PARTNERS
Clinical Informatics
Research & Development

Patient Gateway Advisory Council

Jon Wald, MD
Product Manager
December 8, 2004, 7:00 – 8:30 am
Several Videoconference Locations
Partners Healthcare

PARTNERS
Clinical Informatics
Research & Development

Agenda

(Following each agenda item we will take questions)

- Product Status (15 min)
- PACCT Overview (5 min)
- PACCT Launch (45 min)
  - Physician Experience (20 min)
  - Patient experience (15 min)
  - Practice Requirements (10 min)
- Q & A (15 min)

Product Status:

FY'05 Projects

PACCT	Study of pt portals in primary care – *February 2005*
OSL	Pilot of in oncology with 'multipractice' – *July 2005*
Passport pilot	Pilot of new services for patients – *October 2004*
Core	Enhancements funded by MGH - *(not started)*
Product maintenance	Ongoing "Lights on" fixes, testing, system upgrades, support improvements
Support	Handle issues from patients (400/month) and practices (5-10/month)
Passport scalability	Planning project to estimate expansion requirements
Other research	Derm e-visits; LMR waiting room history-taking; MGH Ambulatory Practice of the Future

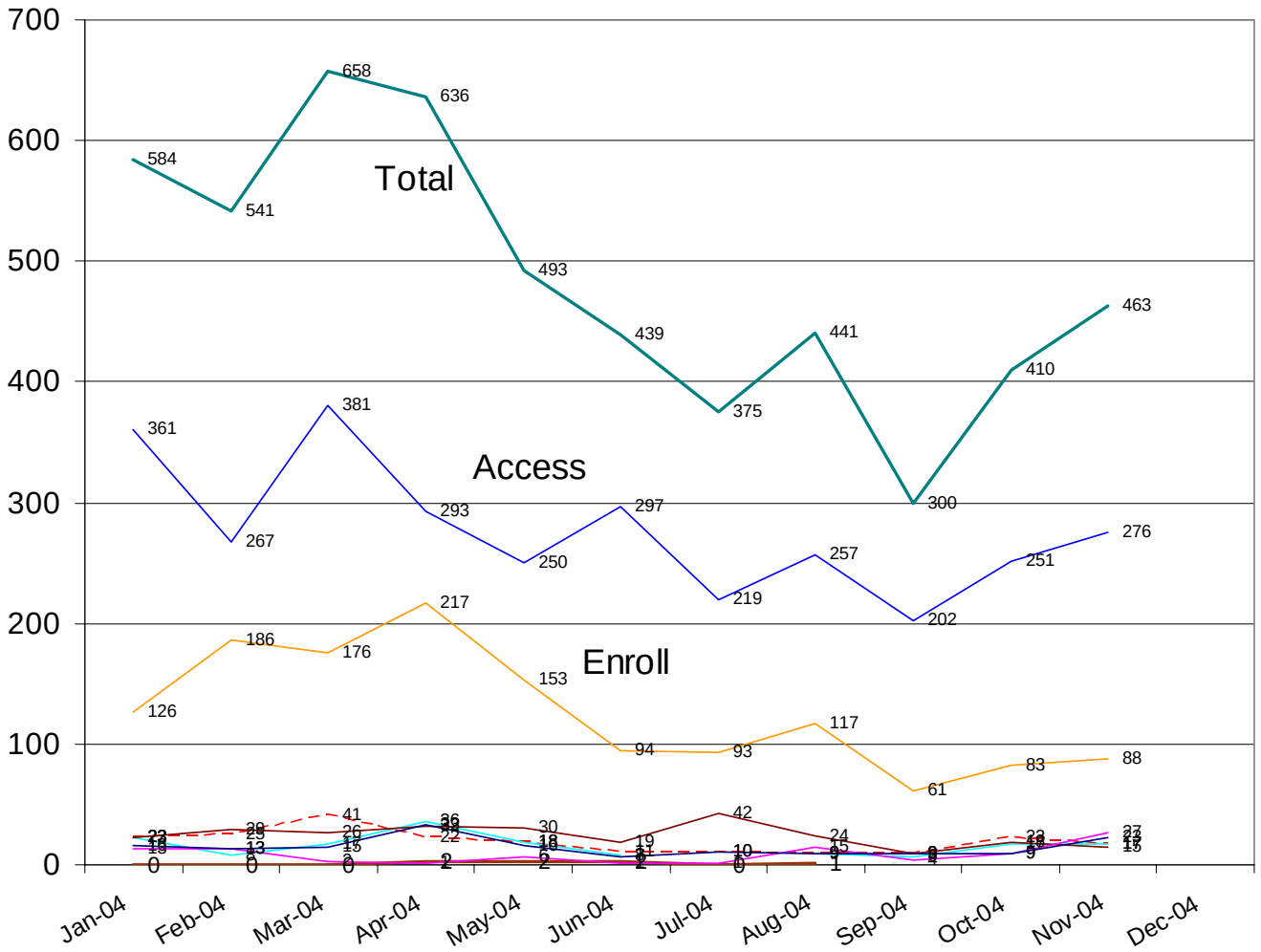
Product Status:

Usage of Patient Gateway

- 19,600 Patients
  - Enrolled as of 12/1/2004
- 14 Practices (150+ physicians)
  - BWH, MGH as part of PACCT study
  - NWH Family Medicine, BWH Norwood as part of Passport pilot
  - Senior Health as part of early PG pilot
  - Oncology Service Line pilot ~ July 2005
    - Pilot at DFCI/BWH and MGH Cancer Center (8 physicians, 500 patients)

Product Status:

Patient Support Issues



All Issues ~460/mo
(requires about 1.0 FTE plus development)

Subsequent ~275/mo
Username/
password/
technical/

Initial ~80/mo
Username/
password/
technical/

Product Status:

Recent Software Releases

- Improvements to reduce support workload
  - Access
    - Select own Username (for patients)
    - MMN removed from PW recovery
  - Enrollment
    - form and tools enhanced
- System certification and testing
  - XP sp2 issue
  - Win2k sp4 testing
  - EMPI Services testing
  - Ongoing testing tool enhancements
- BWH added links to Welcome page
  - To market Hospital e-Newsletter

Product Status:

FY'05 Development Work

	Effort
• Support Bulfinch move	*M*
— *Consolidation of practice locations*	
• Display all appointments for the patient	*L*
• Ongoing system certification/testing	*M*
— Needed as systems are upgraded	
• New feature "top priorities" (if funded)	
— Lab results pilot	*M/H*
— Proxy (pediatrics & adults)	*H*
— Self-Registration	*H*

PARTNERS
Clinical Informatics
Research & Development

Product Status:

Usage as of Dec 1, 2004

Practice Name	LiveDate	Patient Accts	MDs*	Pts with Sessions	Msgs 4 Wks	Msgs Total	Pts with Msgs	Accts per MD	Practice Marketing
BWH BIMA	Jun 2003	1098	55+	52%	96	1555	29%	20	+
BWH BPG	Apr 2003	1259	11	60%	83	1728	35%	114	+ +
BWH BPP	Mar 2003	908	8	52%	93	1435	38%	114	+ +
BWH Norwood	Feb 2002	1604	4	65%	311	5251	47%	401	+ + + +
BWH SJP	Dec 2003	119	8	51%	9	94	29%	15	+
BWH WH	Jun 2003	809	9	55%	14	930	34%	90	+
MGH Beac Hill	Jun 2002	2579	12	63%	247	5140	46%	215	+ + +
MGH BMG	Mar 2002	4610	19	65%	521	8388	42%	243	+ + +
MGH Charlestown	Oct 2003	550	13	49%	35	853	33%	42	+
MGH Downtown	Apr 2003	2879	4	61%	238	7693	46%	720	+ + + +
MGH Rev (BRD)	Mar 2003	425	4	53%	63	799	37%	106	+ +
MGH Rev (OCN)	Sep 2003	365	12	59%	22	479	34%	30	+
MGH WH	Jun 2003	2116	20	56%	260	4388	41%	106	+ +
Total		**19321**	**180+**	**60%**	**1,992**	**38,733**	**41%**	**107**	

*Headcount (not adjusted for part-time physicians)

PARTNERS
Clinical Informatics
Research & Development

PATIENT ACCESS TO *CARE* AND *COMMUNICATION TECHNOLOGY*

PACCT:

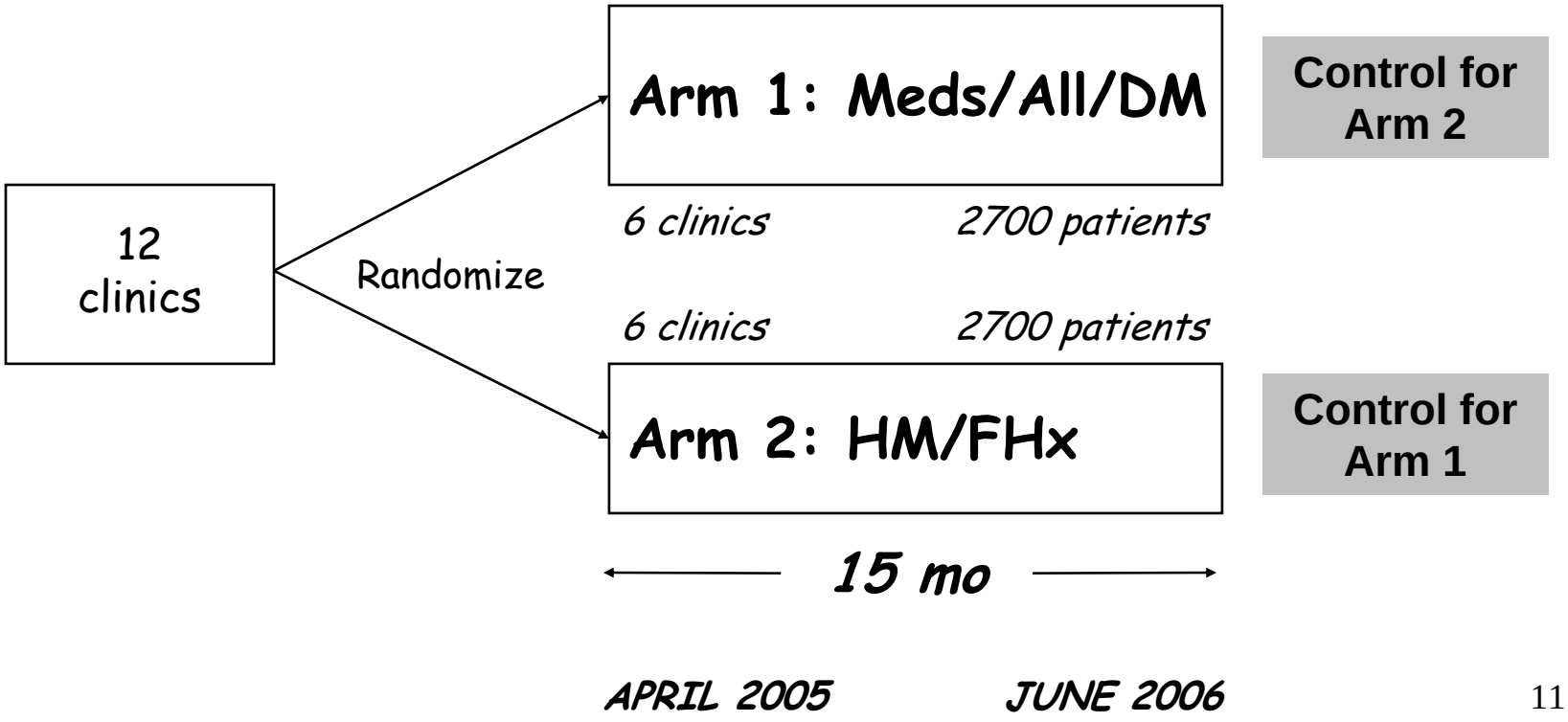
Grant Overview

Patient Access to Care and Communication Technologies

- AHRQ 3-year, $1.7 Million
  - "Shared Online Health Records for Patient Safety and Care"
  - Blackford Middleton, MD (PI)
  - Jon Wald, MD (Co-PI)
  - Tejal Gandhi MD, Eric Poon MD, Jeff Schnipper MD, Richard Grant MD, James Meigs MD, David Bates MD
- Focus: *Quality of Care with use of Patient Portal*
  - Encourage patients, pre-visit, to complete a Journal
  - Encourage physicians to look at it
  - Measure clinical outcomes (primary) and process outcomes (secondary)

