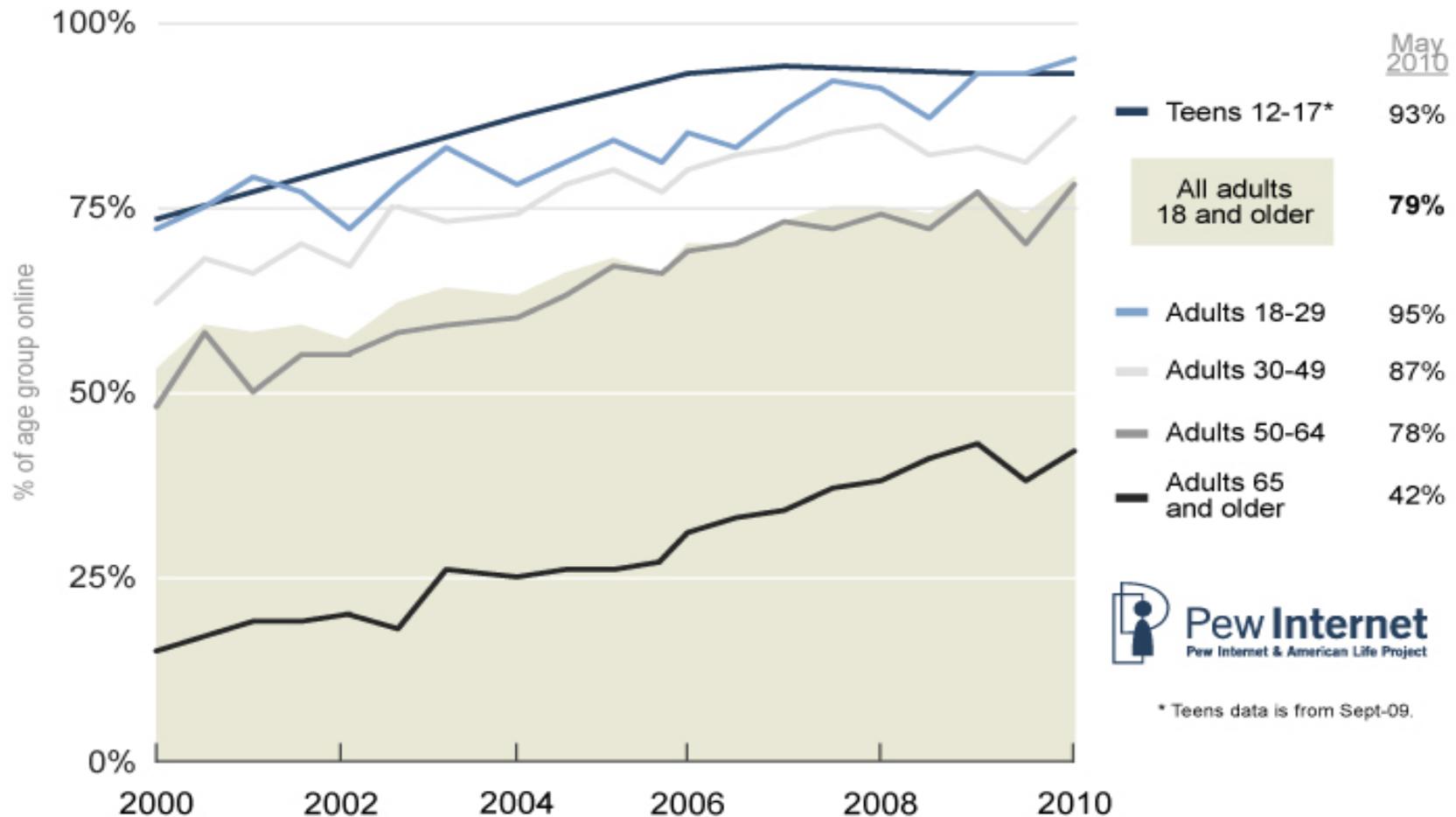
Source: Pew Internet & American Life Project Surveys, March 2000-August 2011.

