

Las@ntéélectronique

ColloqueannueldesDSP

**L'INFORMATISATION**  
UN INCONTOURNABLE POUR GÉRER L'AVENIR

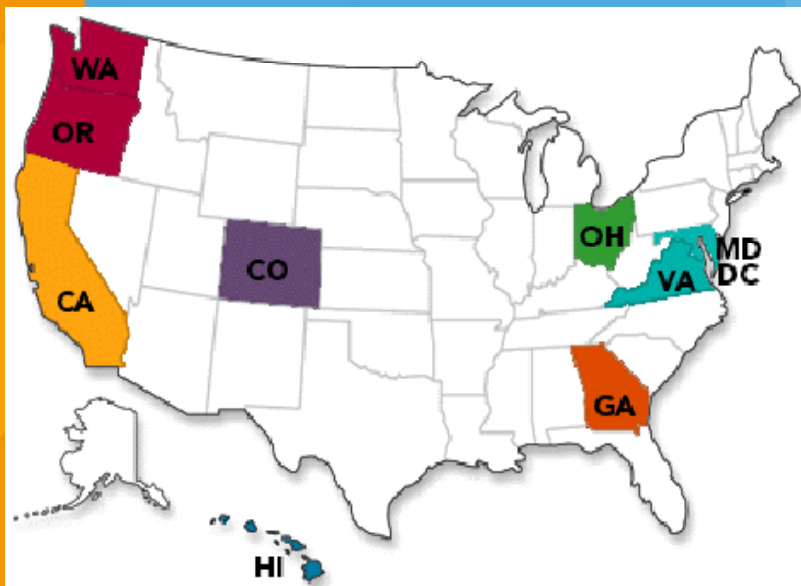
**aqesss**  
ASSOCIATION QUÉBÉCOISE  
D'ÉTABLISSEMENTS DE SANTÉ  
ET DE SERVICES SOCIAUX



# Kaiser Permanente's Patient Portal Expérience

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Médical Director, Internet Services  
Kaiser Permanente

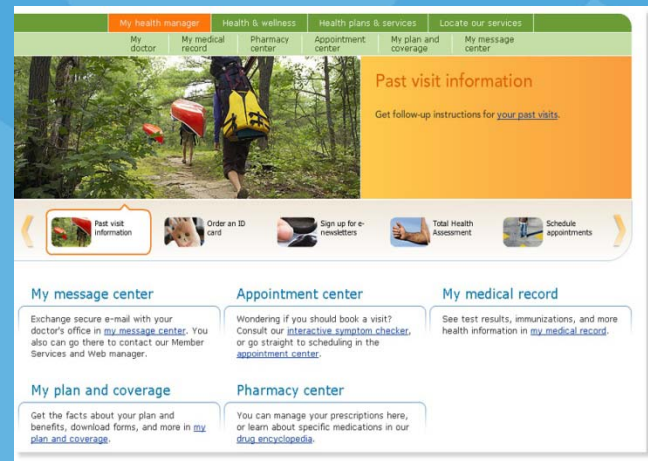
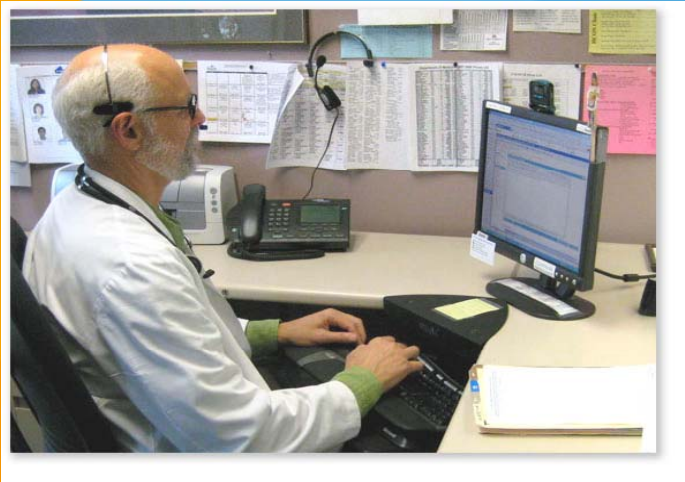
# About Kaiser Permanente



