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
Director, Patient-Centered Technologies
RTI International

Heidi Fox
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.

Funded by the Agency for Healthcare Research and Quality
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.

Who’s Online? The Internet by Age Groups

Source: Pew Internet & American Life project
Who’s Online? The Internet by Age Groups Over Time

- Teens 12-17*: 93%
- All adults 18 and older: 79%
- Adults 18-29: 95%
- Adults 30-49: 87%
- Adults 50-64: 78%
- Adults 65 and older: 42%

* Teens data is from Sept-09.
Growing Smartphone Use!!

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

### Demographics of Internet Use

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

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

<table>
<thead>
<tr>
<th></th>
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<tbody>
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<td>Search</td>
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<td>Search</td>
<td>Search</td>
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<tr>
<td>Health info</td>
<td>Health info</td>
<td>Health info</td>
<td>Get news</td>
<td>Get news</td>
<td>Health info</td>
<td>Health info</td>
</tr>
<tr>
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<td>Get news</td>
<td>Govt website</td>
<td>Govt website</td>
<td>Govt website</td>
<td>Get news</td>
<td>Buy a product</td>
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<td>Watch video</td>
<td>Travel reservations</td>
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<td>Travel reservations</td>
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<td>Govt website</td>
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<tr>
<td>Get news</td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>Buy a product</td>
<td>Watch video</td>
<td>Buy a product</td>
<td>Travel reservations</td>
<td>Govt website</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IM</td>
<td></td>
<td></td>
<td>Bank online</td>
<td>Financial info</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Listen to music</td>
<td></td>
<td></td>
<td>Social network sites</td>
<td>Rate things</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Travel reservations</td>
<td></td>
<td></td>
<td>Bank online</td>
<td></td>
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<td>Online classifieds</td>
<td>Online classifieds</td>
<td>Online classifieds</td>
<td>Online classifieds</td>
<td>Rate things</td>
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<tr>
<td>Bank online</td>
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<td>Financial info</td>
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<tr>
<td>Govt website</td>
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<td>Religious info</td>
<td></td>
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<tr>
<td>Play games</td>
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<td>Listen to music</td>
<td>IM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Read blogs</td>
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<td>Religious info</td>
<td>Rate things</td>
<td>Religious info</td>
<td></td>
<td></td>
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<tr>
<td>Financial info</td>
<td></td>
<td>Religious info</td>
<td>IM</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rate things</td>
<td></td>
<td>Rate things</td>
<td>Rate things</td>
<td></td>
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<tr>
<td>Religious info</td>
<td></td>
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<td>Online auction</td>
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<tr>
<td>Donate to charity</td>
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<td>Online auction</td>
<td></td>
<td>Online auction</td>
<td>Online auction</td>
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<tr>
<td>Podcasts</td>
<td></td>
<td>Donate to charity</td>
<td></td>
<td>Podcasts</td>
<td></td>
<td></td>
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<tr>
<td>Donate to charity</td>
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<td>Podcasts</td>
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<td>Blog</td>
<td>IM</td>
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<td>Virtual worlds</td>
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<td>Virtual worlds</td>
<td>Virtual worlds</td>
<td>Virtual worlds</td>
<td>Virtual worlds</td>
<td>Virtual worlds</td>
</tr>
</tbody>
</table>

80% search for health information

Source: Pew data
May 2010

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=1,649)

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

Medications and Allergies

Medications

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

Allergies

<table>
<thead>
<tr>
<th>Date</th>
<th>Allergen</th>
<th>Reaction</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>02/22/2007</td>
<td>Morphine</td>
<td>Hives</td>
<td></td>
</tr>
</tbody>
</table>
Patient Immunization Details in Portal

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.

<table>
<thead>
<tr>
<th>Name</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hep A Vaccine</td>
<td>03/27/2006</td>
</tr>
<tr>
<td>HepB- 2 Dose regimen</td>
<td>03/30/2006</td>
</tr>
<tr>
<td>Influenza Vaccine</td>
<td>10/08/2006; 10/08/2006; 02/13/2007</td>
</tr>
<tr>
<td>PPD</td>
<td>08/16/2006; 08/16/2006; 08/16/2006; 08/16/2006</td>
</tr>
<tr>
<td>Pediarix (DTaP-HepB-IPV)</td>
<td>04/14/2006</td>
</tr>
<tr>
<td>Pneumovax</td>
<td>09/25/2006</td>
</tr>
<tr>
<td>Varicella</td>
<td>03/30/2006</td>
</tr>
</tbody>
</table>
Patient Health Record
Results in Portal

<table>
<thead>
<tr>
<th>Test Name</th>
<th>Result</th>
<th>Units</th>
<th>Reference Range</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALT (SGPT) (U/L)</td>
<td>39</td>
<td>U/L</td>
<td>7-52</td>
<td>08/06/2006</td>
</tr>
<tr>
<td>AST (SGOT)</td>
<td>23</td>
<td>U/L</td>
<td>9-30</td>
<td>08/06/2006</td>
</tr>
<tr>
<td>Albumin</td>
<td>4.5</td>
<td>g/dL</td>
<td>3.7-5.4</td>
<td>08/06/2006</td>
</tr>
<tr>
<td>Alk Phos</td>
<td>44</td>
<td>U/L</td>
<td>36-118</td>
<td>08/06/2006</td>
</tr>
<tr>
<td>BUN</td>
<td>26 (#)</td>
<td>mg/dl</td>
<td>9-25</td>
<td>08/06/2006</td>
</tr>
<tr>
<td>RBCs (auto)</td>
<td>0.6</td>
<td></td>
<td></td>
<td>03/22/2000</td>
</tr>
</tbody>
</table>
Online Lab Tests Resource
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

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

<table>
<thead>
<tr>
<th>Objective</th>
<th>Proposed Stage 2 Measure</th>
<th>Role for Patient Portal</th>
</tr>
</thead>
</table>
| 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. | 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. | Essential               |
## MU: Patient / Family Engagement

<table>
<thead>
<tr>
<th>Objective</th>
<th>Proposed Stage 2 Measure</th>
<th>Role for Patient Portal</th>
</tr>
</thead>
</table>
| Provide patients the ability to view online, download, and transmit information about a hospital admission (EH). | 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.  
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. | Essential               |
## MU: Patient / Family Engagement

<table>
<thead>
<tr>
<th>Objective</th>
<th>Proposed Stage 2 Measure</th>
<th>Role for Patient Portal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide clinical summaries to patients for each office visit (EP).</td>
<td>Clinical summaries provided to patients within 24 hours for more than 50% of office visits.</td>
<td>Recommended</td>
</tr>
<tr>
<td>Use secure electronic messaging to communicate with patients on relevant health information (EP).</td>
<td>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.</td>
<td>Recommended</td>
</tr>
</tbody>
</table>
## MU: Patient / Family Engagement

<table>
<thead>
<tr>
<th>Objective</th>
<th>Proposed Stage 2 Measure</th>
<th>Role for Patient Portal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use Certified EHR Technology to identify patient-specific educational resources and provide those resources to the patient (EP and EH).</td>
<td>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.</td>
<td>Recommended</td>
</tr>
</tbody>
</table>
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
Center for the Advancement of Health IT
RTI International

jwald@rti.org
781-733-8116
Florida’s Medicaid Personal Health Record

Presented by:
Heidi Fox, Administrator
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

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.

Continuity of Care Record

CCR ID: 51c4f786764c33919c161ab8a709f00
Date/Time Created: 11 Dec 2009 09:15 AM
Created by: Transfer of Medical Data
Purpose: English
Version: V1.0

Problems

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
<th>Code</th>
<th>Date Recorded</th>
<th>Status</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Condition</td>
<td>Abdominal tenderness</td>
<td>SNOMED 43478001</td>
<td>16 Nov 2009</td>
<td>Active</td>
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<tr>
<td>Condition</td>
<td>Disorder of ear</td>
<td>SNOMED 25966001</td>
<td>03 Sep 2009</td>
<td>Active</td>
<td></td>
</tr>
</tbody>
</table>

Alerts/Allergies

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
<th>Reaction</th>
<th>Date Recorded</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allergy</td>
<td>dust mites</td>
<td>Gradual (Insidious)-Nives</td>
<td>18 Nov 2009</td>
<td></td>
</tr>
<tr>
<td>Allergy</td>
<td>Dairy</td>
<td>Sudden-Diarrhea</td>
<td>13 Nov 2009</td>
<td></td>
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</table>

Medications

<table>
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<tr>
<th>Description</th>
<th>Start Date</th>
<th>Last Obtained</th>
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<th>Source</th>
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</thead>
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<tr>
<td>Erythromycin-Ped Oral Suspension for Reconstitution</td>
<td>06 Oct 2009</td>
<td>08 Oct 2009</td>
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<td>Amoxicillin Oral Suspension for Reconstitution 125 mg/5 mL</td>
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<td>01 Oct 2009</td>
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<tr>
<td>Amoxicillin Oral Suspension for Reconstitution 125 mg/5 mL</td>
<td>01 Sep 2009</td>
<td>12 Sep 2009</td>
<td>Active</td>
<td></td>
</tr>
</tbody>
</table>

Immunizations

<table>
<thead>
<tr>
<th>Description</th>
<th>Code</th>
<th>Immun Date</th>
<th>Performing Provider</th>
<th>Status</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diphtheria, tetanus, pertussis</td>
<td>SNOMED 4100000099104</td>
<td>03 Sep 2009</td>
<td>unknown clinician</td>
<td>Completed</td>
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</tr>
</tbody>
</table>
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

• Subscribe to the AHRQ Medicaid-CHIP listserv to receive announcements about program updates and upcoming TA Webinars and Workshops.

• Follow the instructions below
  ◦ Send an e-mail message to: listserv@list.ahrq.gov.
  ◦ On the subject line, type Subscribe.
  ◦ In the body of the message type sub Medicaid-SCHIP-HIT and your full name. For example, sub Medicaid-SCHIP-HIT John Doe.

• You will receive a message asking you to confirm your intent to sign up.
Evaluation

• 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