Compact Study Design

Interventions: **(Arm 1)** Medication Tracking and Diabetes Care
(Arm 2) Prev. Care Reminders and Family History



PACCT:

Arm 1 and Arm 2

- Arm 1
  - Medication Safety
  - Diabetes
  - *Arm 1 Practices*
    - *MGH Charlestown, Bulfinch Medical Group,*
    - *BWH BIMA, Norwood, Women's Health*
- Arm 2
  - Care Reminders (Health Maintenance)
  - Family History
  - *Arm 2 Practices*
    - *MGH Beacon Hill, Downtown, Revere, Women's Health*
    - *BWH BPG, BPP, Southern Jamaica Plain*

Meds/Allergies (Arm 1)

- Prompt patient to
  - Edit/revise medication list, allergies, and alternative therapies
    - Say why they are taking the medication and who prescribed it
    - Provide links to patient information
  - Identify concerns or side effects
    - What they are
    - How long they've lasted
    - Whether they've been communicated to PCP/other

Diabetes (Arm 1)

- Address management of:
  - Blood sugar
  - Blood pressure
  - Cholesterol
  - Referrals
    - Retinal, Foot, Nutrition
  - Suggested prescriptions
    - Aspirin, Exercise, Smoking cessation

Health Maintenance (Arm 2)

- Identify care that is due or almost due

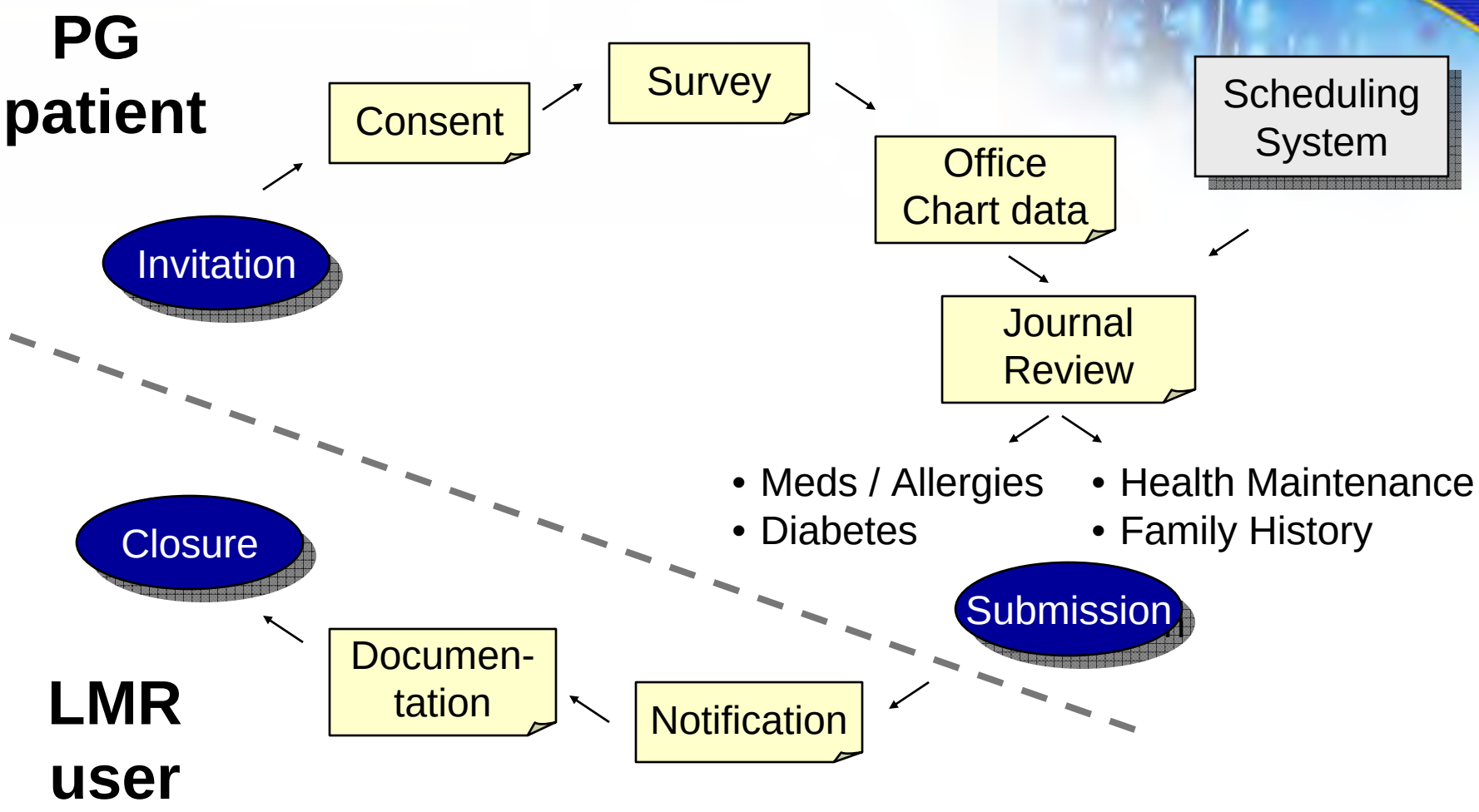
Condition	Test/procedure
Colon ca	Colonoscopy
Breast ca	Mammography
Cervical ca	Pap smear
Influenza	Flu shot
Pneumonia	Pneumovax
Tetanus	Tetanus shot
Heart disease	Cholesterol
Osteoporosis	Bone density scan

Family History (Arm 2)

- Personal or Family History of:
  - Colon Cancer
  - Breast Cancer
  - Coronary Artery Disease
  - Diabetes Mellitus, type II
  - Osteoporosis
  - Glaucoma

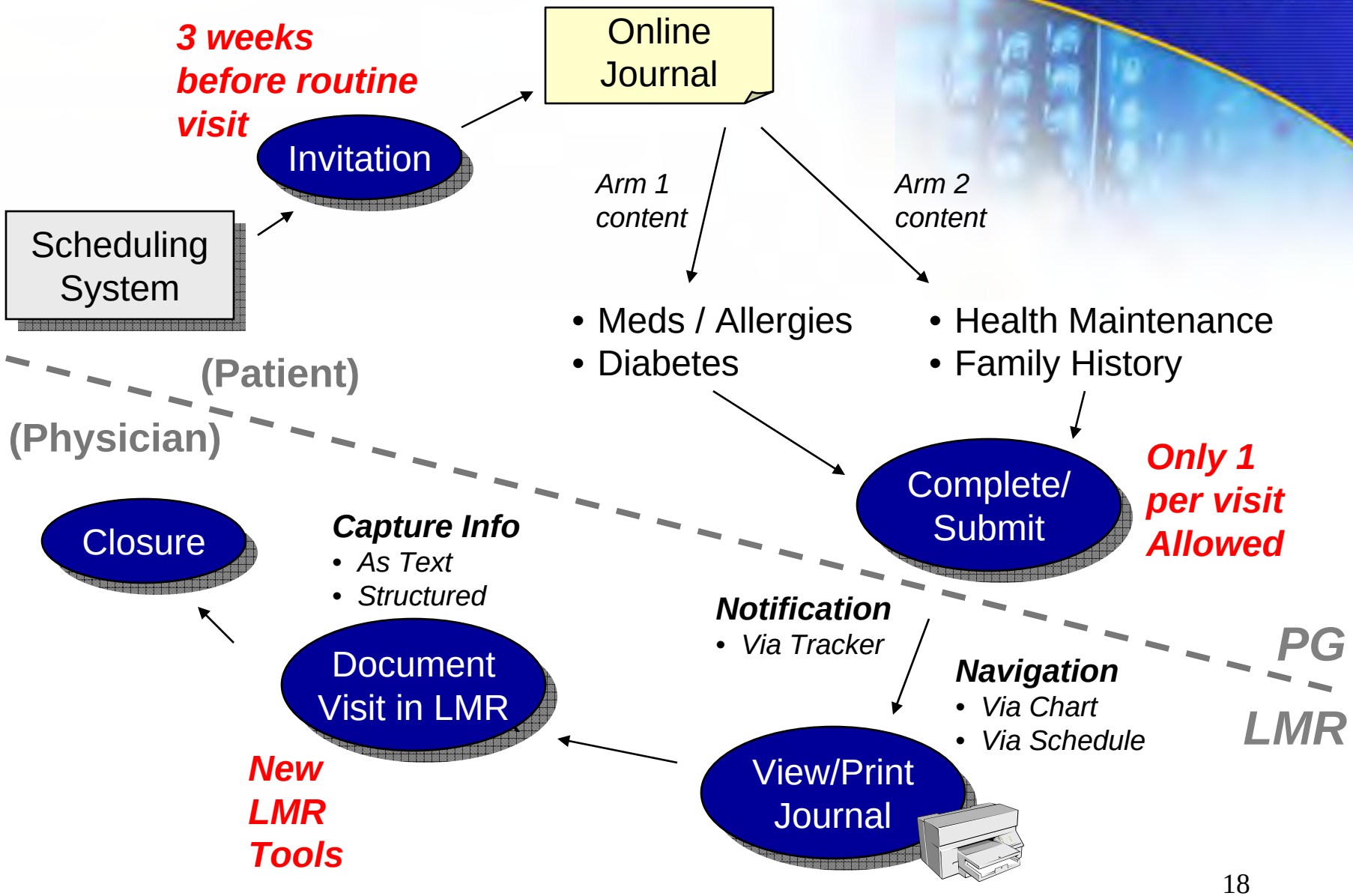
PARTNERS
Clinical Informatics
Research & Development

High-level Study Workflow



Visit Workflow

PARTNERS
Clinical Informatics
Research & Development



PACCT:

