

Coaching Practices to Enhance Patient Access Through Patient Portal Use

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Disclosure

- None

Transforming Clinical Practice Initiative (TCPI)

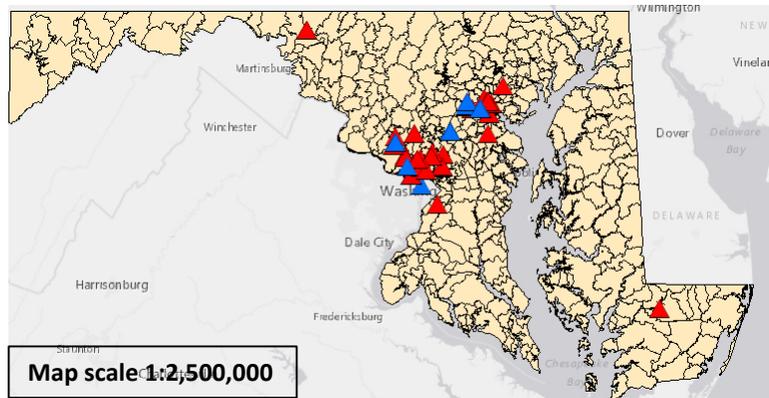
- One of the largest federal investments uniquely designed to support clinician practices through nationwide, collaborative, and peer-based learning networks that facilitate large-scale practice transformation
- Centers for Medicare & Medicaid Services (CMS) is investing up to \$685M in providing hands-on support to practices for developing skills and tools needed to improve care delivery and transition to alternative payment models
- Initiative's goal is to generate up to \$4B in savings to the federal government and commercial payers
- A major factor of the Initiative is Patient and Family Engagement (PFE)

Overview of PTN Services

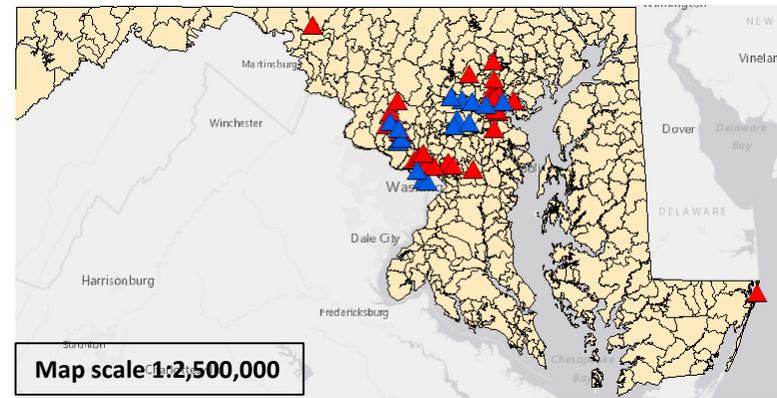
- Transform clinicians and practices by offering the following assistance:
 - Customized coaching;
 - Leverage meaningful use;
 - Incorporate patient centered medical home (PCMH) concepts into practice workflows;
 - Physician quality reporting support and interpretation of results;
 - Prepare practices for alternative payment models (APM);
 - Data analysis for quality workflow and revenue improvement;
 - Measure outcomes for value-based payments under the Quality Payment Program;
 - Incorporate PFE activities

GPTN - Maryland Practice Locations

MD Specialty Practices in GPTN



MD Primary Care Practices in GPTN



 Active practices  Joined ACOS

What is Patient and Family Engagement?

- Partnership created between patient/family and provider for better care planning
- Direct care engagement
- Engagement of PFE in organizational design and governance
- Change thinking about patients/family as part of care team

Patient and Family Engagement Metrics

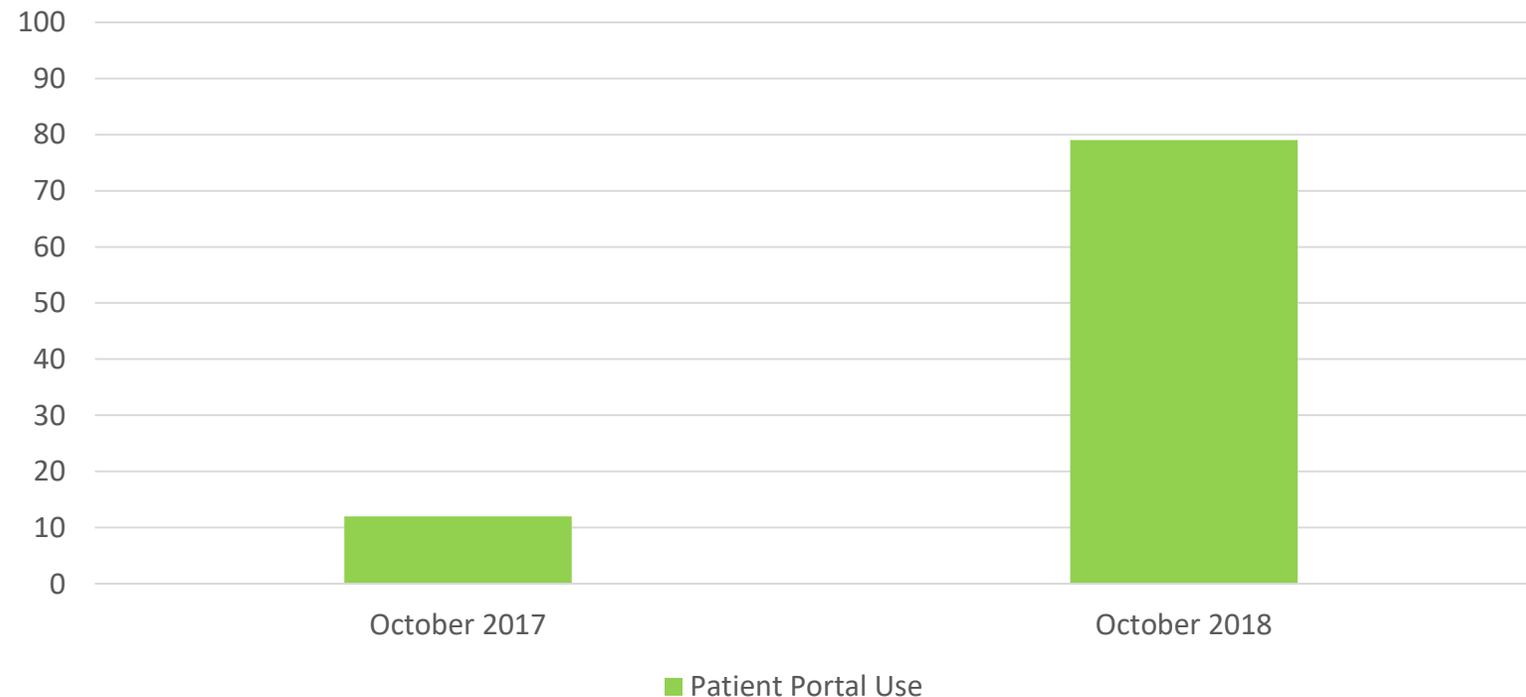
- Support for Patient and Family Voices
- Shared Decision Making
- Active E-tool: An electronic tool with 2-way communication capability
- Patient Activation
- Health Literacy Survey
- Medication Management

Implementation of Patient Portals

- One-on-one coaching between coaches and practice staff (practitioner, office manager, etc.)
 - In-person monthly for one hour and by e-mail or telephone as needed
- Coaching included:
 - Increasing awareness of functional capabilities of patient portal and value to patient care
 - Communicating with electronic health record (EHR) vendors to ensure portals were active and technical assistance needs were being met
 - Developing new workflows to integrate patient portal use into existing processes

Change in Patient Portal Use

- Patient portal use increased from 12% (n=6) in October 2017 to 79% (n=38) in October 2018



How Patient Portals Were Utilized

- Outreach to patients
- Responding to patient questions
- Scheduling appointments
- Patient registration
- Refilling medications
- Immunization and preventive care reminders
- Chronic disease management
- Receiving patient feedback on practice experience

Challenges to Patient Portal Use

- Limited financial or staff resources
- Reluctance to make financial investment
- EHRs with limited patient portal capabilities

Summary of Patient Portal Key Benefits

- Enhanced patient communication
- Streamlined patient registration and administrative tasks
- A greater focus on patient care
- Improved patient-practitioner relationships
- Improved clinical outcomes
- Optimized medical office workflow
- Unique opportunity to engage patients as partners in their health care

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Thank You



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