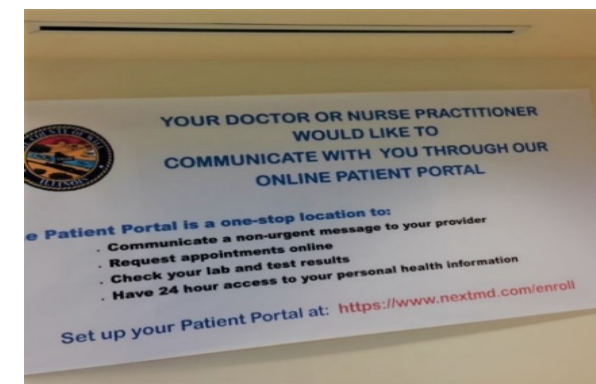
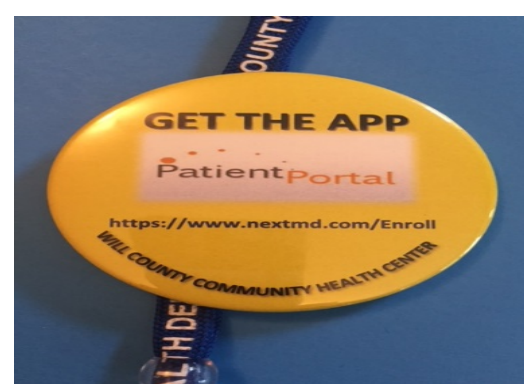


## A Program Evaluation

### Background

- Online patient engagement supported by the Centers for Medicare and Medicaid (CMS) requires eligible providers meet standardized Meaningful Use (MU) criteria to qualify for financial incentives:
  - 10% of patient referrals have a clinical summary sent electronically to portal platform.
  - >5% of eligible patients actively viewing, downloading, and transmitting health information through the portal
  - >10% of eligible patients receive patient educational materials online
  - > 5% of eligible patients and providers are using secure electronic messaging.
- (Centers for Medicare and Medicaid Services, 2015).



### Marketing Efforts:

- Patient Portal brochures in English and Spanish
- NextGen Patient Portal app encouraged.
- Get the App-Patient Portal buttons worn by all staff.
- Easy-to-find portal links on health center's main web page.
- News article released on health center's Facebook page.
- One-to-one patient portal education sessions held in main lobby .
- An adult and pediatric Portal policy developed to sustain workflow process and portal utilization.

## Methodology

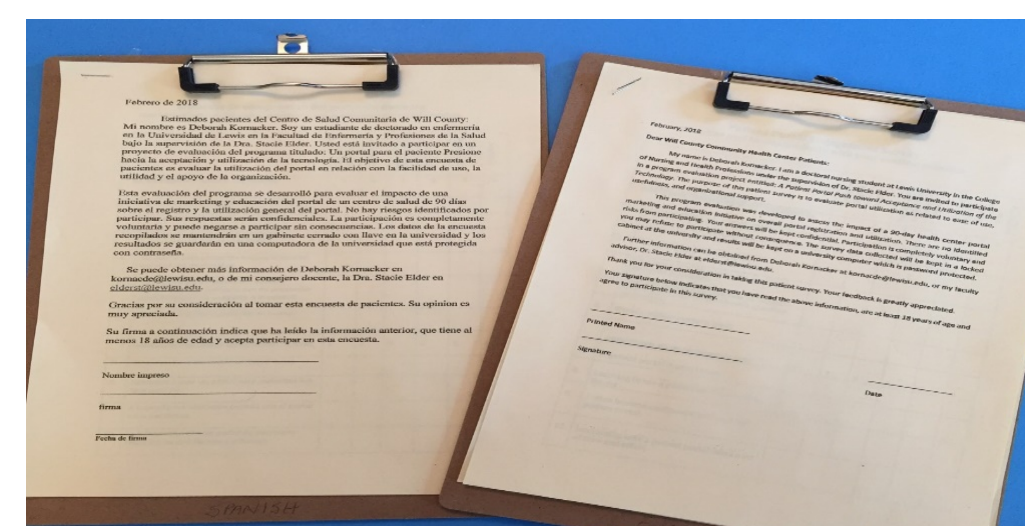
- The *Technology Acceptance Model (TAM)* was intended to determine workers' perceived intention to use computer technology (Davis, 1989).

### Step One:

- Comparative analysis of two CMS MU 90-day summaries as related to provider MU benchmark attestation prior to and post the 90-day "portal push."

### Step Two:

- Explore portal technology use and acceptance from patients, providers, and clinical staff from a nonrandom, convenience sampling of adults.
- The *Portal Engagement Surveys* contained 20 items-measured with a 5- point Likert style. Variables studied included: "portal use", "perceived usefulness", "perceived ease of use", and "perceived organization support in use".



## Results

Survey data analyzed patients (n=31), providers (n=12), and clinical staff (n=6).

**PEARSON CORRELATION:** \*\* reflects a significant correlation at the 0.01 level (2-tailed) while an \* is a significant correlation at the 0.05 level (2-tailed).

### Patient Portal Engagement Survey:

- I find the portal useful (+.616\*\*).
- I will use the portal if it is useful (+.713\*\*).
- The portal increases my communication with my provider (+.383\*).
- My provider encourages me to use the portal (+.912\*\*).
- I was offered education on how to use the portal (+.585\*\*).