Data Collected from Patients

ARM 1

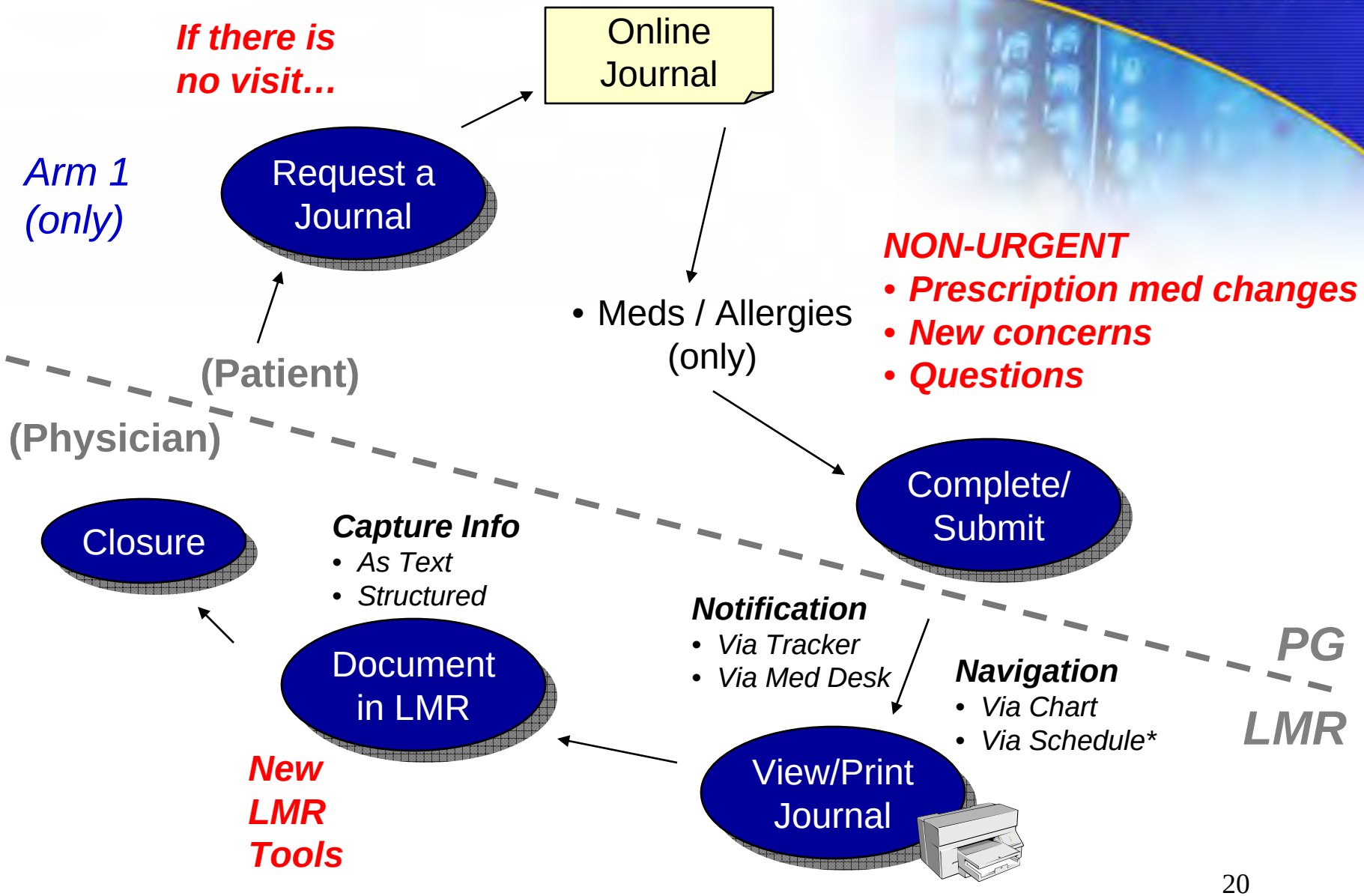
- Meds/Allergies:
  - *Accuracy, concerns*
    - *Monographs available (but no DDI checking)*
- Diabetes:
  - *Due items, Target attainment*
    - *Health education information available*

ARM 2

- Care reminders:
  - *Due items*
    - *Health education information available*
- Family history:
  - *Document their family info*
    - *Health education information available*

Non-Visit Workflow

PARTNERS
Clinical Informatics
Research & Development



PARTNERS
Clinical Informatics
Research & Development

Non-Visit Update Request

ARM 1 only: Medications and Allergies only

Thank you for requesting this medications/allergies update.

NOTE: For urgent care needs, or emergency care, please contact your doctor's office by telephone or dial 911 immediately.

Please confirm that this is not an urgent request:

- ❒ **This is not an urgent request**

Please mark the reason for this request (check all that apply):

- ❒ **I have changes to my prescription medications or allergies to add to my chart**
- ❒ **I am reporting new medication side-effects or problems that are non-urgent**
- ❒ **I have some non-urgent questions about my medications I want to discuss with my doctor"**

PACCT:

Estimated/Target Volumes

- Offer study to 20,000 PG users
  - *Target:* 5400 patients who each submit a *Journal*
- Since Journal use may be related to physician marketing of Patient Gateway:
  - *Target:* 100+ PG accounts *per physician*
- Expected Journals/MD/week:
  - *<1 on average*

PACCT:

Modest Journal Volume

Practice Name	LiveDate	Patient Accts	MDs	% of Accounts	Journal Allocation	J per Week	J per MD per Week
BWH BIMA	Jun 2003	1098	55+	6%	307	6	.11
BWH BPG	Apr 2003	1259	11	7%	352	7	.62
BWH BPP	Mar 2003	908	8	5%	254	5	.61
BWH Norwood	Feb 2002	1604	4	8%	448	9	2.16
BWH SJP	Dec 2003	119	8	1%	33	1	.08
BWH WH	Jun 2003	809	9	4%	226	4	.48
MGH Beac Hill	Jun 2002	2579	12	13%	721	14	1.16
MGH BMG	Mar 2002	4610	19	24%	1288	25	.30
MGH Charlestown	Oct 2003	550	13	3%	154	3	.23
MGH Downtown	Apr 2003	2879	4	15%	805	15	3.87
MGH Rev (BRD)	Mar 2003	425	4	2%	119	2	.57
MGH Rev (OCN)	Sep 2003	365	12	2%	102	2	.16
MGH WH	Jun 2003	2116	20	11%	591	11	.57
Total		**19321**	**180+**	**100%**	**5,400**	**104**	**.58**

PACCT:

Project Milestones

- Development Progress
  - Pilot: *Completed (Aug/Sep 2004)*
    - *Special thanks to: Norwood, Beacon Hill*
  - Patient Usability test: *Completed (Nov 2004)*
- Important Dates
  - Study Enrollment for Patients
    - *Feb ’05 – Jun‘05*
  - Journals available
    - *Apr’05 – Jun ’06*

PACCT:

