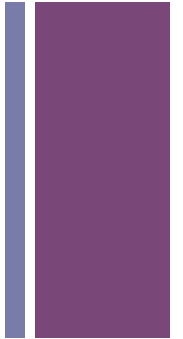




PatientSite Enrollments and Utilization

Amy B Goldman
May 17, 2013

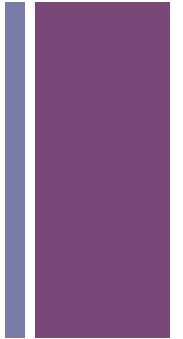
+ What is PatientSite?



- Patient Portal
- Benefits for Patients and Clinicians
- Project Description
 - Increase PatientSite Registrations: Clinicians and Patients
- Organizational Initiatives
 - OpenNotes
 - Meaningful Use



OpenNotes



- **Engage patients**

- Patients report:
 - Taking better care of themselves
 - Better taking medications as prescribed
 - Better remembering plan of care
- Doctors report improved partnership with patients

- **Improve workflow/efficiency**

- Saves time (doctors can include lab/study result notification in a single note)

- **Improve patient communication/education**

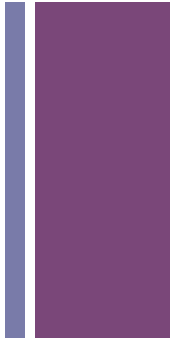
- **Improve transparency and patient safety**

- **Helps patients' caregivers optimize care**

- **Patients want it- Market differentiator**

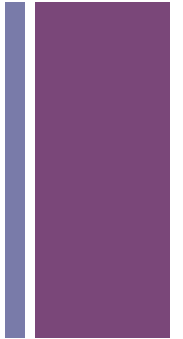


What is “Meaningful” about Meaningful Use?

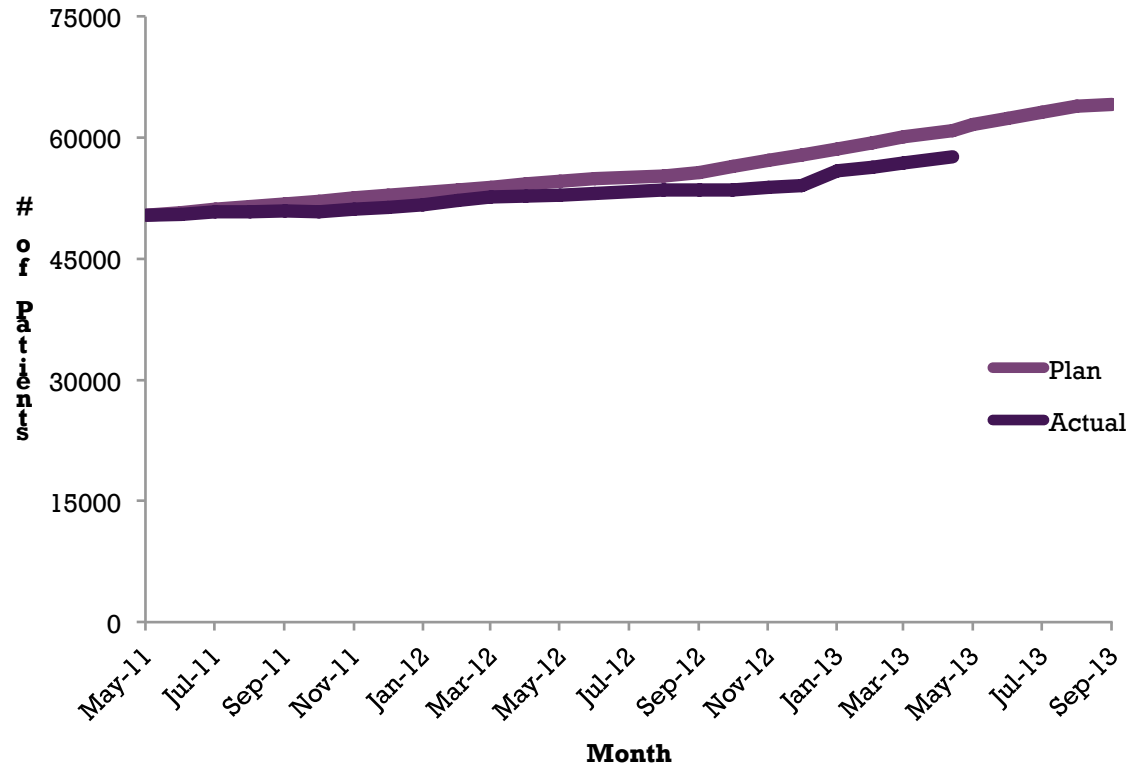


- Federal Incentive Program
- Staged Criteria
- Stage 2: January 2014
 - Physician must offer Patient Portal to 50% of their patients
 - 5% of patients must use it to view their health records
 - 5% of patients must use it to send their doctor a secure message