- Nation's largest nonprofit health plan
  - Integrated health care delivery system
  - 8.8 million members
    - 15,000 physicians
    - 164,000 employees
- Serving 9 states and the District of Columbia
  - 36 hospitals and medical centers
  - 454 medical offices
- \$44.2 billion operating revenue (2010)

# Integrated care delivery model is the backbone

## Physicians & Members—the digital connection



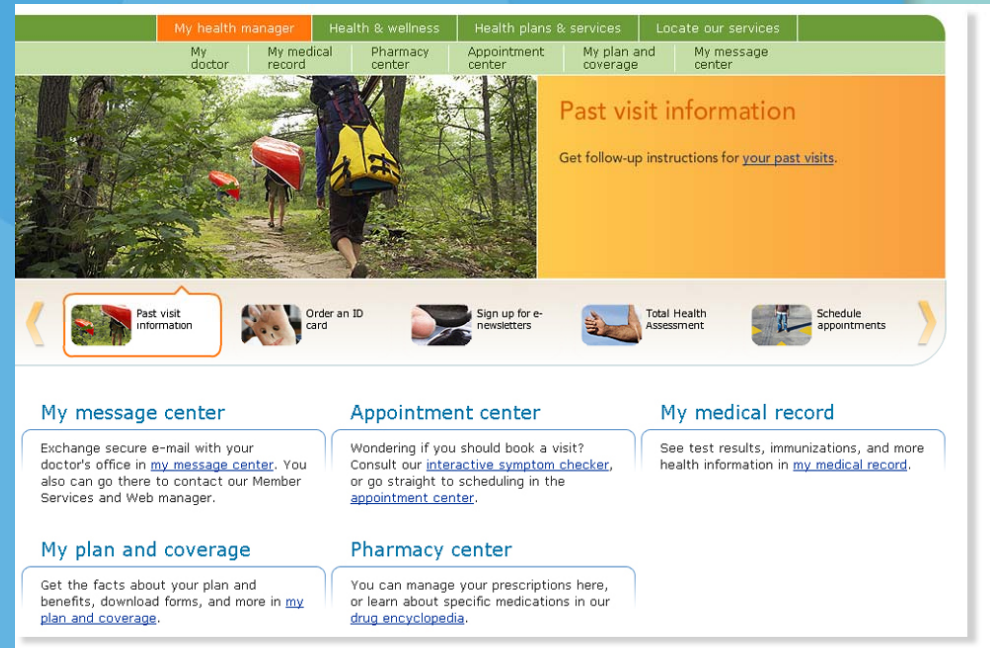
KP HealthConnect (EMR) integrates with kp.org My Health Manager

- Insert screenshots of EMR

## Usage is high

- 3.7M members registered
  - 60% of eligible members
- 1.4M appointments scheduled
- 6.2M emails sent to doctors and other providers
- 15M test results viewed
- 4.7M prescriptions refilled
- 143,706 Healthy Lifestyle Programs submitted

*Metrics through Q2 2011*



The screenshot displays a healthcare website interface. At the top, there is a navigation bar with tabs for "My health manager", "Health & wellness", "Health plans & services", and "Locate our services". Below this, a secondary navigation bar includes "My doctor", "My medical record", "Pharmacy center", "Appointment center", "My plan and coverage", and "My message center". The main content area features a large image of a person carrying a canoe on a trail, with a "Past visit information" section on the right. Below the image is a horizontal menu with icons and labels for "Past visit information", "Order an ID card", "Sign up for e-newsletters", "Total Health Assessment", and "Schedule appointments". The bottom section contains six service tiles: "My message center", "Appointment center", "My medical record", "My plan and coverage", and "Pharmacy center".

**My health manager** | Health & wellness | Health plans & services | Locate our services

My doctor | My medical record | Pharmacy center | Appointment center | My plan and coverage | My message center

**Past visit information**  
Get follow-up instructions for [your past visits](#).

◀ Past visit information | Order an ID card | Sign up for e-newsletters | Total Health Assessment | Schedule appointments ▶

**My message center**  
Exchange secure e-mail with your doctor's office in [my message center](#). You also can go there to contact our Member Services and Web manager.