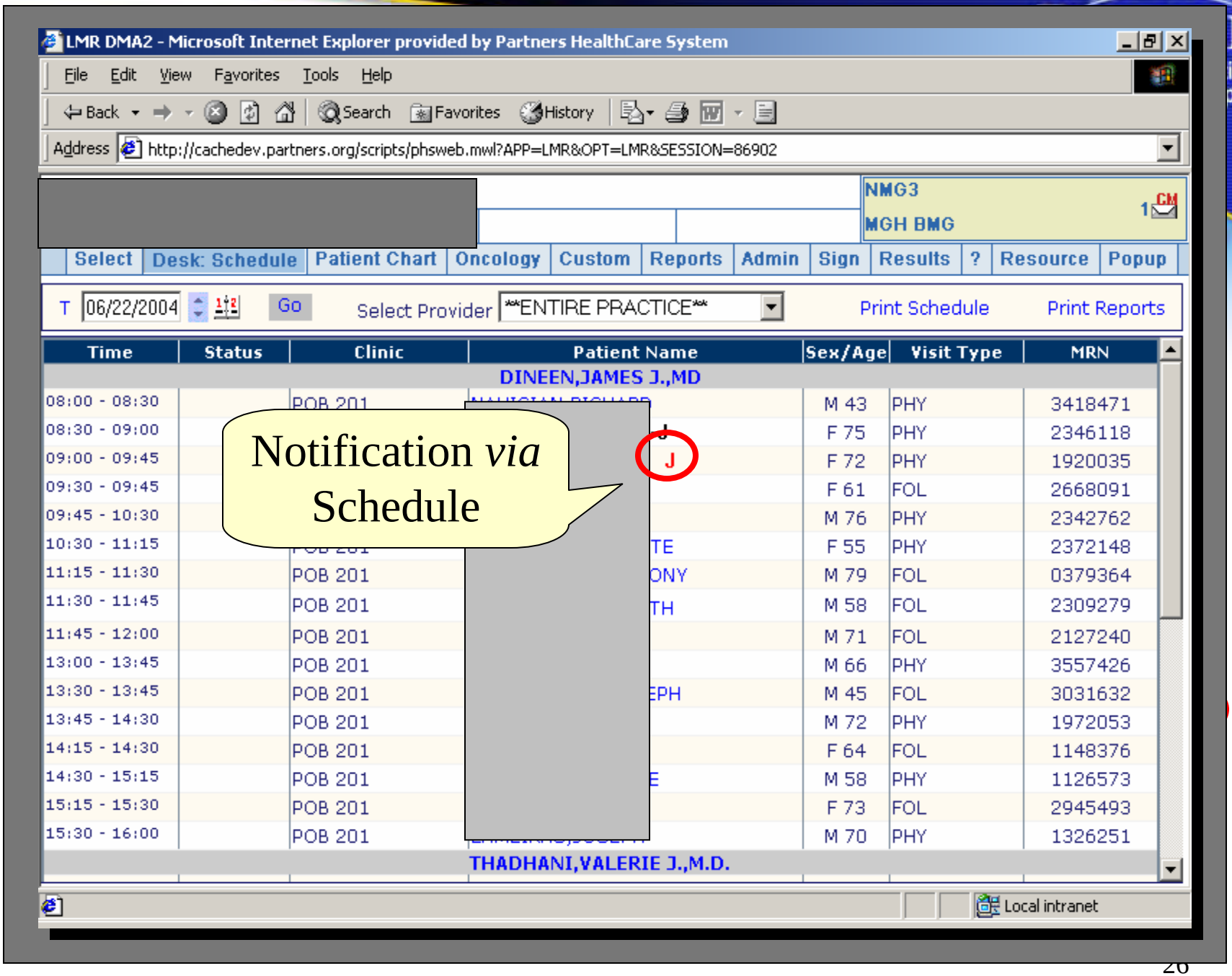
Physician Experience

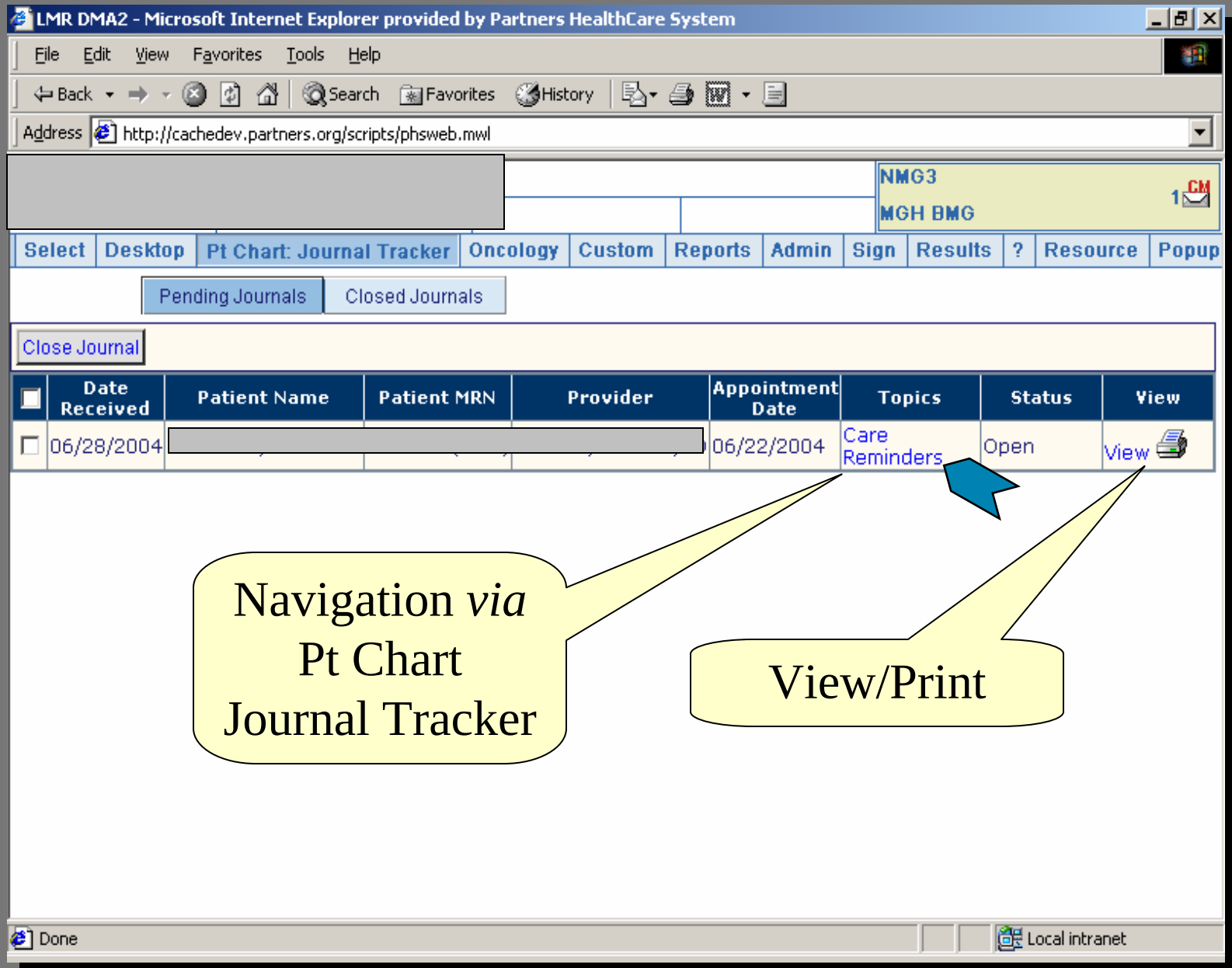
Using the Patient Journal

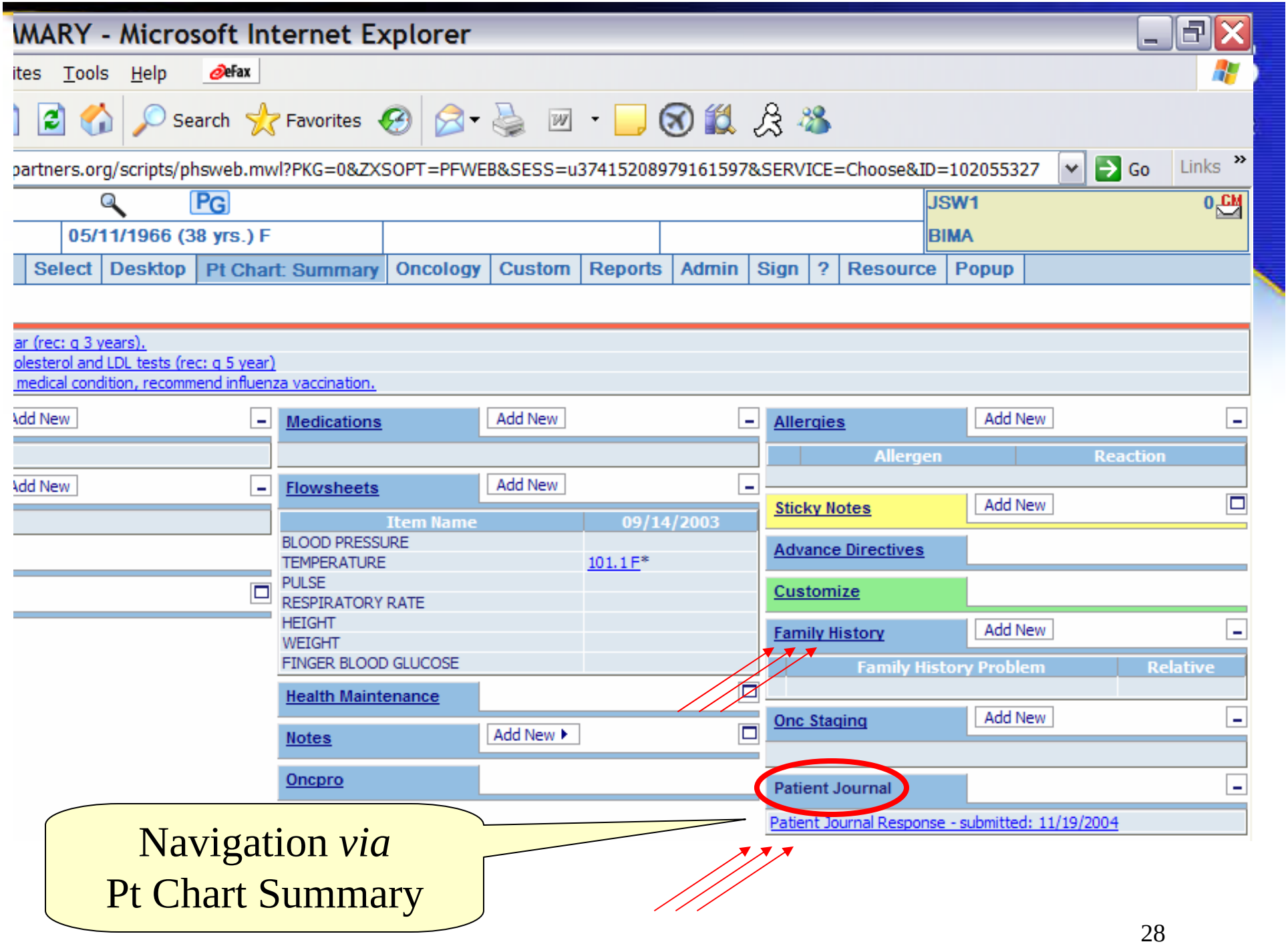
Navigation/Notification

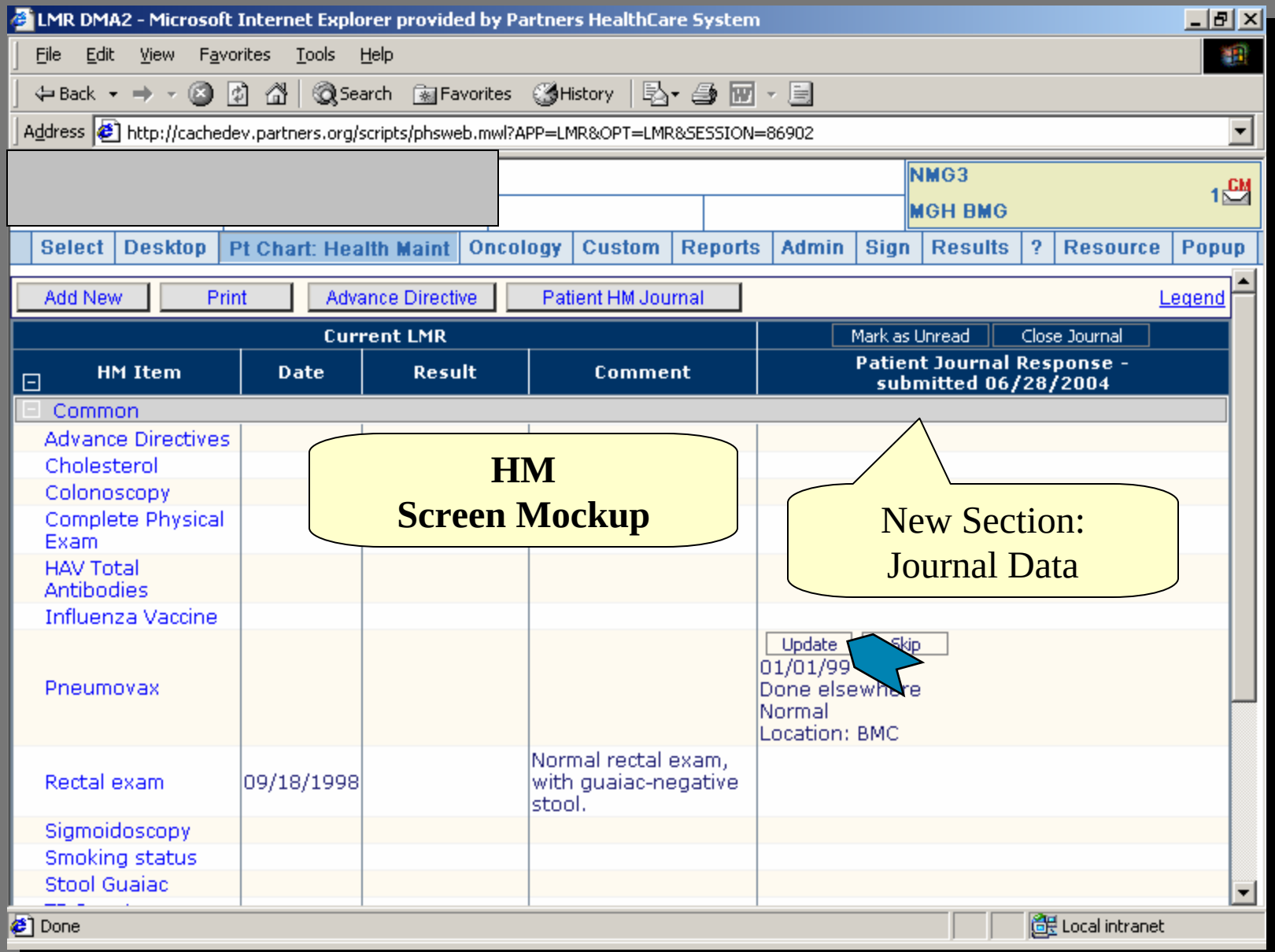
View/Print

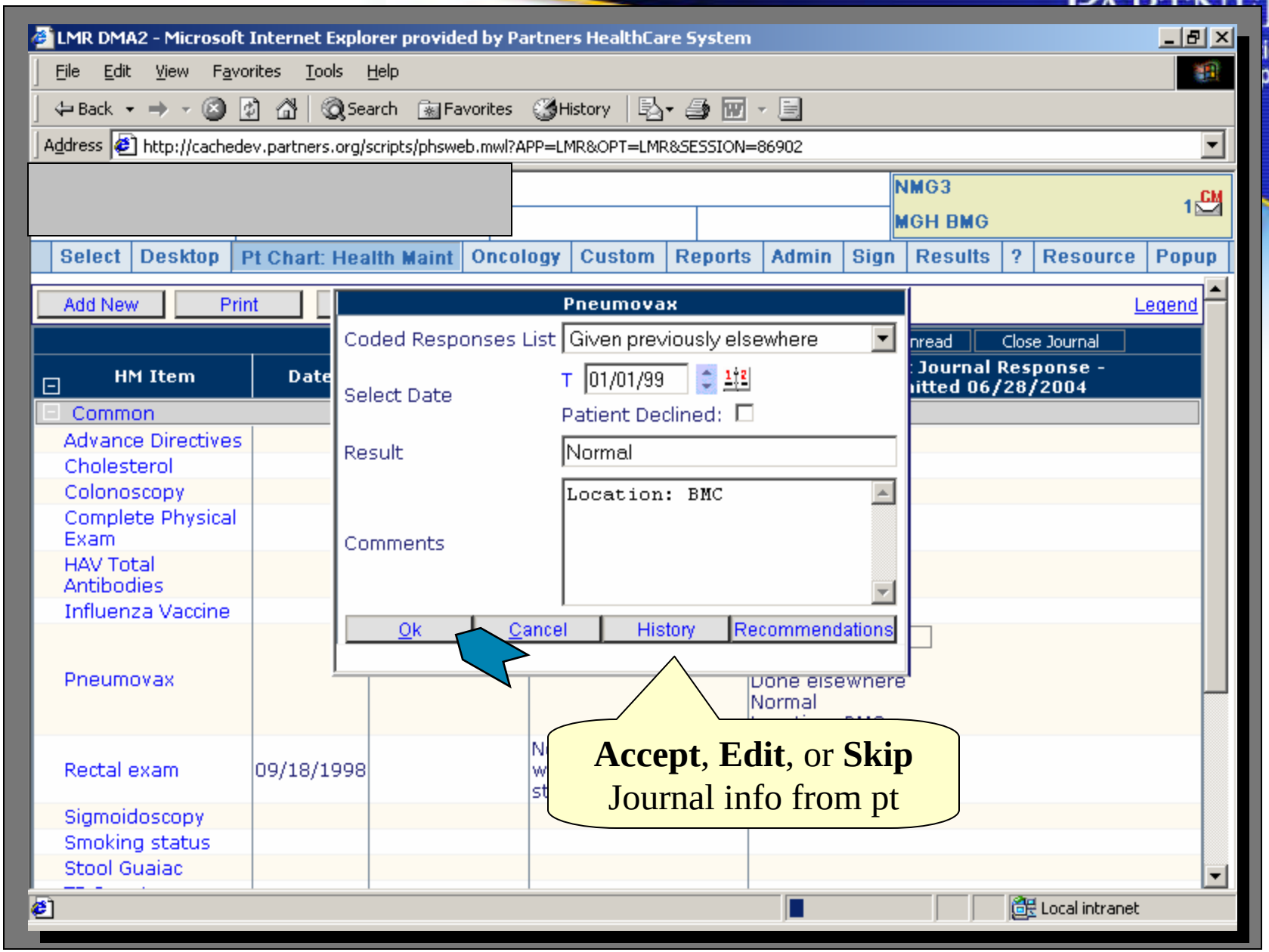
Document in LMR

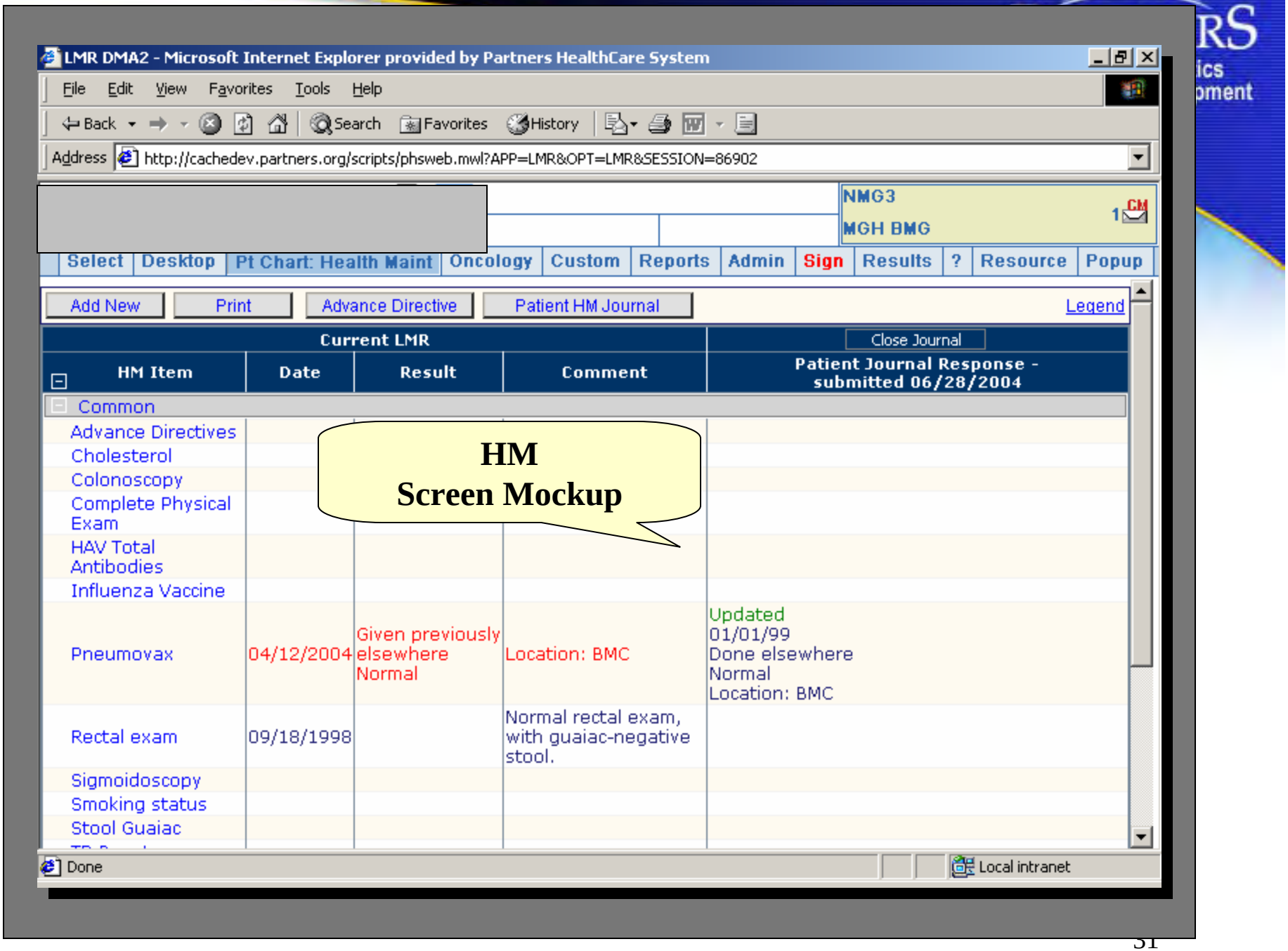

LMR DMA2 - Microsoft Internet Explorer provided by Partners HealthCare System
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://cachedev.partners.org/scripts/phsweb.mwl?APP=LMR&OPT=LMR&SESSION=86902
NMG3
MGH BMG
Select Desk: Schedule Patient Chart Oncology Custom Reports Admin Sign Results ? Resource Popup
T 06/22/2004 Go Select Provider **ENTIRE PRACTICE** Print Schedule Print Reports
Time Status Clinic Patient Name Sex/Age Visit Type MRN
DINEEN,JAMES J.,MD
08:00 - 08:30 POB 201 M 43 PHY 3418471
08:30 - 09:00 F 75 PHY 2346118
09:00 - 09:45 F 72 PHY 1920035
09:30 - 09:45 F 61 FOL 2668091
09:45 - 10:30 M 76 PHY 2342762
10:30 - 11:15 F 55 PHY 2372148
11:15 - 11:30 POB 201 M 79 FOL 0379364
11:30 - 11:45 POB 201 M 58 FOL 2309279
11:45 - 12:00 POB 201 M 71 FOL 2127240
13:00 - 13:45 POB 201 M 66 PHY 3557426
13:30 - 13:45 POB 201 M 45 FOL 3031632
13:45 - 14:30 POB 201 M 72 PHY 1972053
14:15 - 14:30 POB 201 F 64 FOL 1148376
14:30 - 15:15 POB 201 M 58 PHY 1126573
15:15 - 15:30 POB 201 F 73 FOL 2945493
15:30 - 16:00 POB 201 M 70 PHY 1326251
THADHANI,VALERIE J.,M.D.
Local intranet
Notification *via* Schedule