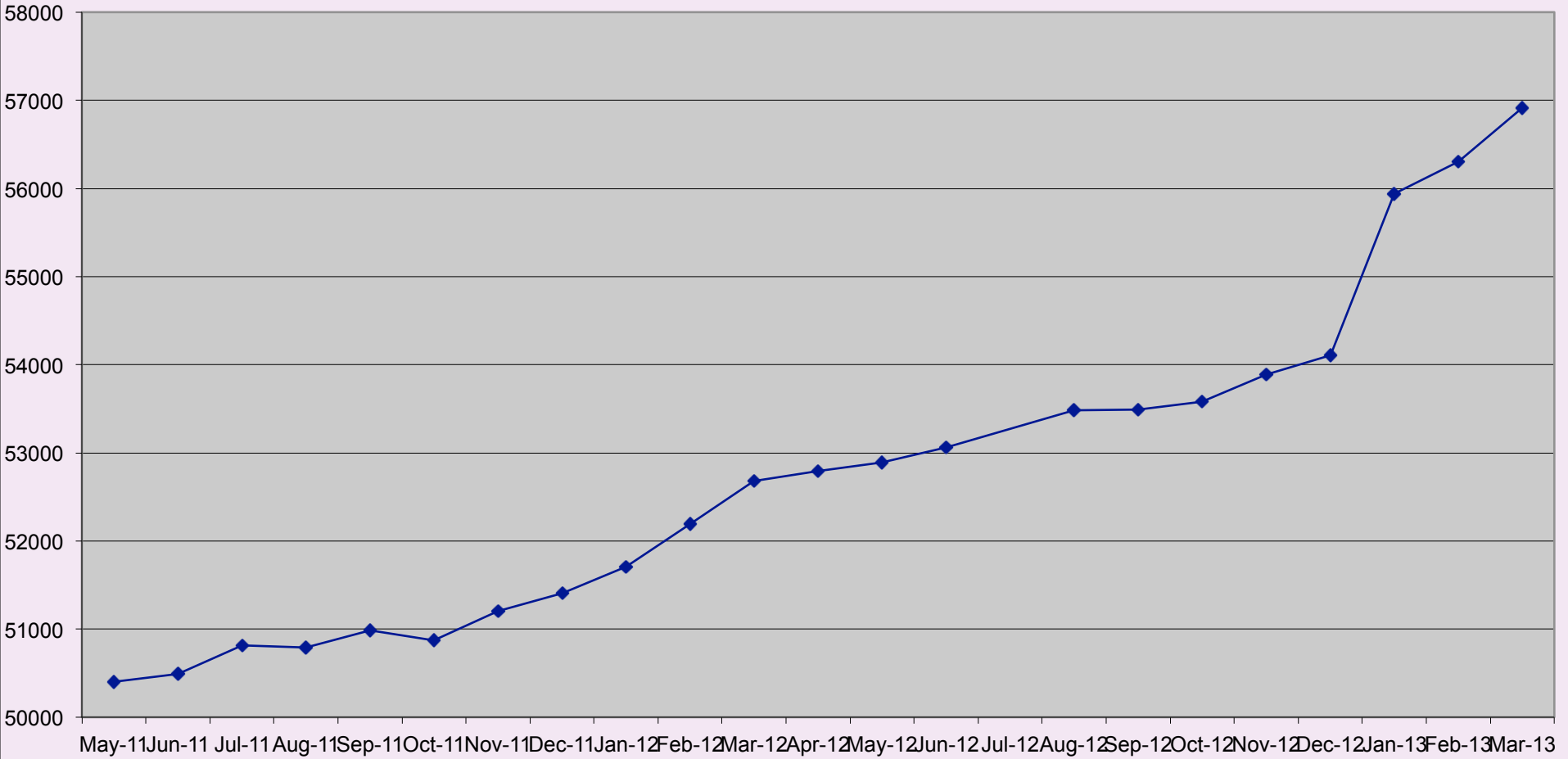
+ My "Old" View



Cumulative Enrollments



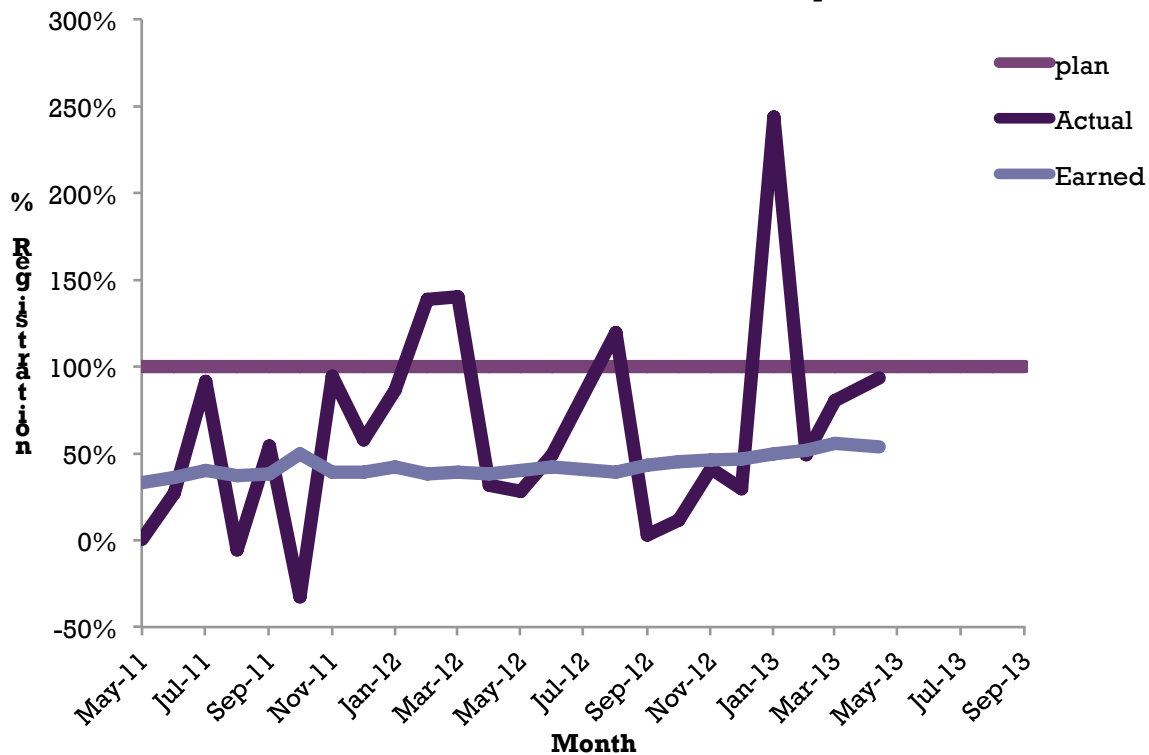
Total Active Registered Patients



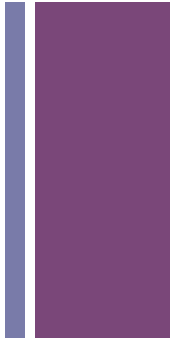
+ The EV Way



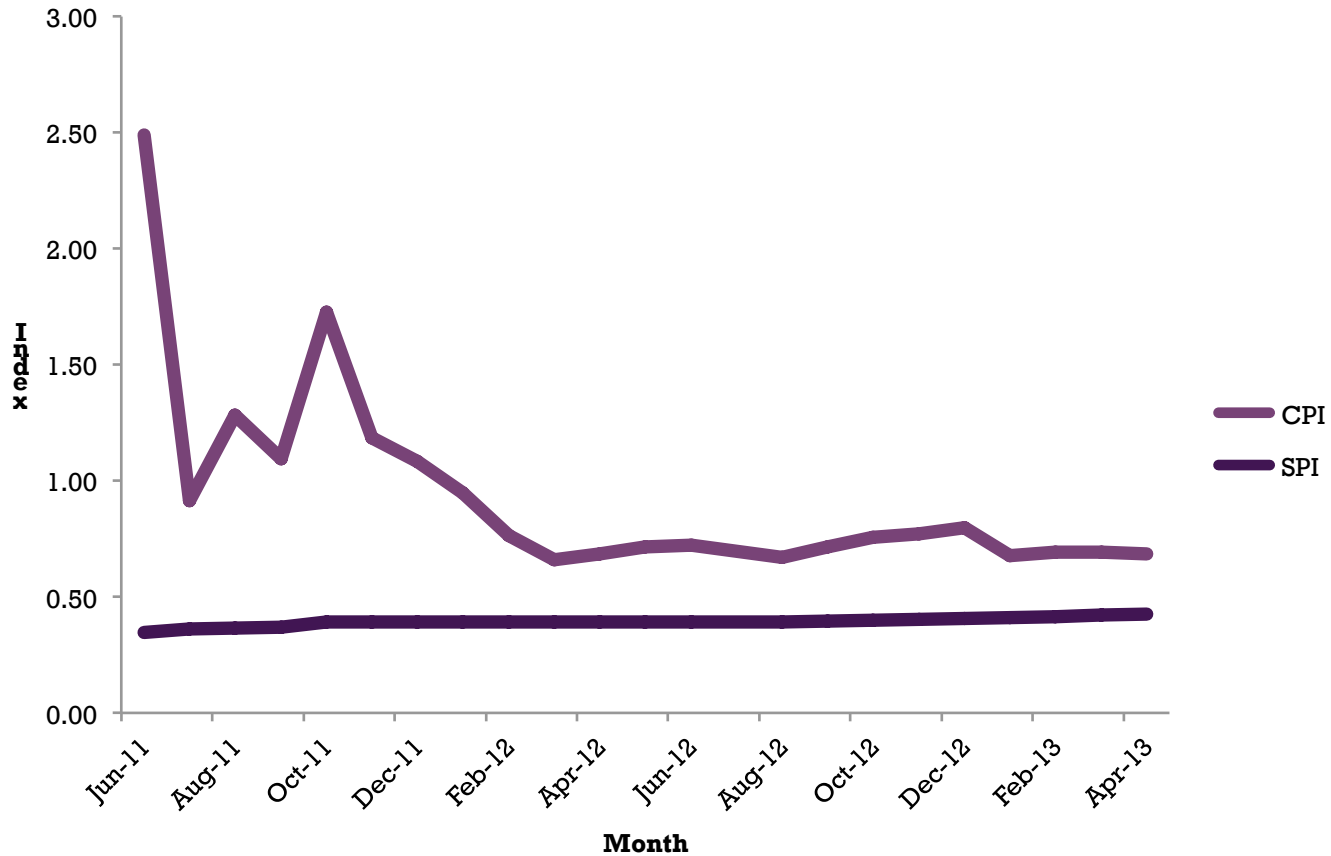
PatientSite Activity



+ Utilization and Schedule



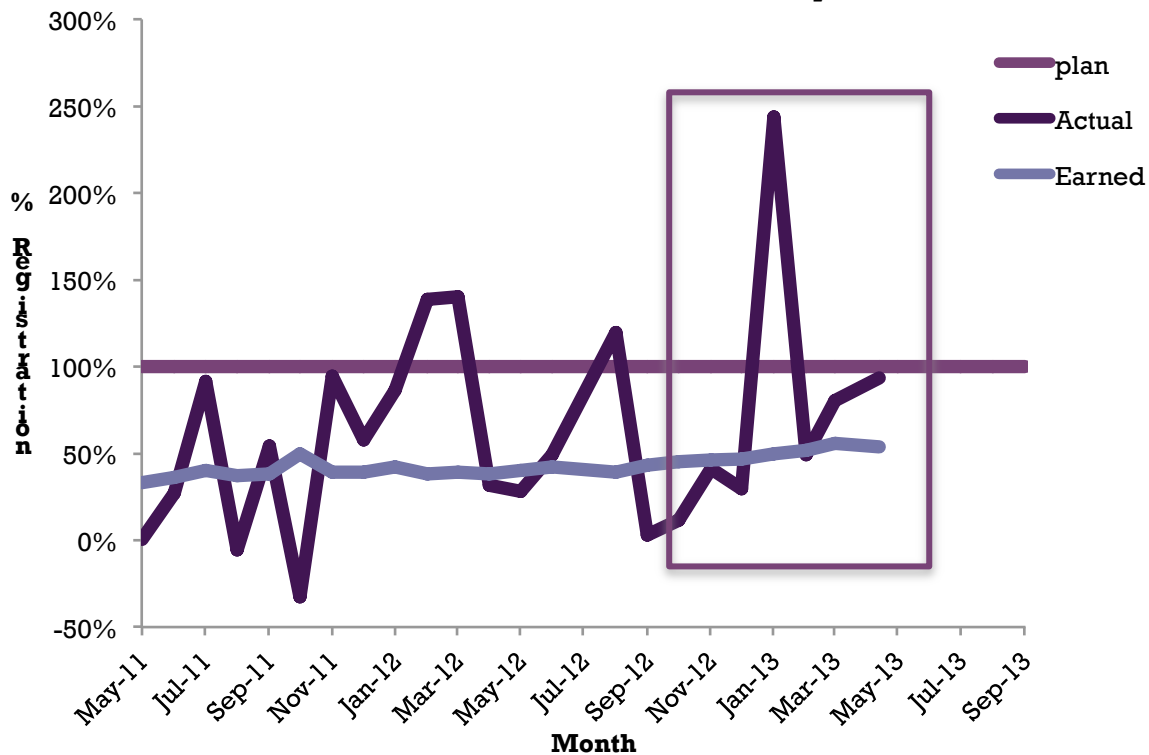
PatientSite Registration Efficiency



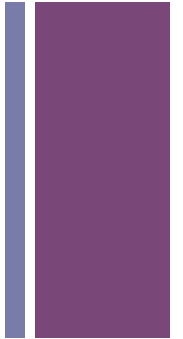
+ Deeper Dive



PatientSite Activity



+ Lessons Learned



- Utilization is equally if not more important than registrations
- Focus efforts on Usability and Usefulness
 - Number of Registration will be meaningless without it!
- Scope Creep and Poor Project planning
- EV helped identify opportunities for root cause analysis and project correction

+ Questions?