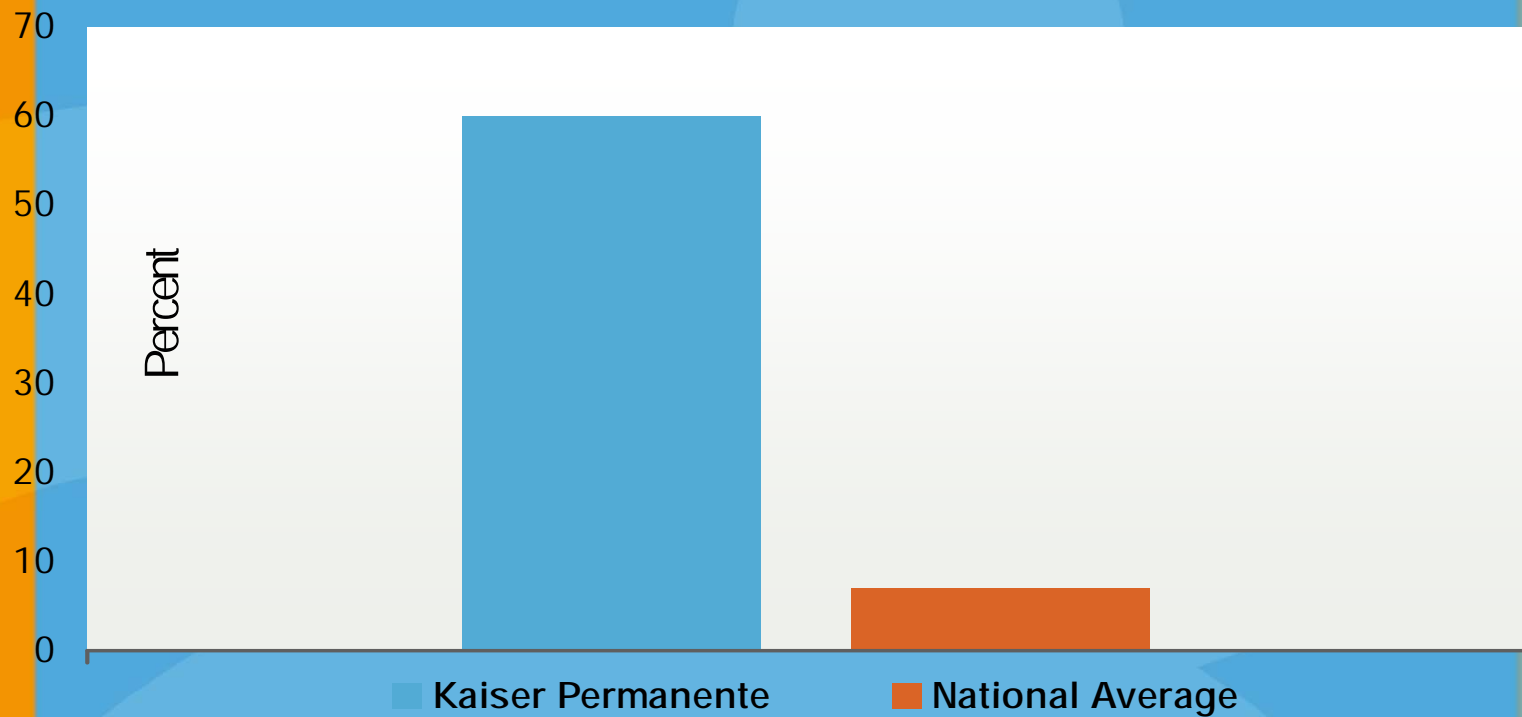
**Appointment center**  
Wondering if you should book a visit? Consult our [interactive symptom checker](#), or go straight to scheduling in the [appointment center](#).

**My medical record**  
See test results, immunizations, and more health information in [my medical record](#).

**My plan and coverage**  
Get the facts about your plan and benefits, download forms, and more in [my plan and coverage](#).

**Pharmacy center**  
You can manage your prescriptions here, or learn about specific medications in our [drug encyclopedia](#).