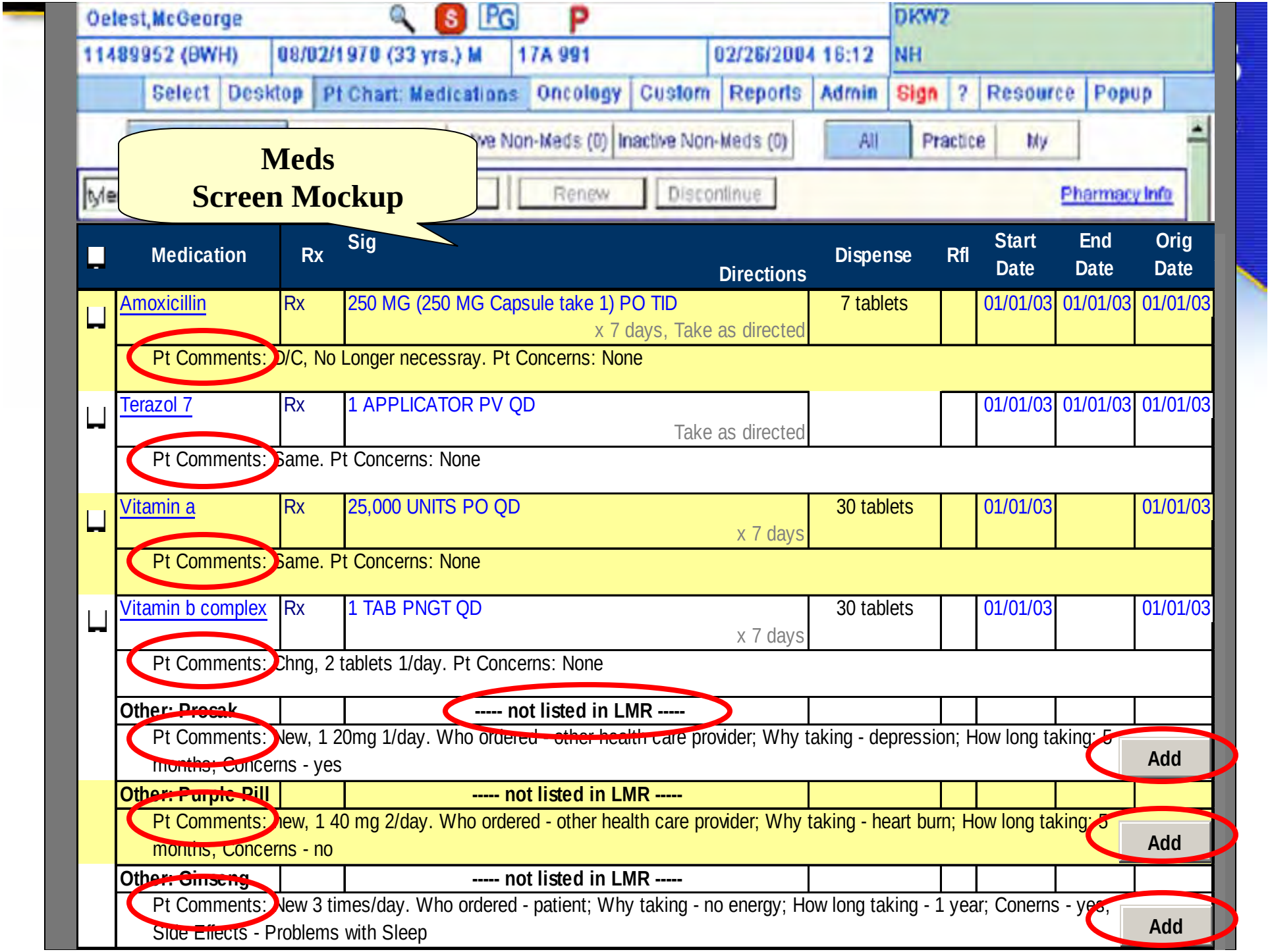

LMR DMA2 - Microsoft Internet Explorer provided by Partners HealthCare System
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://cachedev.partners.org/scripts/phsweb.mwl
NMG3
MGH BMG
Select Desktop Pt Chart: Journal Tracker Oncology Custom Reports Admin Sign Results ? Resource Popup
Pending Journals Closed Journals
Close Journal
Date Received Patient Name Patient MRN Provider Appointment Date Topics Status View
06/28/2004 06/22/2004 Care Reminders Open View
Navigation via Pt Chart Journal Tracker
View/Print
Done
Local intranet


MARY - Microsoft Internet Explorer
ites Tools Help eFax
Search Favorites
partners.org/scripts/phsweb.mwl?PKG=0&ZXSOPT=PFWEB&SESS=u37415208979161597&SERVICE=Choose&ID=102055327
Go Links
PG
05/11/1966 (38 yrs.) F
JSW1
BIMA
0 CM
Select Desktop Pt Chart: Summary Oncology Custom Reports Admin Sign ? Resource Popup
ar (rec: q 3 years).
olesterol and LDL tests (rec: q 5 year)
medical condition, recommend influenza vaccination.
Add New
Medications
Add New
Flowsheets
Add New
Item Name
09/14/2003
BLOOD PRESSURE
TEMPERATURE
101.1 F*
PULSE
RESPIRATORY RATE
HEIGHT
WEIGHT
FINGER BLOOD GLUCOSE
Health Maintenance
Notes
Add New
Oncpro
Allergies
Add New
Allergen
Reaction
Sticky Notes
Add New
Advance Directives
Customize
Family History
Add New
Family History Problem
Relative
Onc Staging
Add New
Patient Journal
Patient Journal Response - submitted: 11/19/2004
Navigation via
Pt Chart Summary