Who's Online? The Internet by Age Groups



Source: Pew Internet & American Life project

Who's Online? The Internet by Age Groups Over Time

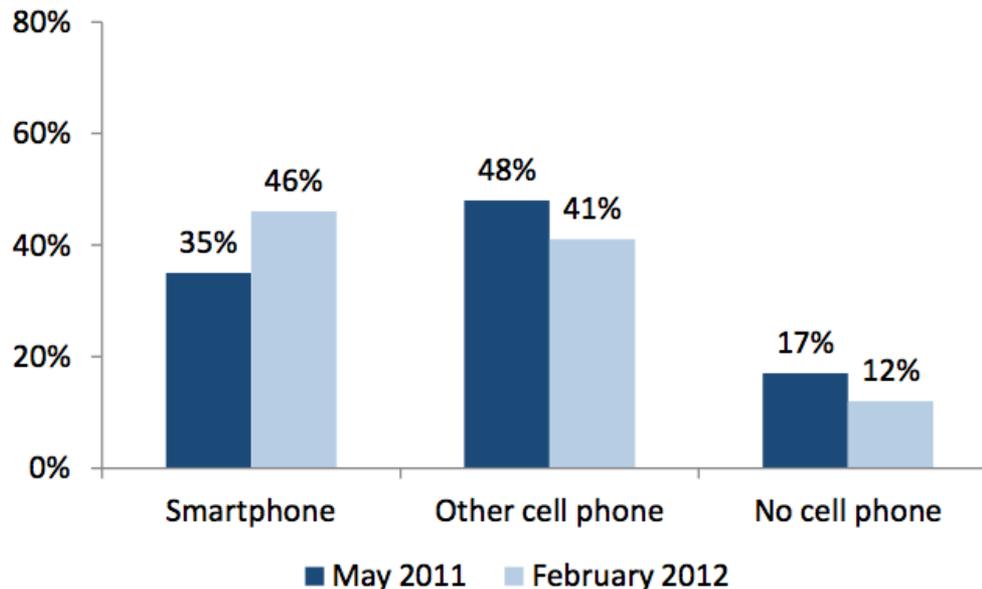


Growing Smartphone Use!!

U.S. adults with Smartphones: 35% → 46% (9 months growth)

Changes in smartphone ownership, 2011-2012

% of US adults who own...



Source: Pew Research Center's Internet & American Life Project April 26-May 22, 2011 and January 20-February 19, 2012 tracking surveys. For 2011 data, n=2,277 adults ages 18 and older, including 755 interviews conducted on respondent's cell phone. For 2012 data, n=2,253 adults and survey includes 901 cell phone interviews. Both 2011 and 2012 data include Spanish-language interviews.

2011 → 2012

U.S. adults with cell phones:
83% → 88%

Carries a Smartphone (among phone owners)
42% → 53%

Demographics of Internet Use

	% who use the internet
All adults	80
Men	81
Women	79
Race/ethnicity	
White, Non-Hispanic	83
Black, Non-Hispanic	71
Hispanic (English- and Spanish-speaking)	71
Age	
18-29	94
30-49	88
50-64	79
65+	48
Household income	
Less than \$30,000/yr	65
\$30,000-\$49,999	85
\$50,000-\$74,999	94
\$75,000+	98
Educational attainment	
No high school diploma	45
High school grad	73
Some College	91
College +	97

Source: The Pew Research Center's Internet & American Life Project's February Tracking Survey conducted January 20 – February 19, 2012. N=2,253 adults age 18 and older, including 901 interviews conducted by cell phone. Interviews were conducted in both English and Spanish.

What Different Generations Do Online

Millennials Ages 18-33	Gen X Ages 34-45	Younger Boomers Ages 46-55	Older Boomers Ages 56-64	Silent Generation Ages 65-73	G.I. Generation Age 74+
Email	Email	Email	Email	Email	Email
Search	Search	Search	Search	Search	Search
Health info	Health info	Health info	Health info	Health info	Health info
Social network sites	Get news	Get news	Get news	Get news	Buy a product
Watch video	Govt website	Govt website	Govt website	Travel reservations	Get news
Get news	Travel reservations	Travel reservations	Buy a product	Buy a product	Travel reservations
Buy a product	Watch video	Buy a product	Travel reservations	Govt website	Govt website
IM	Buy a product	Watch video	Bank online	Watch video	Bank online
Listen to music	Social network sites	Bank online	Watch video	Financial info	Financial info
Travel reservations	Bank online	Social network sites	Social network sites	Bank online	Religious info
Online classifieds	Online classifieds	Online classifieds	Online classifieds	Rate things	Watch video
Bank online	Listen to music	Listen to music	Financial info	Social network sites	Play games
Govt website	IM	Financial info	Rate things	Online classifieds	Online classifieds
Play games	Play games	IM	Listen to music	IM	Social network sites
Read blogs	Financial info	Religious info	Religious info	Religious info	Rate things
Financial info	Religious info	Rate things	IM	Play games	Read blogs
Rate things	Read blogs	Read blogs	Play games	Listen to music	Donate to charity
Religious info	Rate things	Play games	Read blogs	Read blogs	Listen to music
Online auction	Online auction	Online auction	Online auction	Donate to charity	Podcasts
Podcasts	Donate to charity	Donate to charity	Donate to charity	Online auction	Online auction
Donate to charity	Podcasts	Podcasts	Podcasts	Podcasts	Blog
Blog	Blog	Blog	Blog	Blog	IM
Virtual worlds	Virtual worlds	Virtual worlds	Virtual worlds	Virtual worlds	Virtual worlds

