

Project Title:	Impact of a Wellness Portal on the Delivery of Patient-Centered Prospective Care
Principal Investigator:	Mold, James, M.D.
Organization:	University of Oklahoma Health Sciences Center
Mechanism:	RFA: HS07-007: Ambulatory Safety and Quality Program: Enabling Patient-Centered Care through Health Information Technology (PCC)
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Project Period:	10/07 – 08/10
AHRQ Funding Amount:	\$902,411
Summary Status as of:	December 2008

Strategic Goal: Develop and disseminate health IT evidence and evidence-based tools to support patient-centered care, the coordination of care across transitions in care settings, and the use of electronic exchange of health information to improve quality of care.

Business Goal: Implementation and Use

Summary: This project develops and tests a Web-based, patient-centered Wellness Portal to allow patient access to the Preventive Services Reminder System (PSRS), a pre-existing internally-developed clinical tool for improving the delivery of patient-centered preventive services. Practices within the OKPRN use the PSRS, which contains a patient registry; preventive service reminders according to evidence-based guidelines (United States Preventive Services Task Force [USPSTF], Advisory Committee on Immunization Practices [ACIP], and American Academy of Family Physicians [AAFP]); an electronic chart auditing and patient recall tool for clinical decision support; patient education materials; and a 3-year prospective wellness plan. The project team members have enhanced functionality of the PSRS by allowing patient access via the Wellness Portal, which patients can access through either their home computers or doctor’s office kiosks. Through the Wellness Portal, patients can securely input personal information on their health behaviors and wellness status to personalize their wellness plan through the risk assessment algorithm; securely message their provider and schedule visits; transfer their wellness record to other providers using the CCR interface; and review educational materials.

The project, approximately mid-way through its progress, is providing access to the Wellness Portal to patients or guardians of patients either less than 6 years of age or greater than 50 years of age in four clinician practices within a primary care practice-based research network in Oklahoma. Four matched clinician practices serve as controls. The 3-year study consists of three phases: development, evaluation, and dissemination. The team is conducting a 9-month pre-post randomized, controlled trial (RCT) to test the hypothesis that usage of the Wellness Portal will affect delivery of appropriate services at the right time; patient experience with patient-centeredness of care; patient activation; and delivery of preventive services, while controlling for variables such as utilization, demographics, and health status.

Specific Aims

- Develop, field test, and refine an Internet-based patient Wellness Portal linked to PSRS to facilitate patient-centered, preventive care in primary care practices. **(Achieved)**
- Determine the impact of the Wellness Portal on the process of patient-centered preventive care by examining the behavior and experiences of both patients and providers and the degree to which recommended services are individualized. **(Ongoing)**
- Develop model Wellness Portal practices and disseminate the Wellness Portal technology and knowledge derived from Aims 1 and 2 findings. **(Upcoming)**

2008 Activities: The project team designed, developed, and pilot tested the Wellness Portal. The team assembled an advisory committee of clinicians, office staff, patients, and national health information technology experts. The committee’s participants represented a wide range of diverse patient groups, and met several times to discuss consecutive versions of the portal Web interface. This iterative process allowed the project team to incorporate an array of expert and end-user perspectives while developing the tool. Once sufficiently vetted, the team tested the Wellness Portal in two OKPRN practices. The team collected patient and provider satisfaction data via surveys and personal feedback to improve and refine the Wellness Portal and its integration into the comprehensive care delivery process. The project team completed the field trial of the Wellness Portal and recruitment methodology, analyzed the results, and made adjustments based on the feedback they received.

In preparation for the RCT, the project team has finalized the content and structure of the Wellness Portal, developed the patient surveys and recruitment documents for the RCT, selected sites for the RCT, briefed the recruitment sites, assigned practice facilitators to each site for patient enrollment and/or Wellness Portal implementation, and assembled and tested the Wellness Portal Kiosk. The project team has begun the RCT, recruiting patients that fit their inclusion criteria through direct contact during the patients’ regular clinic visits.

Preliminary Impact and Findings: The team has completed the analyses of the field trial of the Wellness Portal. Results indicate a high degree of patient and provider satisfaction with the tool’s usability, effectiveness and value.

Selected Outputs

The team has completed development of the beta-test version of the Wellness Portal.

Grantee’s Most Recent Self-Reported Quarterly Status: The project is meeting 80-99 percent of their milestones and is generally on time.

Milestones: Progress is mostly on track.

Budget: Spending is roughly on target.