LMR DMA2 - Microsoft Internet Explorer provided by Partners HealthCare System
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://cachedev.partners.org/scripts/phsweb.mwl?APP=LMR&OPT=LMR&SESSION=86902
NMG3
MGH BMG
Select Desktop Pt Chart: Health Maint Oncology Custom Reports Admin Sign Results ? Resource Popup
Add New Print Advance Directive Patient HM Journal Legend
Current LMR
Mark as Unread Close Journal
HM Item Date Result Comment Patient Journal Response - submitted 06/28/2004
Common
Advance Directives
Cholesterol
Colonoscopy
Complete Physical Exam
HAV Total Antibodies
Influenza Vaccine
Pneumovax
Update Skip
01/01/99
Done elsewhere
Normal
Location: BMC
Rectal exam 09/18/1998 Normal rectal exam, with guaiac-negative stool.
Sigmoidoscopy
Smoking status
Stool Guaiac
Done
Local intranet
HM
Screen Mockup
New Section:
Journal Data


LMR DMA2 - Microsoft Internet Explorer provided by Partners HealthCare System
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://cachedev.partners.org/scripts/phsweb.mwl?APP=LMR&OPT=LMR&SESSION=86902
NMG3
MGH BMG
Select Desktop Pt Chart: Health Maint Oncology Custom Reports Admin Sign Results ? Resource Popup
Add New Print
Legend
Pneumovax
Coded Responses List Given previously elsewhere
Select Date T 01/01/99
Patient Declined:
Result Normal
Location: BMC
Comments
Ok Cancel History Recommendations
Close Journal
Journal Response -
itted 06/28/2004
HM Item
Common
Advance Directives
Cholesterol
Colonoscopy
Complete Physical Exam
HAV Total Antibodies
Influenza Vaccine
Pneumovax
Done elsewhere
Normal
Rectal exam 09/18/1998
Sigmoidoscopy
Smoking status
Stool Guaiac
Local intranet
Accept, Edit, or Skip
Journal info from pt


LMR DMA2 - Microsoft Internet Explorer provided by Partners HealthCare System
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://cachedev.partners.org/scripts/phsweb.mwl?APP=LMR&OPT=LMR&SESSION=86902
NMG3
MGH BMG
Select Desktop Pt Chart: Health Maint Oncology Custom Reports Admin Sign Results ? Resource Popup
Add New Print Advance Directive Patient HM Journal Legend
Current LMR
Close Journal
HM Item
Date
Result
Comment
Patient Journal Response - submitted 06/28/2004
Common
Advance Directives
Cholesterol
Colonoscopy
Complete Physical Exam
HAV Total Antibodies
Influenza Vaccine
Pneumovax
04/12/2004
Given previously elsewhere
Normal
Location: BMC
Updated
01/01/99
Done elsewhere
Normal
Location: BMC
Rectal exam
09/18/1998
Normal rectal exam, with guaiac-negative stool.
Sigmoidoscopy
Smoking status
Stool Guaiac
HM
Screen Mockup
Done
Local intranet


Oelest,McGeorge
DKW2
11489952 (BWH)
08/02/1970 (33 yrs.) M
17A 991
02/26/2004 16:12
NH
Select
Desktop
Pt Chart: Medications
Oncology
Custom
Reports
Admin
Sign
?
Resource
Popup
Inactive Non-Meds (0)
All
Practice
My
Renew
Discontinue
Pharmacy Info
Meds
Screen Mockup
Medication
Rx
Sig
Directions
Dispense
Rfl
Start Date
End Date
Orig Date
Amoxicillin
Rx
250 MG (250 MG Capsule take 1) PO TID
x 7 days, Take as directed
7 tablets
01/01/03
01/01/03
01/01/03
Pt Comments: D/C, No Longer necessray. Pt Concerns: None
Terazol 7
Rx
1 APPLICATOR PV QD
Take as directed
01/01/03
01/01/03
01/01/03
Pt Comments: Same. Pt Concerns: None
Vitamin a
Rx
25,000 UNITS PO QD
x 7 days
30 tablets
01/01/03
01/01/03
Pt Comments: Same. Pt Concerns: None
Vitamin b complex
Rx
1 TAB PNGT QD
x 7 days
30 tablets
01/01/03
01/01/03
Pt Comments: Chng, 2 tablets 1/day. Pt Concerns: None
Other: Prozak
----- not listed in LMR -----
Pt Comments: New, 1 20mg 1/day. Who ordered - other health care provider; Why taking - depression; How long taking: 5 months; Concerns - yes
Add
Other: Purple Pill
----- not listed in LMR -----
Pt Comments: New, 1 40 mg 2/day. Who ordered - other health care provider; Why taking - heart burn; How long taking: 5 months; Concerns - no
Add
Other: Ginseng
----- not listed in LMR -----
Pt Comments: New 3 times/day. Who ordered - patient; Why taking - no energy; How long taking - 1 year; Conerns - yes; Side Effects - Problems with Sleep
Add

PARTNERS
Clinical Informatics
Research & Development

PACCT:

Patient Experience

https://www.patientgateway.org/scripts/phsweb.mwl - Microsoft Internet Explorer

File Edit View Favorites Tools Help eFax

Back Search Favorites Media

Address https://www.patientgateway.org/scripts/phsweb.mwl Go Links

BWH at Norwood

PATIENT GATEWAY

Home | Logout | Feedback | Policies | Sitemap | Research

Mail | Requests | Health Record | Health Library | Practice | My Profile | Help

Welcome

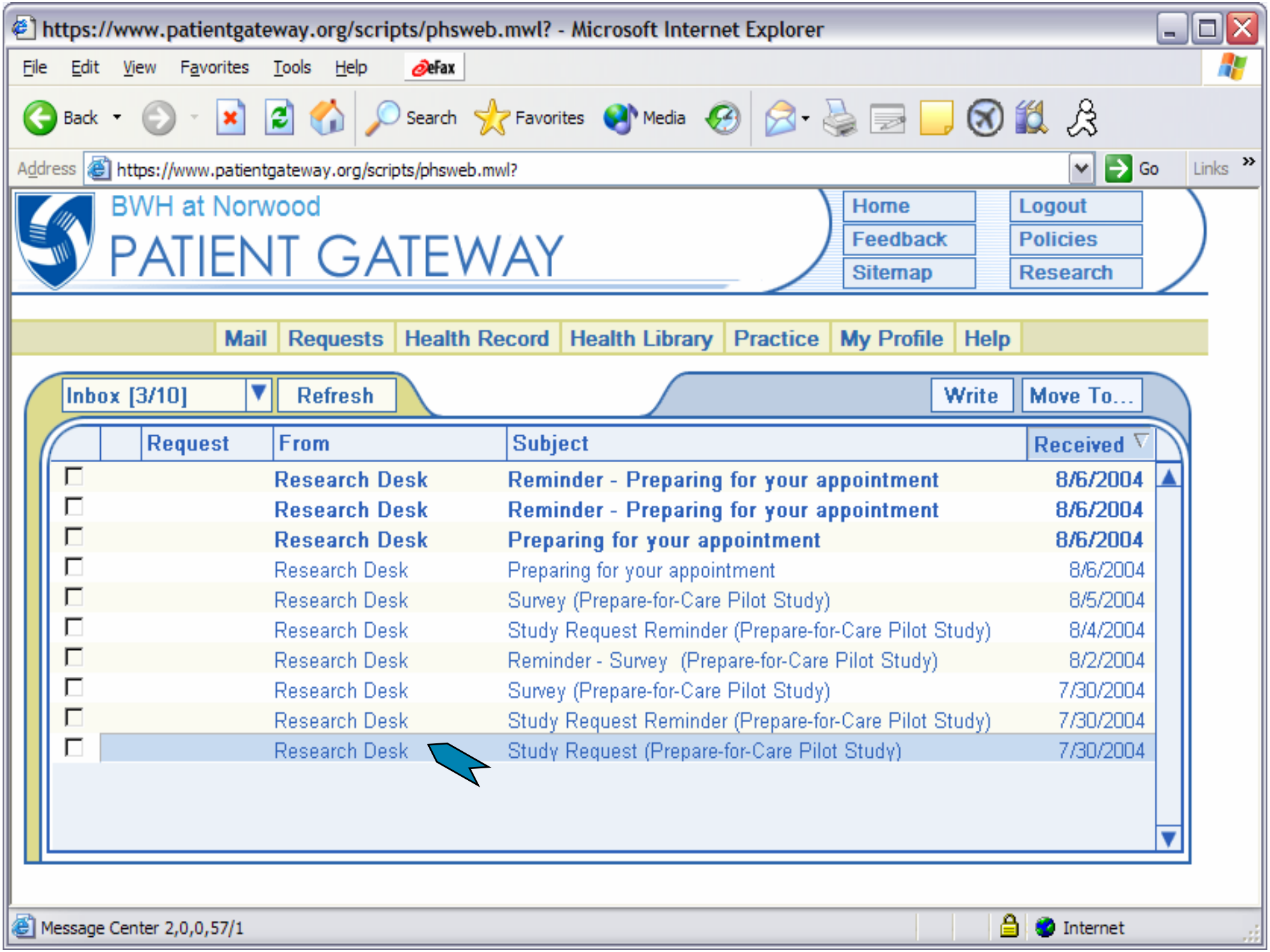
Welcome Wilhemina Oetest

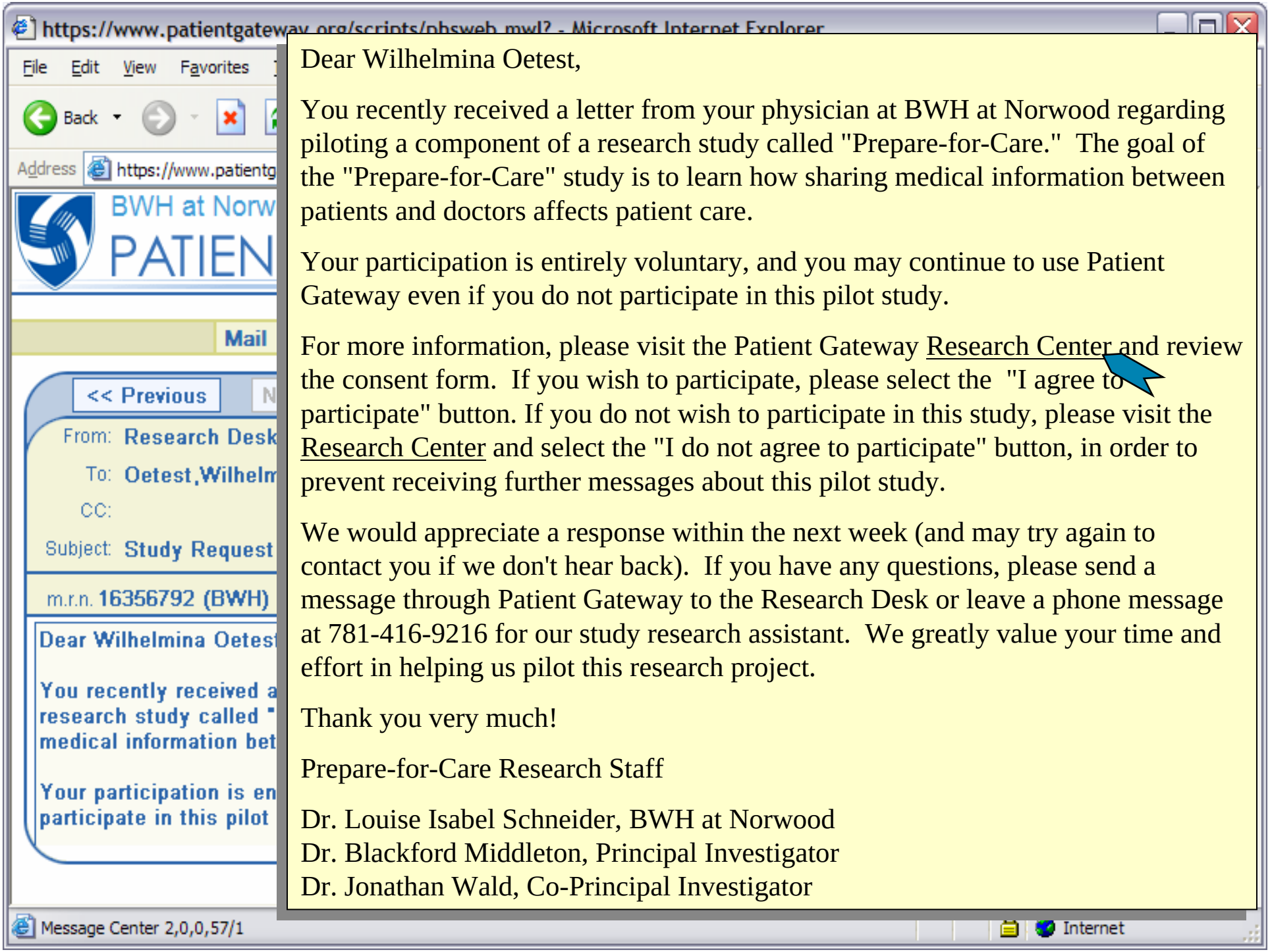
You have 3 new message(s) in your Inbox.