80% search for health information

Source:
Pew data
May 2010

90-100%	40-49%
80-89%	30-39%
70-79%	20-29%
60-69%	10-19%
50-59%	0-9%

Key: % of internet users in each generation who engage in this online activity

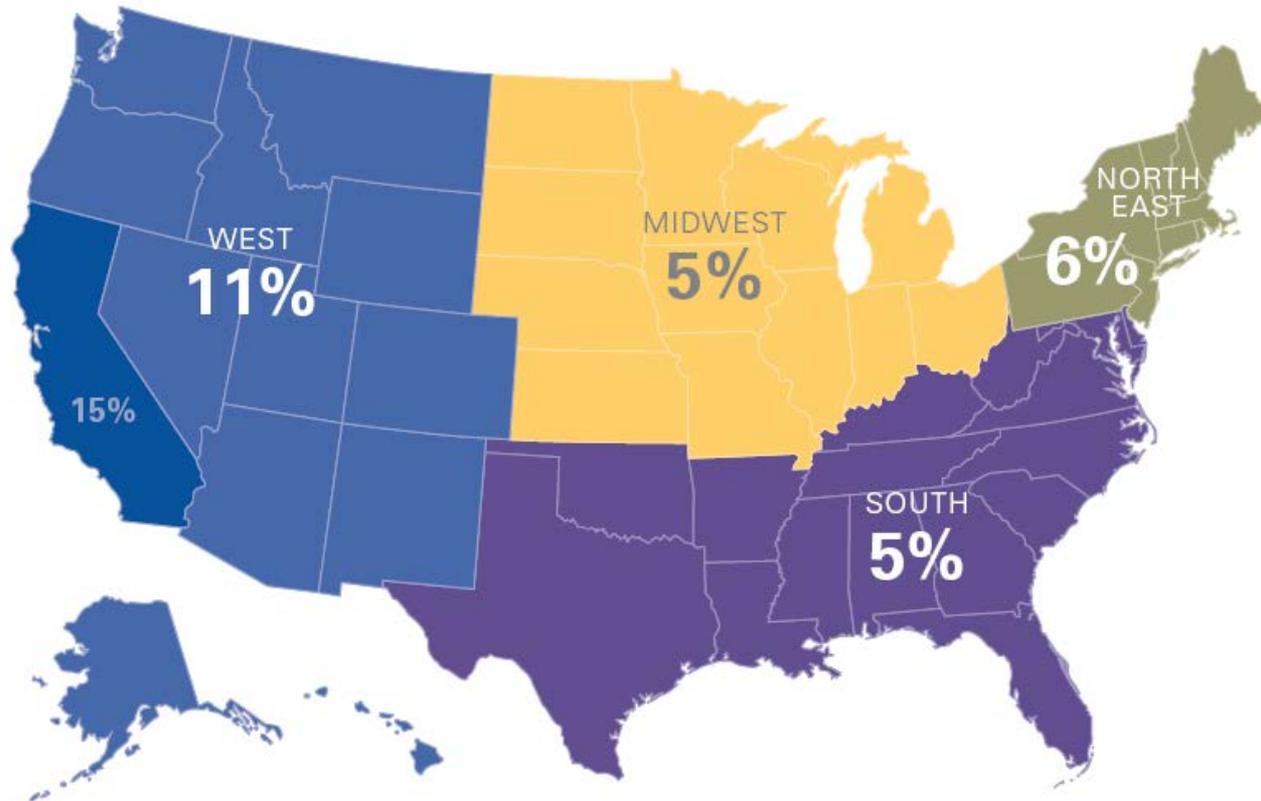
Patient Online Resources

- Dr. “Google”
- Government Web sites—federal, state, local
- Pharma and device-makers
- Content suppliers—WebMD, Healthwise, many others
- Patient-oriented sites such as CFAH, SPM
<http://www.cfah.org/resources/index.cfm>
<http://www.e-patients.net>
- Medical literature—pubmed.gov and medlineplus.gov
- Primary care and specialty societies
- Other patients—blogs, wikis, PatientsLikeMe, etc.
- Doctor’s office information (+/- patient portal) care?

Personal Health Record (PHR) Use

PERCENT WHO HAVE USED PHR

BASE: ALL ADULTS (n=1,849)



Source: Lake Research Partners, national health IT consumer survey, 2009–2010.

