

Group Health Centre's myCARE Experience:

Getting Patients Connected to their Health

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Team Lead - myCARE Project

Group Health Centre (GHC)

- Located in Sault Ste. Marie, Ontario
 - Population: 75,141 (2011)
 - Approx. 700km North-West of Toronto
- Ontario's largest alternatively-funded health care organization
 - GHC serves over 70,000 patients
 - Approx. 300,000 visits each year



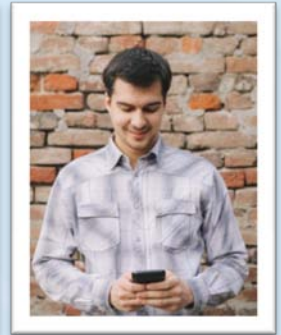
- Opened in 1963
- Home to 80 Physicians and 11 Nurse Practitioners
 - Includes specialty and family practices
- Houses over a dozen clinical programs and services across 8 sites

Built on a foundation of innovation

- Our mission: “to provide innovative, exemplary, patient-focused community healthcare services”
- First consumer-sponsored healthcare facility – funded by donations of union members of local Steel Plant
- Recipient of numerous national and international awards for innovations in patient care delivery
- One of the first sites in Canada to use an Electronic Medical Record (EMR) starting in the 90s

Our project mission

- To offer a patient portal to a diverse patient population within the ambulatory care setting.



Our Patient Portal: myCARE



myChart:

- Review medications, immunizations, allergies, medical history, current health issues
- Request access to family's accounts for access to growth charts, etc.



myAppointments:

- Schedule or request an appointment, view details of past or upcoming appointments



myResults:

- Receive test results on line



myE-Messages:

- Secure messaging with health care team and Rx Renewals

Successes

- Provider buy-in
 - 35/40 primary care physicians use portal
- Adoption
 - Patients of all ages love myCARE
- Access
 - Decreased phone calls/ office visits
 - Anywhere, anytime access



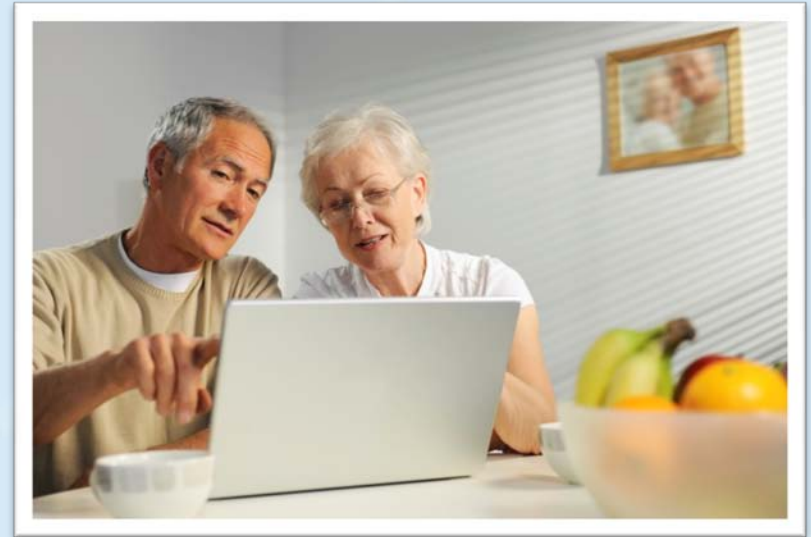
Challenges

- Provider buy-in
 - Myth busters
- Adolescent patients
(age 12-15 years)
 - Sensitivity surrounding health information in this population
- Activation process
 - Endorsement from provider is key



Lessons Learned

- Activation
- Agile issue management by project team
- Communication
- Pilot group – test, address issues, workflow management



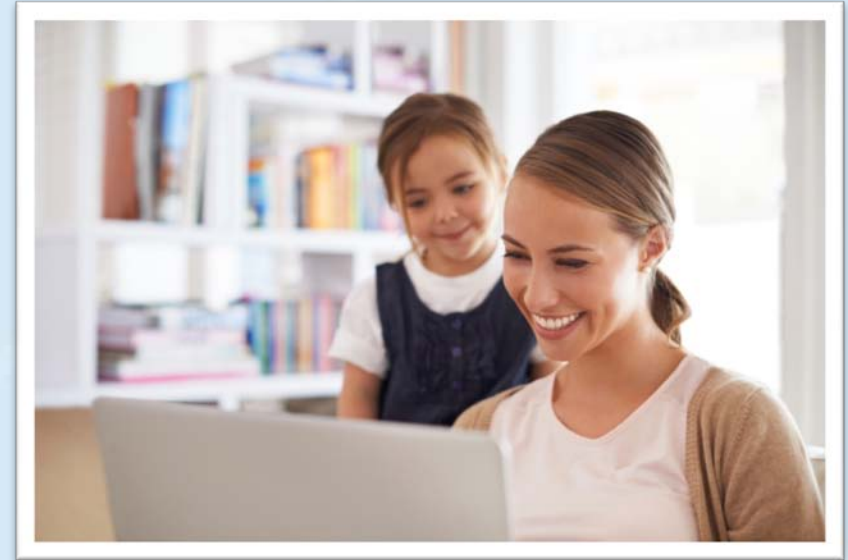
Key Engagement

- Support from Senior Leadership
- Physician Champions
- Endorsement from Medical Leadership
- Integrated team approach – project team + operations



Patient Stories

- “I think this is a wonderful program. Being a new mom and working, I don't always have time to call in or get down to GHC. This saves me a lot of time and hassle.”
- “Fantastic to have my information readily available. It is great that I can get my test results so quickly (and I can understand them). Saves a lot of time worrying. It is also great that I can fire off a question to my doctor. Love myCARE!”
- “Everyone should care about their health and this will make it easier.”



“99% of survey respondents would recommend myCARE to family & friends”

myCARE Satisfaction Survey – Summer 2015

Thank you

*Special thanks to
Terry Moore &
Lucia DiPasquale at
Canada Health Infoway*

myCARE

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Access your test results
No more waiting for a phone call or letter — view your results and your doctor's comments within days

Rx

Calendar

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