At Brigham and Women's at Norwood, we offer a full range of adult primary care, Dermatology, and OB/GYN services. From our routine checkups and health screenings to complex diagnostic evaluation and treatment, we will work with you to ensure that all of your primary care and specialty needs are met so you can enjoy the many benefits of good health.

For women, we offer complete gynecologic and obstetric care. And, if you are pregnant or planning a pregnancy, you will be able to deliver your child at the Center for

Done Internet


https://www.patientgateway.org/scripts/phsweb.mwl? - Microsoft Internet Explorer
File Edit View Favorites Tools Help eFax
Back Search Favorites Media
Address https://www.patientgateway.org/scripts/phsweb.mwl?
Go Links
BWH at Norwood
PATIENT GATEWAY
Home
Logout
Feedback
Policies
Sitemap
Research
Mail
Requests
Health Record
Health Library
Practice
My Profile
Help
Inbox [3/10]
Refresh
Write
Move To...
Request
From
Subject
Received
Research Desk Reminder - Preparing for your appointment 8/6/2004
Research Desk Reminder - Preparing for your appointment 8/6/2004
Research Desk Preparing for your appointment 8/6/2004
Research Desk Preparing for your appointment 8/6/2004
Research Desk Survey (Prepare-for-Care Pilot Study) 8/5/2004
Research Desk Study Request Reminder (Prepare-for-Care Pilot Study) 8/4/2004
Research Desk Reminder - Survey (Prepare-for-Care Pilot Study) 8/2/2004
Research Desk Survey (Prepare-for-Care Pilot Study) 7/30/2004
Research Desk Study Request Reminder (Prepare-for-Care Pilot Study) 7/30/2004
Research Desk Study Request (Prepare-for-Care Pilot Study) 7/30/2004
Message Center 2,0,0,57/1
Internet



Dear Wilhelmina Oetest,

You recently received a letter from your physician at BWH at Norwood regarding piloting a component of a research study called "Prepare-for-Care." The goal of the "Prepare-for-Care" study is to learn how sharing medical information between patients and doctors affects patient care.

Your participation is entirely voluntary, and you may continue to use Patient Gateway even if you do not participate in this pilot study.

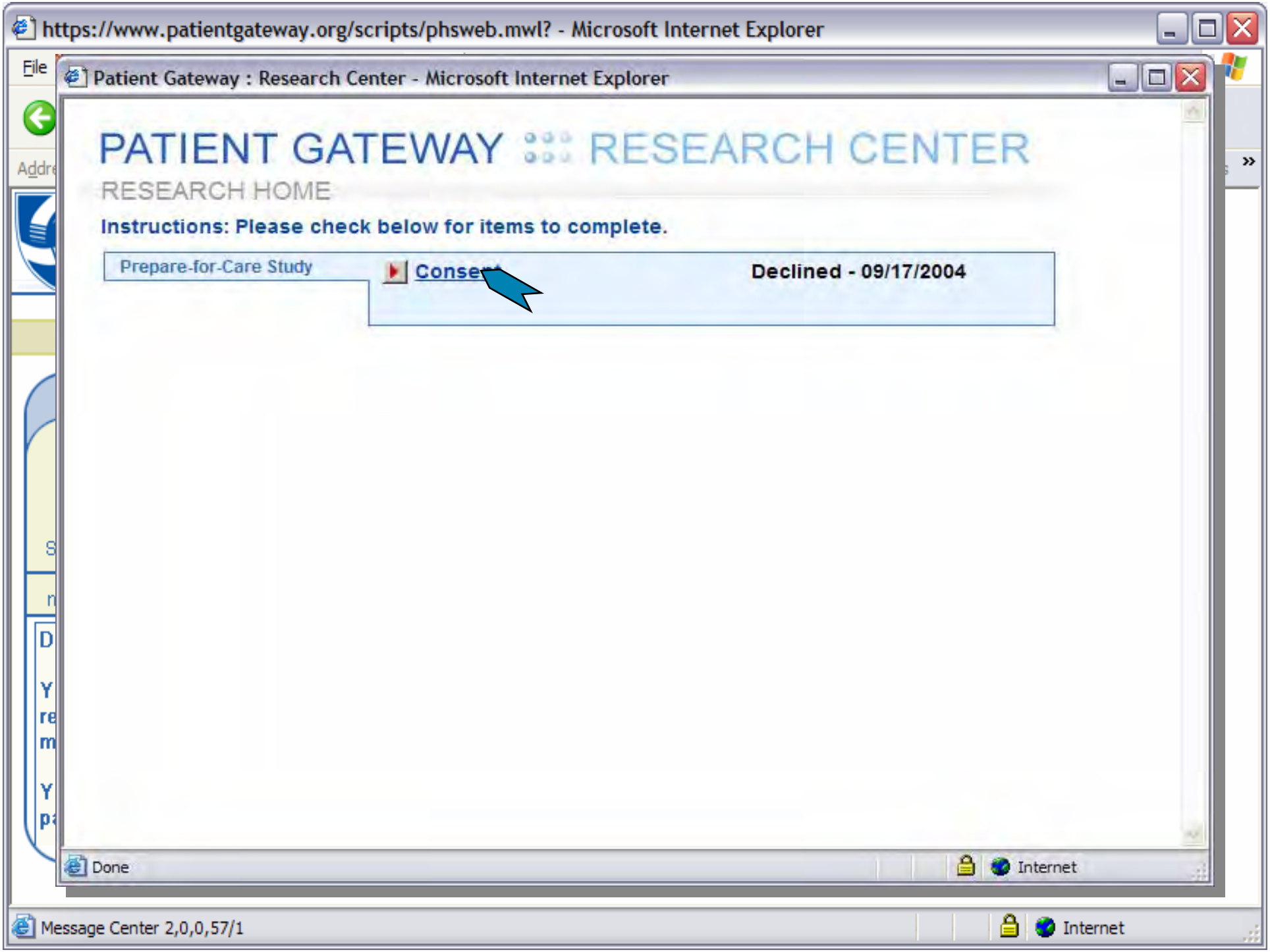
For more information, please visit the Patient Gateway Research Center and review the consent form. If you wish to participate, please select the "I agree to participate" button. If you do not wish to participate in this study, please visit the Research Center and select the "I do not agree to participate" button, in order to prevent receiving further messages about this pilot study.

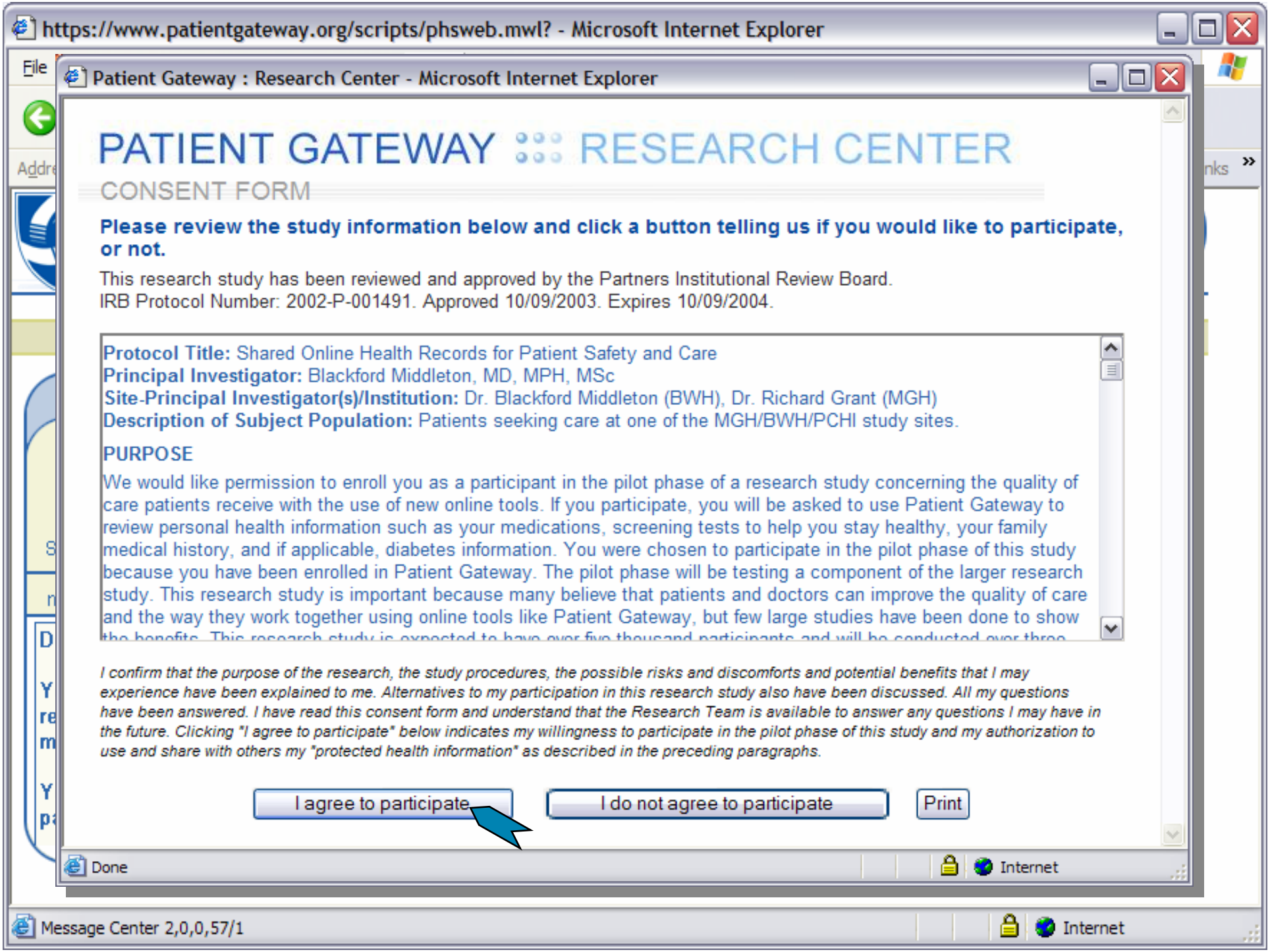
We would appreciate a response within the next week (and may try again to contact you if we don't hear back). If you have any questions, please send a message through Patient Gateway to the Research Desk or leave a phone message at 781-416-9216 for our study research assistant. We greatly value your time and effort in helping us pilot this research project.