Patient Portal Typical Functions

More common

- Chart info
 - Lab results
 - Medication and allergy list
 - Appt and registration info
 - Problems, procedures, immunizations
 - Radiology reports
- Messaging, requests
- Health/disease info

Sometimes seen

- Reminders
- Interactive forms
- Condition-specific tools
- Create extract (e.g., Blue Button or upload to PHR)
- Images

Unusual

- Notes

(All have access, security features)

Patient Medication and Allergy Details in Portal

The screenshot displays the 'PARTNERS HEALTHCARE PATIENT GATEWAY' interface. At the top, it says 'Welcome, CO15' and includes navigation buttons for 'Home', 'Account', 'Logout', and 'Support'. Below this is a menu bar with options like 'Select Patient', 'Mail', 'Requests', 'Health Record: Meds & Allergies', 'Health Library', 'Providers', 'Registration', and 'Help'. The patient's name 'Cathy J Oetest' and DOB '04/25/1999' are shown, along with a 'Go to Patient List' link.

Medications and Allergies

[Print List](#)

▼ Medications

Date	Medication ▲	Details	Ordered by
12/13/2006	Demerol HCL (MEPERIDINE HCL)	50 MG (50MG TABLET take 1) by mouth every 4-6 hours x 10 days	Derby, Stephen W.
12/13/2006	Fosamprenavir	700 MG (700MG TABLET take 1) by mouth twice a day x 10 days	Derby, Stephen W.
12/27/2006	Insulin ASPART	4 UNITS subcutaneous before meals	Foley, Mary Beth
11/28/2006	Lipid FREE SKIN CLEANER	1 APPLICATION topical four times daily	McCarthy, John H.
12/31/1840	None		Sinsheimer, Judith A.

▼ Allergies

Date	Allergen ▲	Reaction	Comments
02/22/2007	Morphine	Hives	

Patient Immunization Details in Portal

The screenshot shows the 'PARTNERS HEALTHCARE PATIENT GATEWAY' interface. At the top right, there are buttons for 'Home', 'Account', 'Logout', and 'Support'. Below this is a navigation bar with tabs for 'Select Patient', 'Mail', 'Requests', 'Health Record: Immunizations', 'Health Library', 'Providers', 'Registration', and 'Help'. The patient information bar shows 'Patient: Cathy J Oetest' with a 'Go to Patient List' link. The main heading is 'Immunizations - Summary View'. A red arrow points to a text block that reads: 'Your record of immunization dates is below. Click the "i" next to each immunization for related information. Click the "Detail view" button at bottom for complete documentation about your immunizations.' Below this is a table with columns 'Name' and 'Date'. The table lists seven immunizations: Hep A Vaccine (03/27/2006), HepB- 2 Dose regimen (03/30/2006), Influenza Vaccine (10/08/2006; 10/08/2006; 02/13/2007), PPD (08/16/2006; 08/16/2006; 08/16/2006; 08/16/2006), Pediarix (DTaP-HepB-IPV) (04/14/2006), Pneumovax (09/25/2006), and Varicella (03/30/2006). At the bottom of the table are 'Print' and 'Detail View' buttons.

Partners Healthcare
Welcome, C015
Home Logout
Account Support

Select Patient Mail Requests Health Record: Immunizations Health Library Providers Registration Help