# The most actively used PHR in the United States



Source: California HealthCare Foundation, 2009 National HIT Survey

## Principles are critical

- Patient-centeredness
- Transparency
- Consistency
- Accessibility
- Security

## Approach is critical

- Inclusive
- 80/20 rule
- Put patients first



[My health manager](#)

[Health & wellness](#)

[Health plans & services](#)

[Locate our services](#)

[Online security](#) 

## Members sign on

User ID

Password

[Sign on](#)

[Forgot your user ID or password?](#)

[Register to get a user ID](#)

[Experience My health manager](#)



[Prospective Members](#)

[Employers/Administrators](#)

[Media Representatives](#)

[Brokers](#)

[Job Seekers](#)



### Health and wellness

Are you living with diabetes? [Get a personal plan to manage your condition.](#)

#### Health tips

Sleep, exercise, managing stress, and other [ways to avoid colds and flu](#)

How to [stay healthy while you're traveling](#)

Bedbugs are back. [Get the facts about them.](#)



### Health plans and services

A perfect match of choice and price: [Apply for coverage.](#)

#### Plans for peace of mind

[Losing your coverage?](#) We can help.

Explore [individual and family plans.](#)

Get covered: Check out our [plans for current and retired federal employees.](#)

**My health manager**

Health & wellness

Health plans & services

Locate our services

My doctor

My medical record

Pharmacy center

Appointment center

My plan & coverage

My message center

**My health manager**

**My medical record**

- Allergies
- Health care reminders
- Health summary
- Immunizations
- Ongoing health conditions
- Past visit information
- Test results

**Related links**

- Act for a family member
- Drug encyclopedia
- Email my doctor
- Health encyclopedia
- Total health assesment



## My medical record

You are viewing information for **Catherine Smith**

[Is someone missing from your list?](#)

- Aiden Smith
- Bob Williams

**Health Alerts**

- [You have new test results.](#)

View and print details of your medical record. Look after your family's health, too — you can view your child's health history and get immunization records for school or summer camp.

**Live well**

- » Take our total health assessment.
- » Arm yourself with a flu shot.
- » Start a personalized healthy lifestyle program today.
- » Find health classes and programs in your area.

## LIPID PANEL - historical results

[Printer-friendly version](#)

You can view information from past test results in a table, or you can see the information in a graph form. To display information over a different time period, adjust the date range. (Enter the dates in mm/dd/yy format, or use "t" for today, "t-1" for yesterday, and so on.

### Chart

Name	Standard range	1/7/2010	11/9/2010	2/5/2-11
<b>CHOLESTEROL</b>	-<239 mg/dl	250	225	210
<b>HDL</b>	>40- mg/dl	50	60	65
<b>LDL</b>	-<129 mg/dl	160	110	100
<b>TRIGLYCERIDE</b>	- 199- mg/dl	200	170	155

Table

Table by date

Line graph

Bar graph

Change component selection

Welcome, **Catherine** | [Sign off](#)

**My health manager**

Health & wellness

Health plans & services

Locate our services

[My doctor](#)

[My medical record](#)

[Pharmacy center](#)

[Appointment center](#)

[My plan & coverage](#)

[My message center](#)

**My health manager**

**My medical record**

- Allergies
- Health care reminders
- Health summary
- Immunizations
- Ongoing health conditions
- **Past visit information**
- Test results

**Related links**

- [Act for a family member](#)
- [Drug encyclopedia](#)
- [E-mail my doctor](#)
- [Health encyclopedia](#)
- [Preventive care](#)
- [Total health assessment](#)



## Past visit information

[Help with test results](#)

You are viewing information for

[Is someone missing from your list?](#)

[Printer-friendly version](#)

For details about one of your past visits, click the "Date/Time" link below.

For more information about what types of visits are included in this list, please see the [help](#) section. Keep in mind, not all of your past visit information may be listed below.

Date/Time	Description	Department
<a href="#">2/5/2011</a>	Routine Visit with KATE CHRISTENSEN	Southeast Medical Office
<a href="#">11/9/2010</a>	Routine Visit with KATE CHRISTENSEN	Southeast Medical Office

### Step 3 of 4: Choose appointment date/time

Reason for visit: Office visit

Please select an appointment from the list below, and then click the "Continue" button.

You can use the "Back" button below to return to the previous screen and change your appointment preferences.

	Date/Time	Provider	Department	Location
<input type="checkbox"/>	Friday, May 06, 2011 8:00 AM	Christensen, Kate	Internal Medicine	Southeast Medical Office
<input type="checkbox"/>	Friday, May 06, 2011 8:30 AM	Christensen, Kate	Internal Medicine	Southeast Medical Office
<input type="checkbox"/>	Friday, May 06, 2011 9:30 AM	Christensen, Kate	Internal Medicine	Southeast Medical Office
<input type="checkbox"/>	Friday, May 06, 2011 11:00 AM	Christensen, Kate	Internal Medicine	Southeast Medical Office
<input type="checkbox"/>	Friday, May 06, 2011 11:30 AM	Christensen, Kate	Internal Medicine	Southeast Medical Office
<input type="checkbox"/>	Saturday November 20, 2010 10:15 AM	Hayward, Arthur	Internal Medicine	Southeast Medical Office

[Previous times](#) | [Appointments](#) | [Next times](#)

[Back](#)

[Continue](#)

[Start over](#)

[My health manager](#)[My message center](#)

## Create a message

- [E-mail my doctor](#)
- [E-mail another department](#)

## Inbox

- [From my doctor](#)
- [From another department](#)

## Sent messages

- [To my doctor](#)
- [To another department](#)



## Create a message

## E-mail my doctor

[Help with e-mailing my doctor](#)You are viewing information for [Is someone missing from your list?](#)

Send an e-mail to your doctor's office if you have a nonurgent health question.

**To refill a prescription**

Visit our [pharmacy center](#) for online refills, or to request renewal of a "0 refills" prescription.

**To make or cancel an appointment**

Visit our [appointment center](#) to schedule and cancel appointments.

[E-mail my doctor](#)

Send an e-mail to your doctor's office for answers to nonurgent health and wellness questions.

Welcome, **Catherine** | [Sign off](#)
**My health manager**

## Health &amp; wellness

## Health plans &amp; services

## Locate our services

[My doctor](#)
[My medical record](#)
[Pharmacy center](#)
[Appointment center](#)
[My plan & coverage](#)
[My message center](#)

## Pharmacy center

[My health manager](#)
 **Pharmacy center**

- Pharmacy help
- Contact a pharmacist
- Drug encyclopedia
- Drug formulary
- Refill reminders
- Refill by Rx Number



### My prescriptions

The table below shows the medications we have on file for you, including some over-the-counter drug you have reported taking. Recent changes may not be listed yet. If you don't see a prescription here, please use the refill by RX number order process.

 You are viewing information for 
[Is someone missing from your list?](#)

Choose	Prescription	Last refilled on	Status
<input type="checkbox"/>	<a href="#">Proair HFA inhaler 90mcg/actuation</a>	Dec-13-2010	Available
<input checked="" type="checkbox"/>	<a href="#">Fluticasone nasal 50 mcg/actuation</a> picked up from pharmacy January 18, 2011.	Jan-18-2011	Your prescription refill was

<b>My health manager</b>	<b>Health &amp; wellness</b>	<b>Health plans &amp; services</b>	<b>Locate our services</b>
Live healthy	Conditions & diseases	Drugs & natural medicines	Member programs & classes

[Health & wellness](#)

**Conditions & diseases**

**Health encyclopedia**

- [Health topics A-Z](#)
- [Symptom checker](#)
- [Enciclopedia de la salud](#)

**Featured topics**

- [Allergies](#)
- [Arthritis](#)
- [Asthma](#)
- [Cancer](#)
- [Colds and flu](#)
- [Depression](#)
- **[Diabetes](#)**
- [Heart health](#)
- [HIV/AIDS and STDs](#)
- [Making health decisions](#)
- [Pain management](#)
- [Surgery](#)



## Healthier living with diabetes

Diabetes is a rapidly growing health problem. Currently, more than 18 million people in the United States have diabetes.

Although diabetes is a life-long condition, you can still lead a healthy life and avoid complications. These actions are key:

- [eating well](#)
- [staying active](#)
- [keeping your blood sugar \(glucose\) levels as close to normal as possible](#)
- [monitoring your blood pressure](#)
- [using medications properly](#)

Learn more about how you can [manage your diabetes](#).

If you don't have diabetes, find out if you are [at risk for developing it](#).

Continue on to [basic facts about diabetes](#).

**Your tool kit**

- » [HealthMedia®Care™ for Diabetes online program.](#)
- » [Controlling blood pressure video.](#)
- » [Healthy ranges for blood sugar, blood pressure, A1c, and cholesterol.](#)

# Impact of kp.org

- APPOINTMENTS

- Members who use kp.org to book appointments are 33% **less likely to no-show** than members who book their appointments through the facility
- 82% of **appointment cancellations** through kp.org were made at least **24 hours prior** to the scheduled appointment

Source: KP SmartBook

# Impact of kp.org

- LAB TEST RESULTS
  - The **cost of mailing lab results is reduced** by 13-27% as more members view lab results online and more results are released
  - An automated system for managing, tracking and communicating lab results **improved patient satisfaction** by 10% (published in journal)

Source: KP SmartBook

# Impact of kp.org

## GENERAL

- Patients who use My health manager had 7-10% **fewer office visits** than those not using My health manager (NW)
- Patients who used My health manager made 14% **fewer telephone contacts** (NW)
- An 8% **decrease in office and telephone encounters** was found for users of My health manager when compared with non-users (CO)

# Impact of kp.org

## *Email my doctor study results*

- The five leading reasons for patients to e-mail their physicians were to...
  - report a change in a condition (16 percent)
  - discuss lab results (14 percent)
  - discuss a new condition (12 percent)
  - discuss changes in prescription dose (11 percent)
  - discuss the need for a new prescription (10 percent).
- Patient-initiated e-mail messages were clinically relevant; 63 percent required clinical assessments or decisions, and 24 percent required clinical actions, such as ordering a laboratory test.

Impact of kp.org: The use of secure patient-physician e-mail was associated with improved performance on HEDIS measures.

Diabetic Patients	
HbA1c screening	6.9 <i>(all p values &lt; 0.0001)</i>
HbA1c less than 9%	11.1
LDL-C screening	7.2
LDL-C less than 100 mg/dl	10.5
Retinopathy screening	8.3
Nephropathy screening	4.2
BP less than 140/90	6.6
Bp less than 130/60	6.1
HTN Only: BP control less than 140/90	4.0

<http://content.healthaffairs.org/content/29/7/1370/T1.expansion.html>

## Impact of Online Health Programs

- **Lost weight - 53%**
- **Increased exercise – 40%**
- **Improved eating habits – 52%**
- **Quit smoking – 58%**
- **Less stress – 57%**

Self-reported

# Patients are very satisfied by patient portal

Percent agree & strongly agree:

- **86% - Kp.org makes it convenient for me to interact with my health care team**
- **79% - Kp.org enables me to manage my health care effectively:**
- **74% - The information I access on kp.org helps me make informed decisions about my health**
- **69% - My online experience at kp.org makes me feel that I am a valued member of KP**
- **Also...Users rate their physicians more highly, are more loyal to their physician, and are more likely to stay with KP**

User Experience Survey – 2008 (n=1,697)

# What do we recommend to others walking this path?

**My health manager** | Health & wellness | Health plans & services | Locate our services

My doctor | My medical record | Pharmacy center | Appointment center | My plan and coverage | My message center

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# Involve patients at every stage

Not to me...  
Not for me...  
but with me.

## Ways to include patients and families

- Focus groups
- Surveys
- User testing
- Consultants
- Advisory Groups
- Members of committees
- Participants and presenters at internal conferences

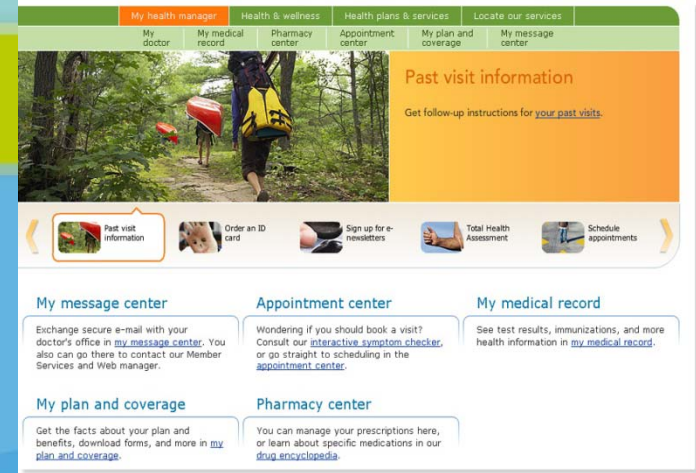
# What else did we learn?

## Patient portal:

- Make registration simple
- Acknowledge the difficulty
- Articulate the benefits – why are we doing this?

## EMR:

- Do not try to replicate the paper record world
- Anticipate the changes in work roles – EMR exposes all the shortcuts



Presenter

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