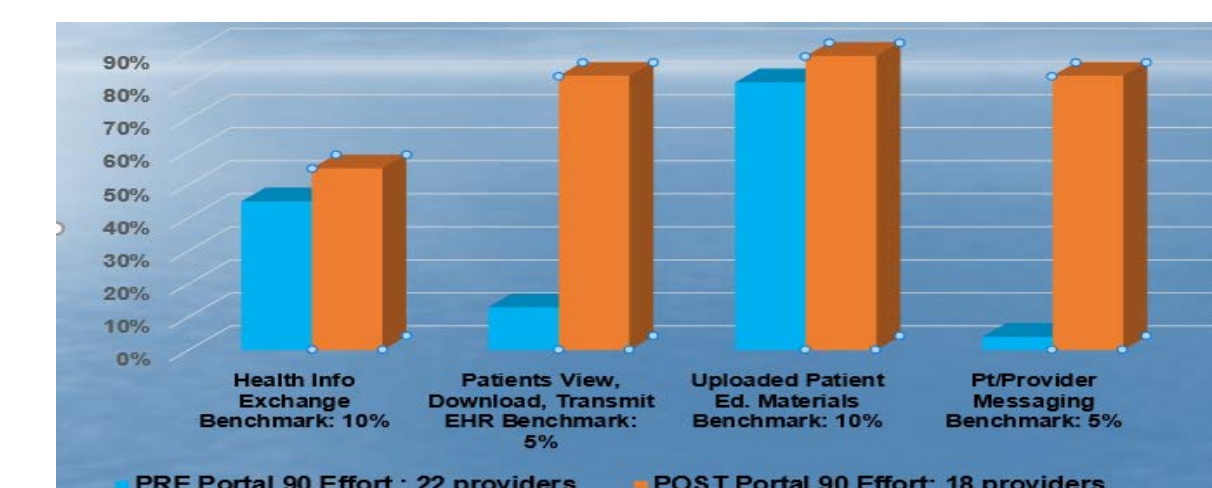
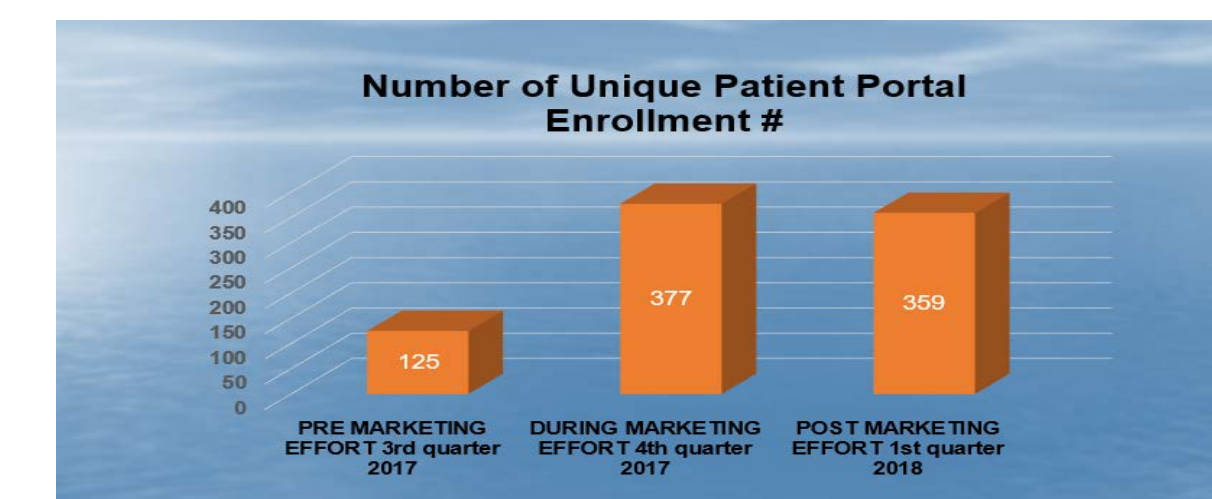
93.5% of patients reported viewing and using their online health information once registered for the patient portal.

### Providers/Clinical Staff Portal Engagement Survey :

- Portal use increases if platform is easy to use (+.883\*\*).
- increasing patient engagement in care management (+.849\*)
- reducing time spent on unproductive tasks (+.759\*)
- reducing phone tag (+.825\*)
- increasing the ability for patients to schedule appointments online (+.767\*\*)
- expediting lab/test result availability (+.792\*\*)
- allowing ease of uploading patient education materials (+.583\*)
- Enhancement of patient engagement (+.908\*\*)

## Conclusions

- There was a definite increase to portal registration and utilization numbers at the health center when marketing and education is used to enhance portal registration and utilization.
- There was an positive increase to the number of providers attesting to CMS MU benchmarks after the 90-day portal push.
- Survey results found both patients and providers view portals as a way to increase online patient engagement.
- Organizational support for patients and providers is key to sustaining portal use.



### Selected References

- Davis, F. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology, *MIS Quarterly*, 13(3): 319-340. Retrieved from <http://www.jstor.org>
- Centers for Medicare and Medicaid Services. (2015). Eligible professional's guide to stage 2 of the EHR incentive programs. Retrieved from <http://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms>