

MANAGING CHANGE AS PATIENTS ACCESS THEIR PERSONAL HEALTH RECORD

Selina Brudnicki, MBA, BASc, PMP
Program Manager/Senior Project Manager
University Health Network

Monday, June 6, 2016, 2:00 PM
CS03 - The Changing Face of Care Delivery







RESULTS & REPORTS

Bern Test

Welcome Anything Patient Name Test! [Account Settings](#)[Sign Out](#)

Sign in

Email
Address
Password

Forgot

Create

DATE
09 June 2019TIME
03:32 PMATTENDING P
Generic, Phy[About Com
Blood Count \(](#)[Print Page](#)[Home](#)[Appointments](#)[Results & Reports](#)[Shared Access](#)[Resources](#)[Help](#)[Contact Us](#)[APPOINTMENTS](#) > [SUMMARY](#) > [DETAILS](#)

M. Patient Name Test's Appointment Details - FOLLOW-UP PATIENT TESTING PROCEDURE

[Add to Calendars](#)[Print Page](#)DATE
03 August 2016TIME
02:30 PMPRACTITIONER
PHYSICIAN, GENERICPHONE
(416) 123-4567LOCATION
Princess Margaret Cancer Centre, Main Floor
[Maps and Directions](#)

PROCEDURE INFORMATION

You must complete your bloodwork (and other urine or imaging tests as required) at least 2 weeks before your next clinic appointment. This can reduce your clinic wait time and is important for your follow-up care. If you complete your tests in private (non-UHN) lab, please bring a copy of your test results to your next clinic appointment.

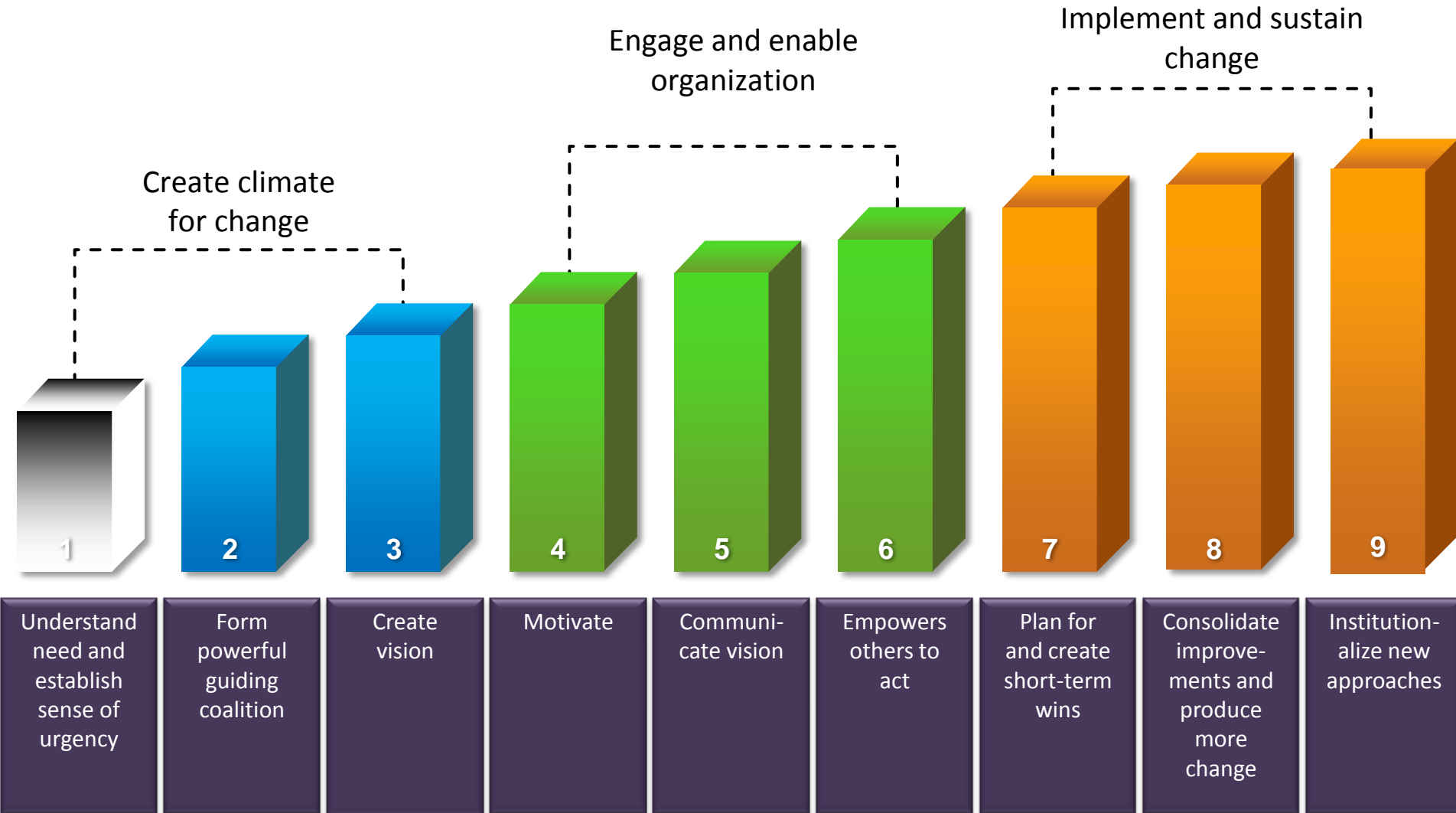


Important information about your result & report details

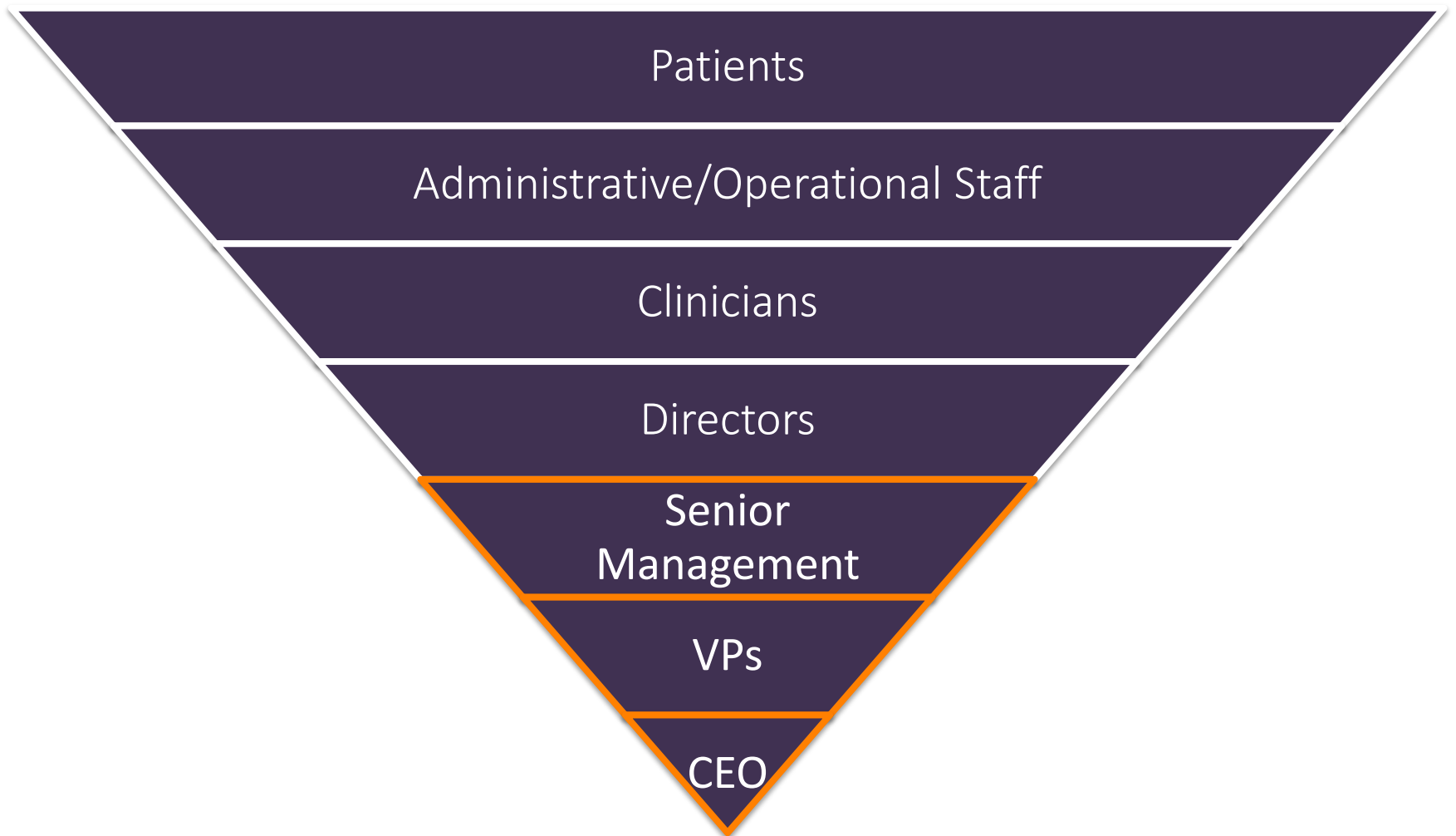
- The "normal" and "abnormal" ranges may not apply to you. Your health care team will explain your results based on your specific medical condition.

[Contact Us](#)
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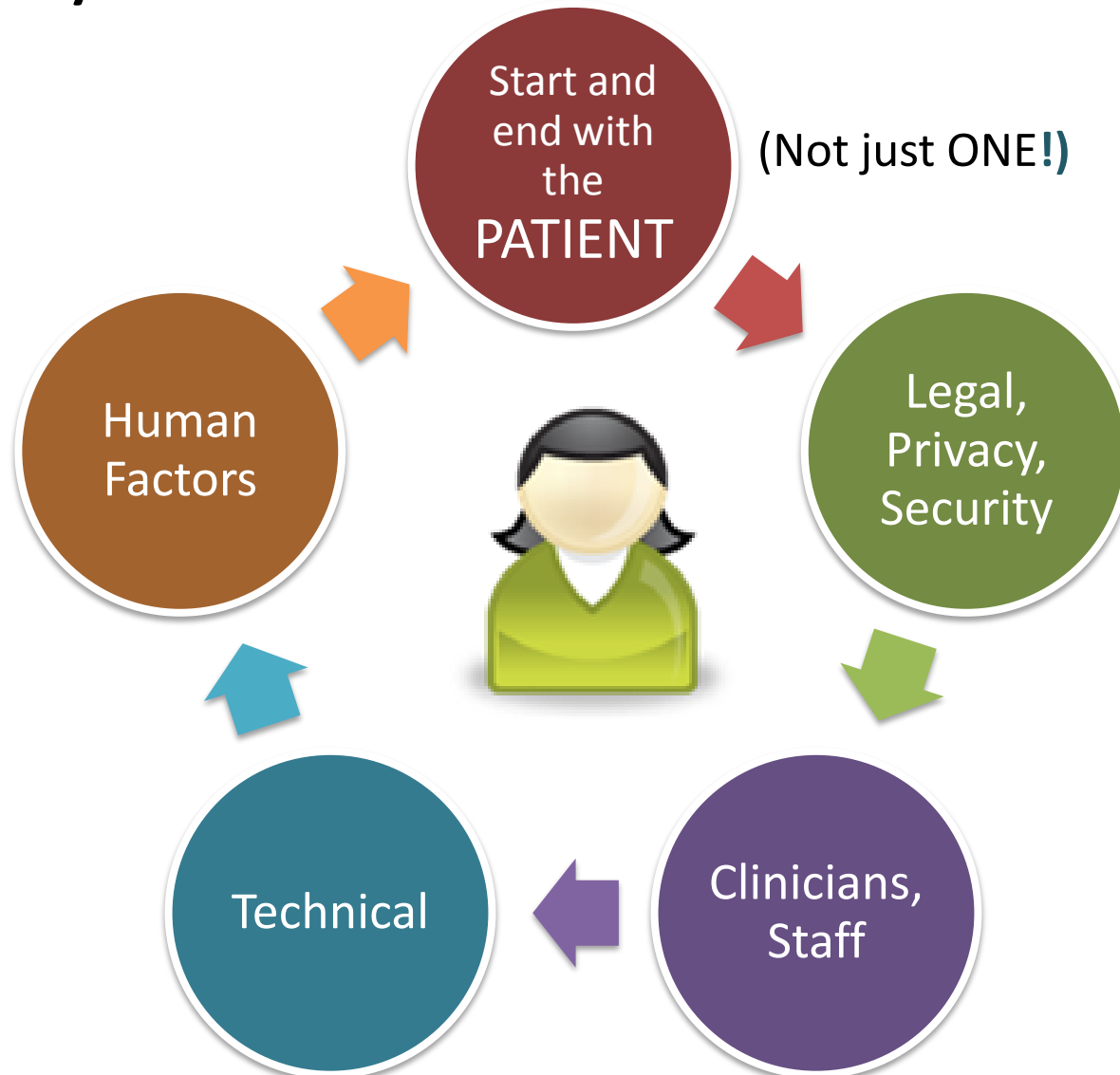
Stages of Change



#1: Establish formal governance and support structures



#2: Engage both patients and clinicians so they're more committed to results



What happens when clinicians and patients DISAGREE?

What clinicians think

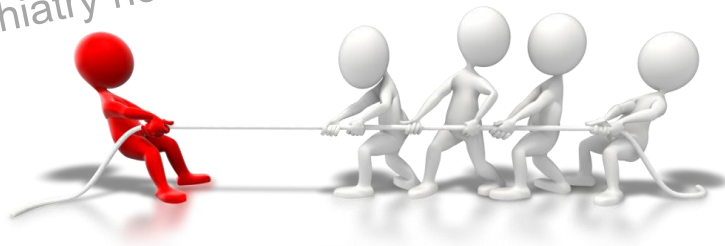
- Patients will be more anxious
- It would be difficult for the patient to receive news about their results online without proper support



What patients think

- Decreases anxiety
- Gives me time to process information emotionally and helps me build educated questions to bring to my next appointment

- Real time or delayed?
- Pathology reports, psychiatry notes



myUHN Early Adopter Pre-implementation Survey

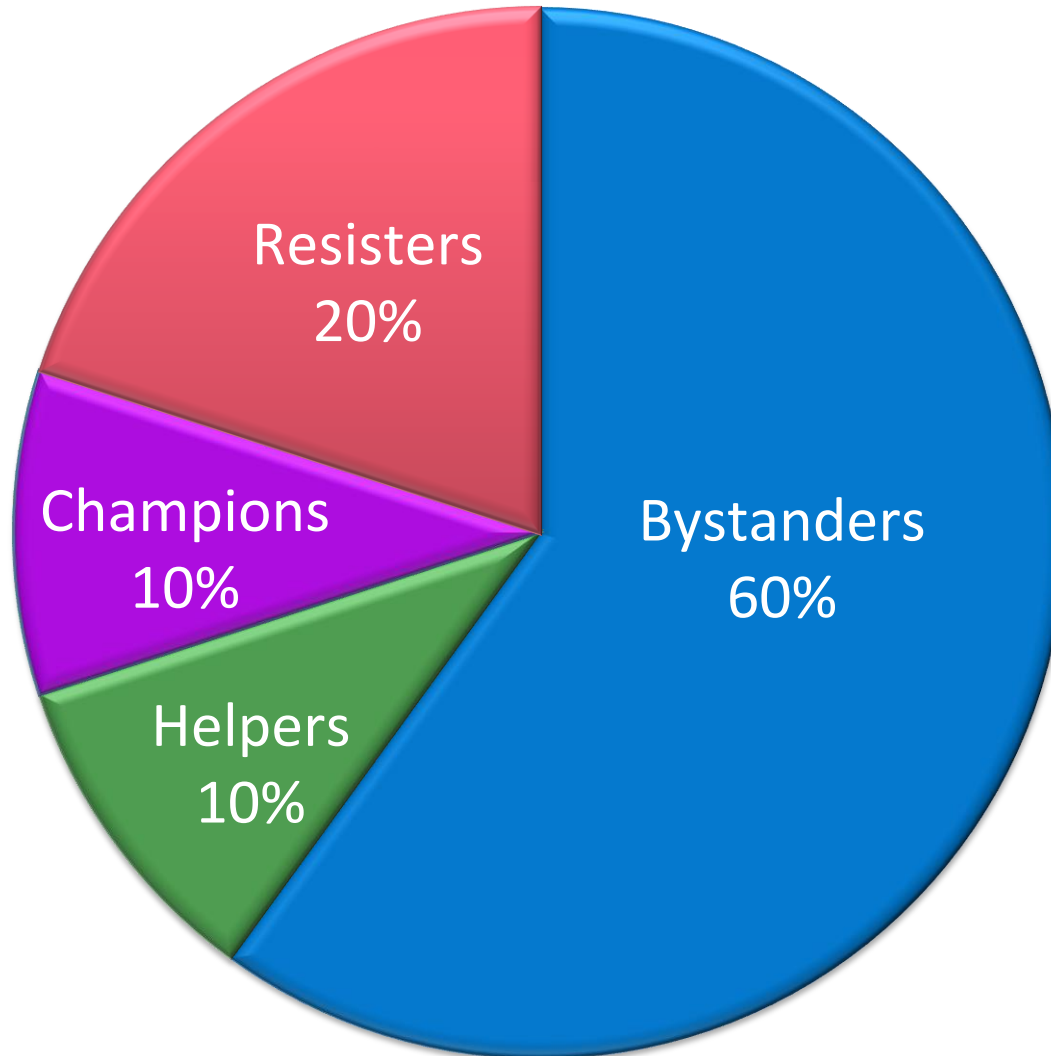
89% patients want online access

96% patients prefer real-time access



n=325, May 2015

Classification



#3: Don't just focus efforts on champions

“

Feedback on the myUHN Patient Portal has been excellent. The benefits are in patients getting access to appointments and tests. There is no going back! ”

- Physician, Princess Margaret Cancer Centre

#4 Integrate into clinical practice and the patient experience

Patient arrives for appointment

- Receive myUHN info



Positive Patient ID

Staff checks in patient

- Provide myUHN registration code



Clinicians provide care

- Reinforce value



Patient/Consumer Engagement

myUHN Early Adopter Results

7 early adopter clinics

Adoption	ENHANCE KNOWLEDGE AND ACCESS TO INFO TO IMPROVE PATIENT EXPERIENCE
<ul style="list-style-type: none">■ 2,194 patients registered (as of May 2016)■ 48% adoption rate sustained Industry rates: 5-20%	<ul style="list-style-type: none">■ ≥ 95% patients report<ul style="list-style-type: none">■ Better prepared for appointments■ Improved communication■ Improved management of care■ Better able to make decisions■ 83% staff report improved management of care■ NO evidence of increased anxiety
REDUCE PREVENTABLE HARM	IMPROVE CLINICAL SERVICE EFFICIENCIES
<ul style="list-style-type: none">■ 15% patients found documentation errors (symptoms, treatment, medications)	<ul style="list-style-type: none">■ Up to 63% reduction in calls (results, appointments, health records)■ 7% average reduction in no shows■ NO evidence of increased workload

Summary

1. Establish formal governance and support structures
2. Engage both patients and clinicians so they're more committed to results
3. Don't just focus efforts on champions
4. Integrate into clinical workflows and the patient experience
5. The organization and its members must continue to be able to adapt to change, and incorporate agility and continuous learning into practice and culture

Questions and Discussion



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Email ✉ Selina.Brudnicki@uhn.ca

twitter  @sbrudnicki