Patient: Cathy J Oetest DOB: 04/25/1999 Go to Patient List

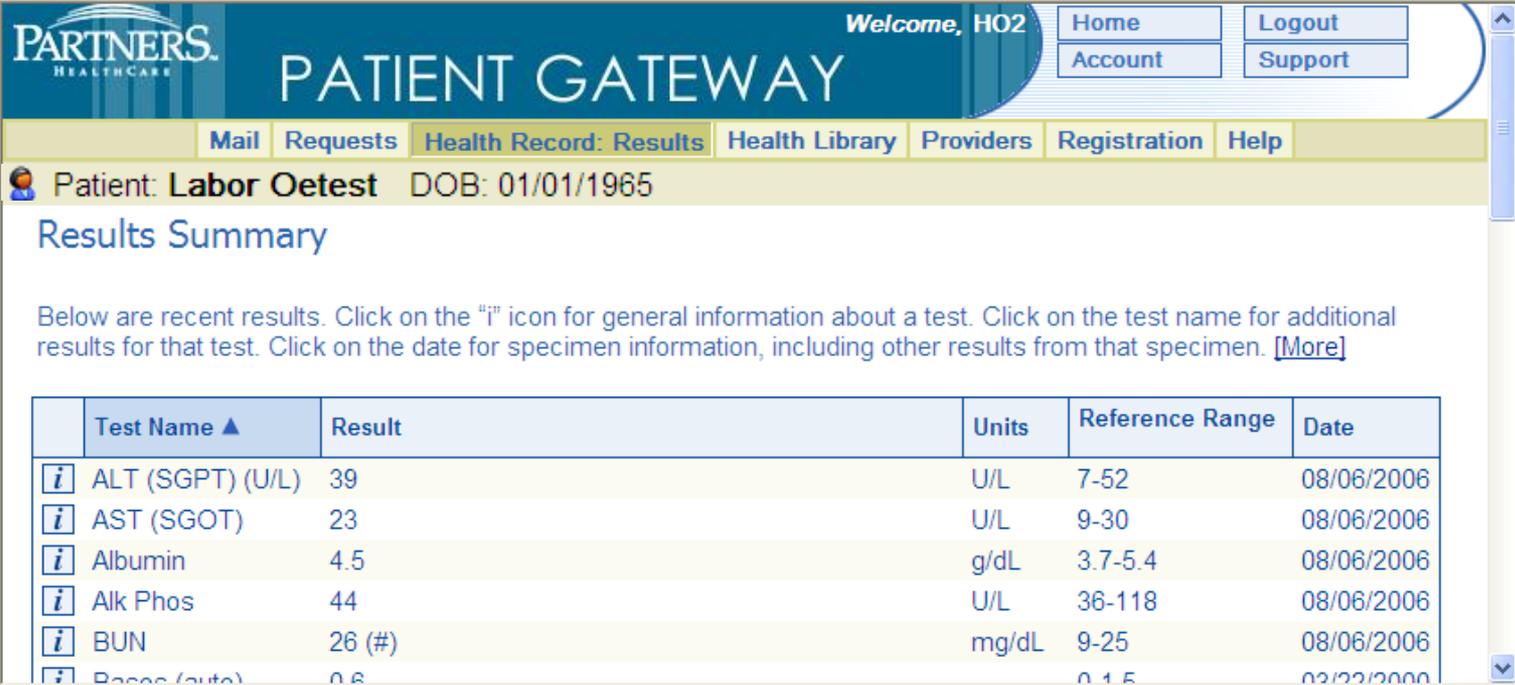
Immunizations - Summary View

Your record of immunization dates is below. Click the "i" next to each immunization for related information. Click the "Detail view" button at bottom for complete documentation about your immunizations.

	Name	Date
i	Hep A Vaccine	03/27/2006
i	HepB- 2 Dose regimen	03/30/2006
i	Influenza Vaccine	10/08/2006; 10/08/2006; 02/13/2007
i	PPD	08/16/2006; 08/16/2006; 08/16/2006; 08/16/2006
i	Pediarix (DTaP-HepB-IPV)	04/14/2006
i	Pneumovax	09/25/2006
i	Varicella	03/30/2006

Print Detail View

Patient Health Record Results in Portal



The screenshot shows a web portal interface for a patient named Labor Oetest. The header includes the logo for PARTNERS HEALTHCARE, the text 'Welcome, HO2', and navigation buttons for Home, Logout, Account, and Support. Below the header is a menu bar with links for Mail, Requests, Health Record: Results (highlighted), Health Library, Providers, Registration, and Help. The patient's name and date of birth (01/01/1965) are displayed. The main content area is titled 'Results Summary' and contains a paragraph of instructions: 'Below are recent results. Click on the "i" icon for general information about a test. Click on the test name for additional results for that test. Click on the date for specimen information, including other results from that specimen. [More]'. Below this text is a table of lab results. An orange arrow points to the first row of the table.

	Test Name ▲	Result	Units	Reference Range	Date
i	ALT (SGPT) (U/L)	39	U/L	7-52	08/06/2006
i	AST (SGOT)	23	U/L	9-30	08/06/2006
i	Albumin	4.5	g/dL	3.7-5.4	08/06/2006
i	Alk Phos	44	U/L	36-118	08/06/2006
i	BUN	26 (#)	mg/dL	9-25	08/06/2006
i	Bases (auto)	0.6		0.1-5	02/22/2000

Online Lab Tests Resource



Lab Tests Online[®]

A public resource on clinical lab testing from the laboratory professionals who do the testing

Peer-reviewed
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Use the search box and menus below to quickly navigate the Lab Tests Online site:

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ALP

email this page 
print this article 

Also known as: ALK PHOS
Formal name: Alkaline phosphatase
Related tests: AST, ALT, Bilirubin, Liver panel, Bone markers

[At a Glance](#) [Test Sample](#) [The Test](#) [Common Questions](#) [Ask Us](#) [Links](#)

The Test

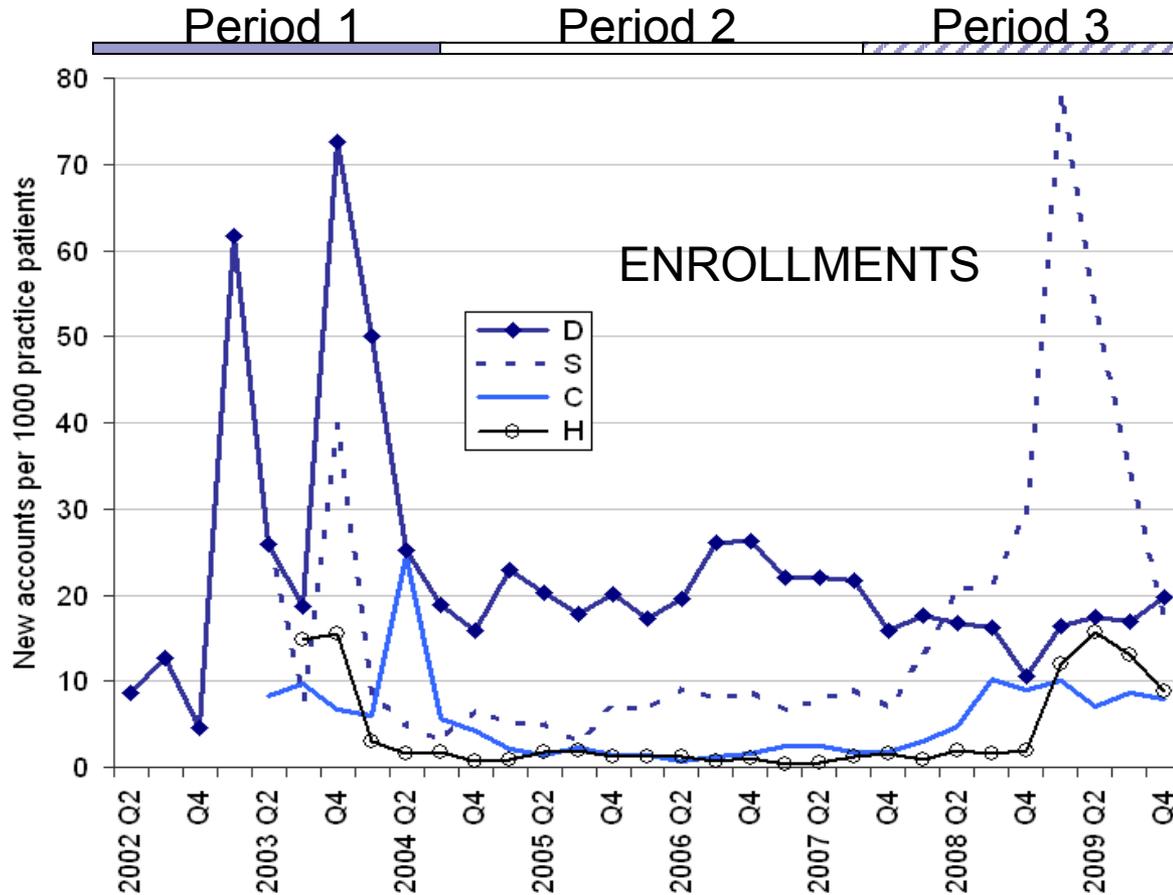
How is it used?
When is it ordered?
What does the test result mean?
Is there anything else I should know?

Evidence-based
Medicine
Genetic Tests
Home Testing

Patient Portal Uses

- Patient self-service
 - Appointments, test results, request status, immunization history, medication history, etc.
 - Information sharing and organizing
- Provider-driven uses
 - Communication / Information sharing / Reminders
 - Requests, results, medications, immunizations, after-visit summaries, etc.
 - Meaningful use
- Patient input
 - Data quality / Patient review / Surveys & feedback
- Prevention & proactive care management
 - Favored with accountable care organizations

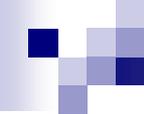
Patient Portal Adoption



Source: Wald JS. Variations in Patient Portal Adoption in Four Primary Care Practices. AMIA Annu Symp Proc 2010:837-41.

Practice Adoption Findings

- Metrics are useful
 - To quantify “value” (e.g., self service)
 - To identify challenges
- Practice fear can undermine adoption
 - Assess readiness; intervene early
- Physician/Staff enthusiasm is a *multiplier*
 - Features that excite physicians/staff → adoption
 - Incentives can make a difference
- Marketing *never stops* – “*always to everyone*”
 - Broadcast messages encourage use among “inactives”
 - Every practice can improve adoption
 - Patient’s status should be *visible* to staff
 - Selective marketing is hard – offer to everyone!
- Many factors important in patient adoption of PHRs
 - Practice factors
 - Patient factors



Meaningful Use

- Patient/family engagement
 - General online information access (EPs)
 - Visit summary access
 - Hospital or emergency department visit (EHs)
 - Office visit (EPs)
 - Secure electronic messaging (EPs)
 - Educational information (EPs & EHs)

MU: Patient / Family Engagement

Objective	Proposed Stage 2 Measure	Role for Patient Portal
<p>Provide patients the ability to view online, download, and transmit their health information within 4 business days of the information being available to the EP.</p>	<ol style="list-style-type: none">1. More than 50% of all unique patients seen by the EP during the EHR reporting period are provided timely (within 4 business days after the information is available to the EP) online access to their health information (subject to the EP's discretion to withhold certain information).2. More than 10% of all unique patients seen by the EP during the EHR reporting period (or their authorized representatives) view, download, or transmit their health information to a third party.	<p><i>Essential</i></p>

MU: Patient / Family Engagement

Objective	Proposed Stage 2 Measure	Role for Patient Portal
Provide patients the ability to view online, download, and transmit information about a hospital admission (EH).	<ol style="list-style-type: none"><li data-bbox="533 482 1335 815">1. More than 50% of all patients who are discharged from the inpatient or emergency department of an eligible hospital or CAH have their information online within 36 hours of discharge.<li data-bbox="533 825 1335 1210">2. More than 10% of all patients who are discharged from the inpatient or emergency department of an eligible hospital or CAH view, download, or transmit their health information during the reporting period to a third party.	<i>Essential</i>

MU: Patient / Family Engagement

Objective	Proposed Stage 2 Measure	Role for Patient Portal
Provide clinical summaries to patients for each office visit (EP).	Clinical summaries provided to patients within 24 hours for more than 50% of office visits.	<i>Recommended</i>
Use secure electronic messaging to communicate with patients on relevant health information (EP).	A secure message was sent using the electronic messaging function of Certified EHR Technology by more than 10% of unique patients seen during the EHR reporting period.	<i>Recommended</i>

MU: Patient / Family Engagement

Objective	Proposed Stage 2 Measure	Role for Patient Portal
Use Certified EHR Technology to identify patient-specific educational resources and provide those resources to the patient (EP and EH).	Patient-specific educational resources identified by Certified EHR Technology are provided to patients for more than 10% of all office visits by the EP. ... and more than 10% of all unique patients admitted to the EH or CAH inpatient or emergency department.	<i>Recommended</i>

Patient Portal Lessons Learned – Key Focus Areas

- Business priorities
 - Patient understanding / learning / access to information
 - Quality clinical care – process redesign
 - Providing GREAT service!
- Regulatory issues
 - Security requirements / Role in meaningful use
- Operations
 - Marketing / Access / Support / Content
 - Workflow integration – making it natural for practice staff and patients to use the system
- Access
 - Devices, language, reading level, support

THANK YOU!

Jonathan Wald, MD, MPH

Director, Patient-Centered Technologies

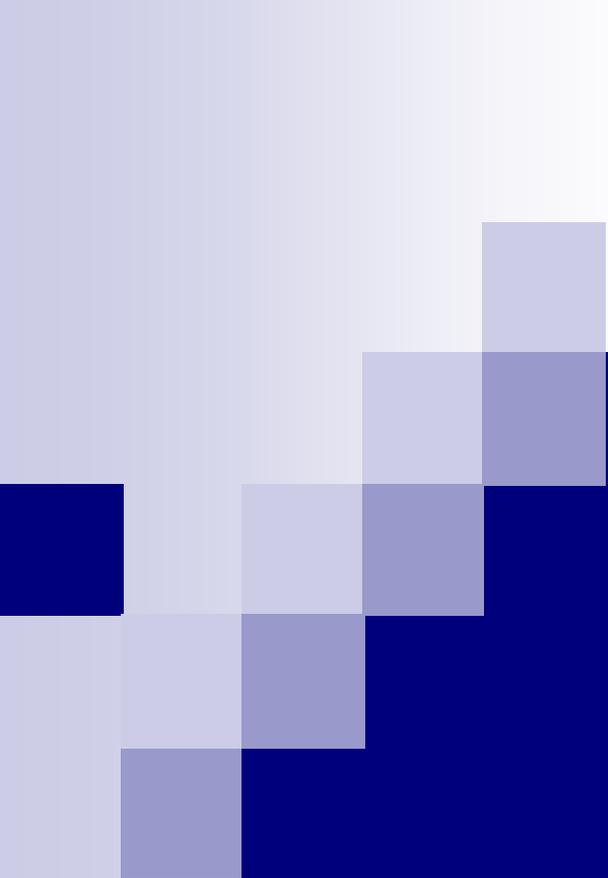
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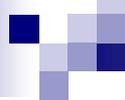


Florida's Medicaid Personal Health Record

Presented by:

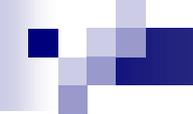
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April 5, 2012



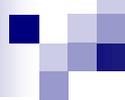
My Florida Health e-Book

- Background
 - Florida contracted with Availity, LLC. for a claims-based Electronic Medical Record for Medicaid treating providers
 - PHR provided for Medicaid enrollees via subcontract with Health Trio, LLC.
 - Healthwise provides content to the PHR



My Florida Health e-Book

- Value
 - Medication history
 - List of providers
 - Administrative customizing
 - Family history
 - 18 months of utilization data
 - Height/weight tracking



My Florida Health e-Book

- Process
 - Eligibility file provided for enrollment
 - File of registrants provided from Health Trio
 - Claims pulled weekly for registrants by IT and uploaded to Health Trio

My Florida Health e-Book: Medical Care Summary

My Family

Baby Doe

My Health

Health Calendar

Procedures

Medication Profile

My Plan For Health

Illnesses/Conditions

Visit Summary

Health Event Record

Family History

Wallet Card

Health Tracker

Immunizations

Allergies

Medical Care Summary
(CCR)

My Health Plan

Member Information

My Resources

Healthwise

Special Health Needs

Nutrition

Contact for Help

Hospital Comparison

Medical Help Resources

Medical Care Summary

This is a printable summary of all the information in your personal health record. This summary is also called a Continuity of Care Record or CCR. It is helpful to have a printed copy of this summary when you change doctors or in cases where there has been a natural disaster and you are unable to obtain your medical records from your doctor or treatment provider. This information can be printed out by clicking on the "Print" button.

[Print CCR](#) [Create PDF](#) [Download XML](#)

Continuity of Care Record

CCR ID:	51c4f766764c43919cf61ab8a4799fbb	Patient:	
Date/Time Created:	11 Dec 2009 09:15 AM	Language:	English
Created by:		Version:	V1.0
Purpose:	Transfer of Medical Data		

Problems

Type	Description	Code	Date Recorded	Status	Source
Condition	Abdominal tenderness	SNOMED 43478001	16 Nov 2009	Active	
Condition	Disorder of ear	SNOMED 25906001	03 Sep 2009	Active	

Alerts/Allergies

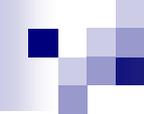
Type	Description	Reaction	Date Recorded	Source
Allergy	dust mites	Gradual (Insidious)-Hives	18 Nov 2009	
Allergy	Dairy	Sudden-Diarrhea	13 Nov 2009	

Medications

Description	Start Date	Last Obtained	Status	Source
Erythro-Sul Ped Oral Suspension for Reconstitution	08 Oct 2009	08 Oct 2009	Active	
Amoxicillin Oral Suspension for Reconstitution 125 mg/5 mL	01 Oct 2009	01 Oct 2009	Active	
Amoxicillin Oral Suspension for Reconstitution 125 mg/5 mL	01 Sep 2009	12 Sep 2009	Active	

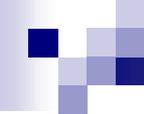
Immunizations

Description	Code	Immun Date	Performing Provider	Status	Source
Diphtheria, tetanus, pertussis, hepatitis B, polio (Pediarix)	SNOMED 410000099104	03 Sep 2009	unknown clinician	Completed	



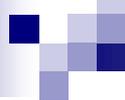
My Florida Health e-Book

- Decisions
 - Vetting registrants
 - Filtering data



My Florida Health e-Book

- Challenges
 - Processing claims for the upload to Health Trio
 - Staff changes
 - Varying level of executive sponsorship
 - Low effort for low adoption – no promotion for incomplete product
 - Encounter data not yet available
 - PHR confusion claims vs. clinical



My Florida Health e-Book

- Future Plans
 - Add lab results data
 - Add managed care encounter data
 - Incentivize use through enhanced benefits program
 - Provide outreach for disaster preparedness

Subscribe to the Listserv

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- Immediately following the Webinar, an evaluation form will appear on your screen.
- We would very much like to get your feedback; your input is extremely important to us and will help to improve future sessions to ensure we provide the best possible assistance to your agency.
- If you do not have time to complete the evaluation immediately following the webinar or would rather receive the form via e-mail, please contact Diana Smith at dianasmith@rti.org
- As always, thank you!

THANK YOU!

Heidi Fox

Administrator

Florida Agency for Health Care Administration

Email address

Telephone

