Coaching Practices to Enhance Patient Access Through Patient Portal Use

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2019 NAPCRG Practice-Based Research Network Conference
June 25, 2019
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

Map scale 1:2,500,000

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
Acknowledgements

All Participating Practices and Patients

MHCC
David Sharp, PhD
Melanie Cavaliere, MS

NJII
Sarah Balzano
Raydelin Hernandez
Melissa Denino
Pavandeep Singh
Sangeeta Bawa

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New Jersey Innovation Institute

The Maryland State Medical Society

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New England Innovation Institute

Auburn University College of Medicine

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The Maryland State Medical Society
Thank You