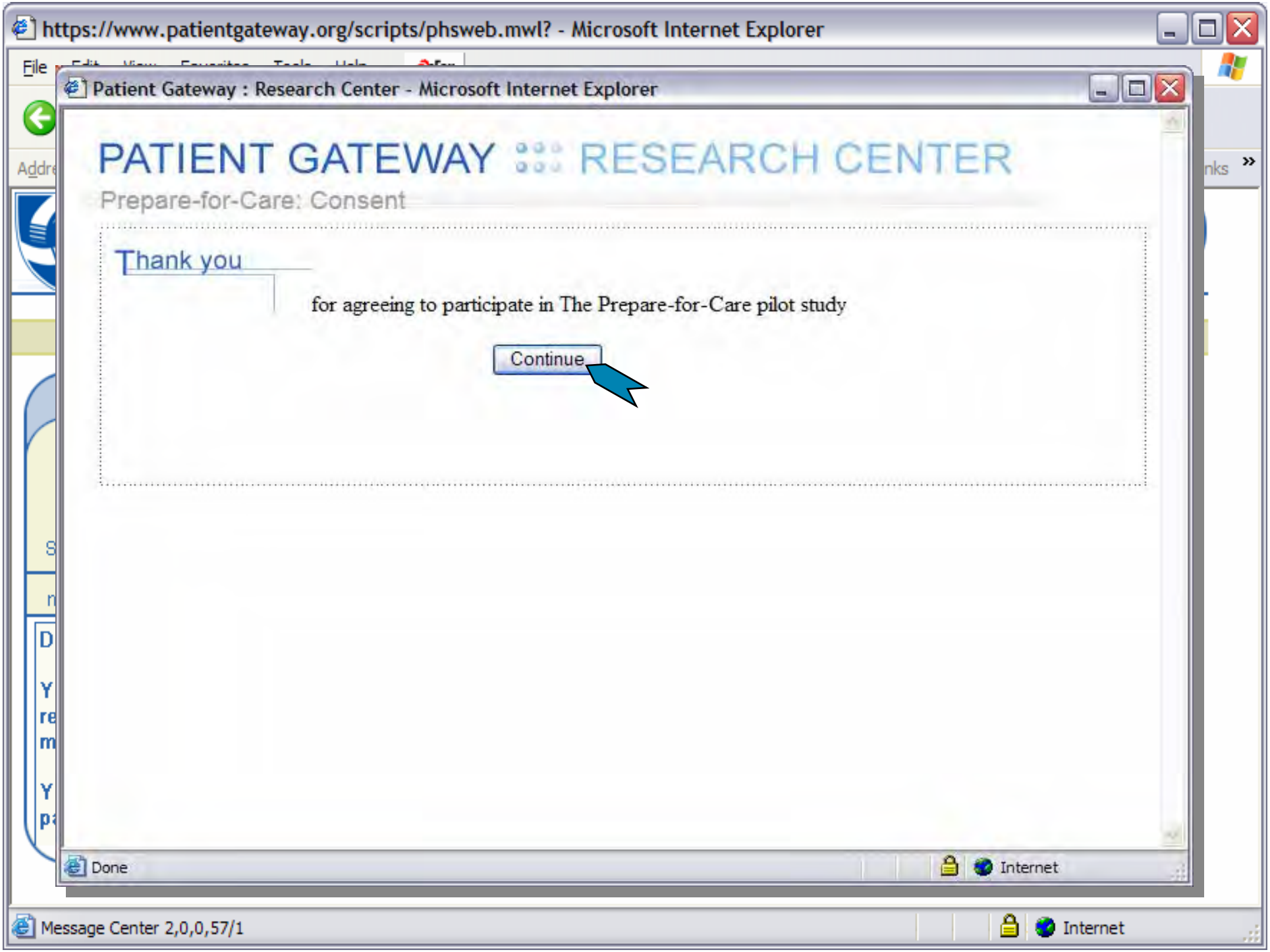
Thank you very much!

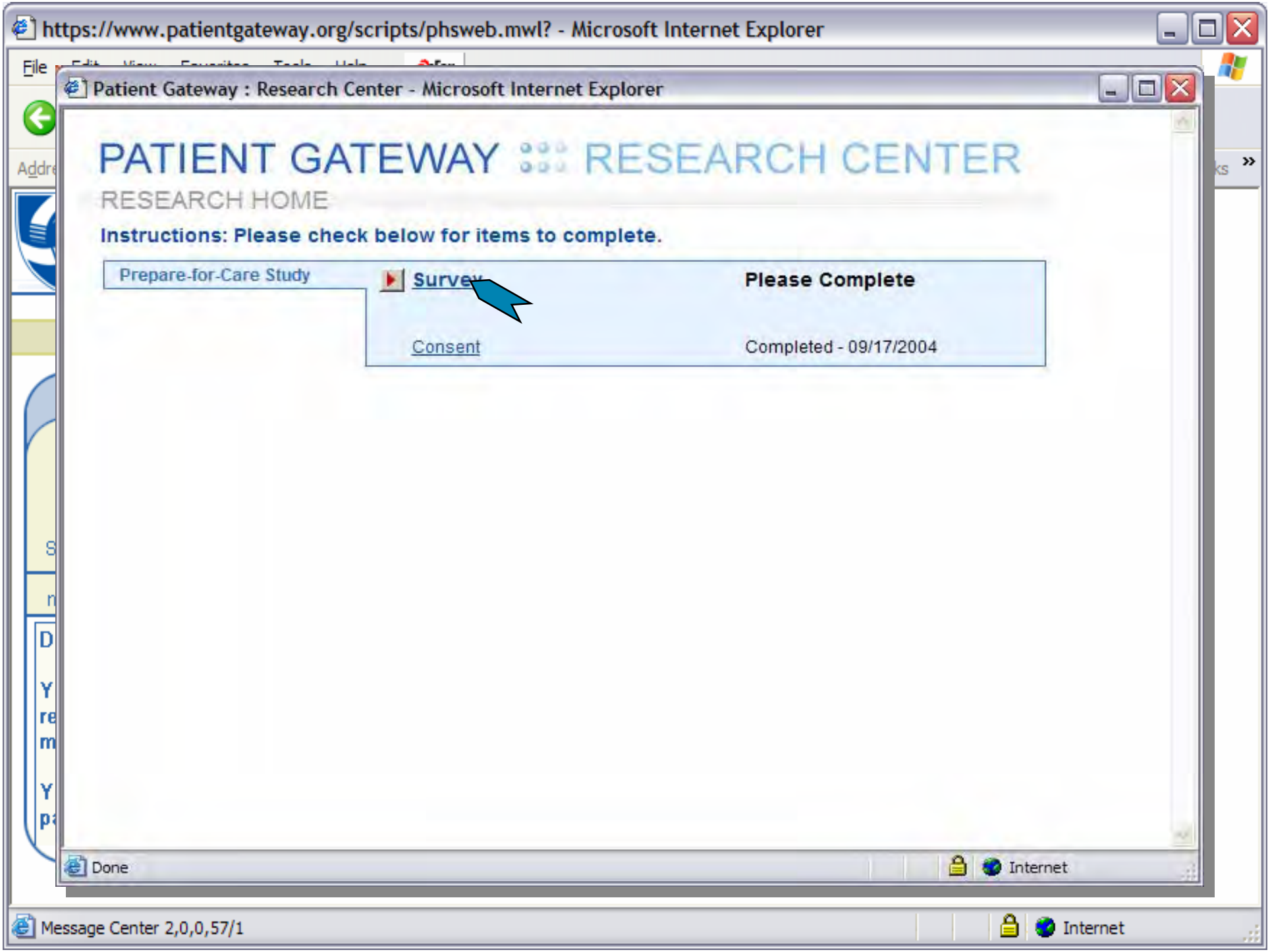
Prepare-for-Care Research Staff

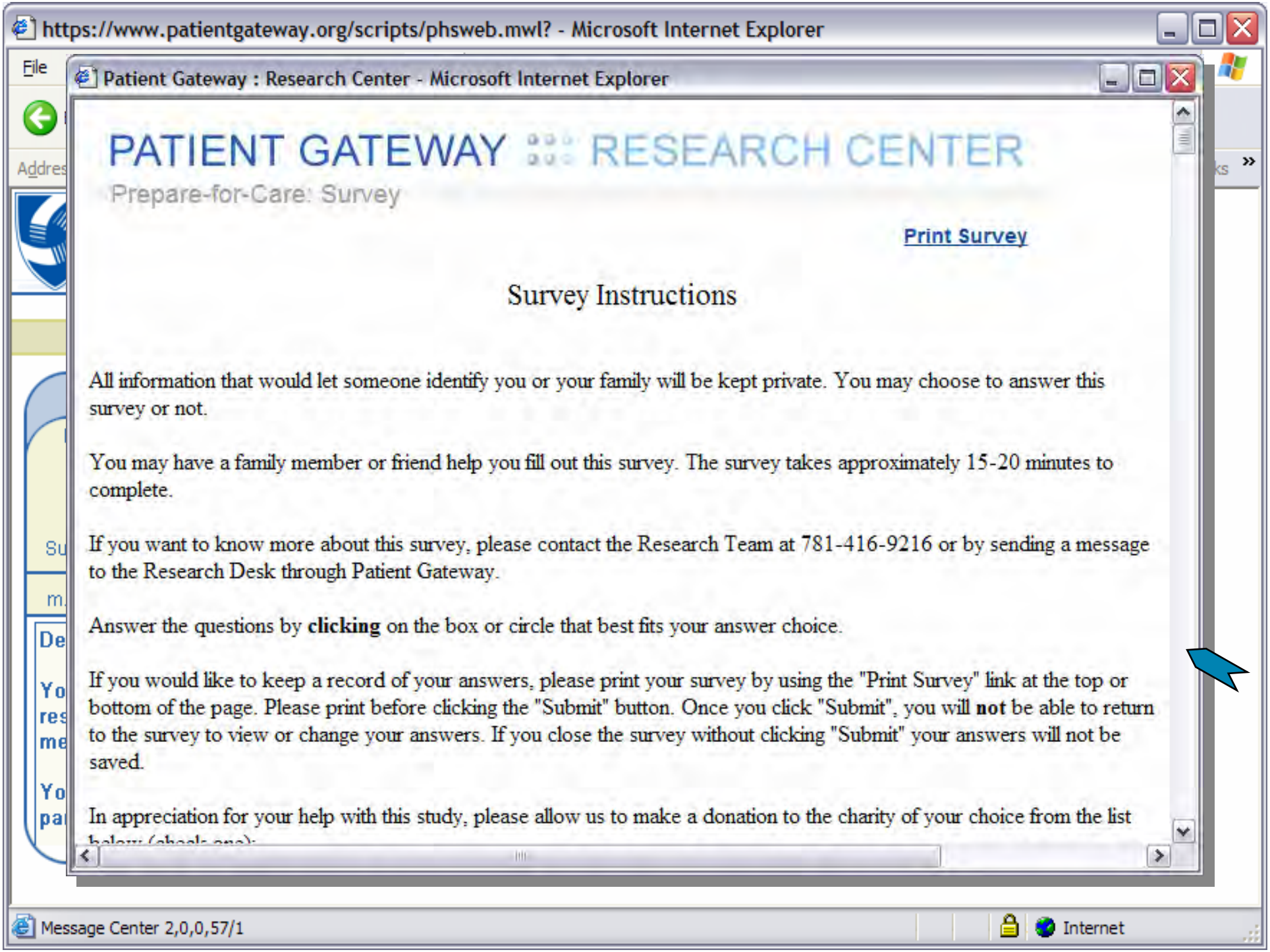
Dr. Louise Isabel Schneider, BWH at Norwood
Dr. Blackford Middleton, Principal Investigator
Dr. Jonathan Wald, Co-Principal Investigator

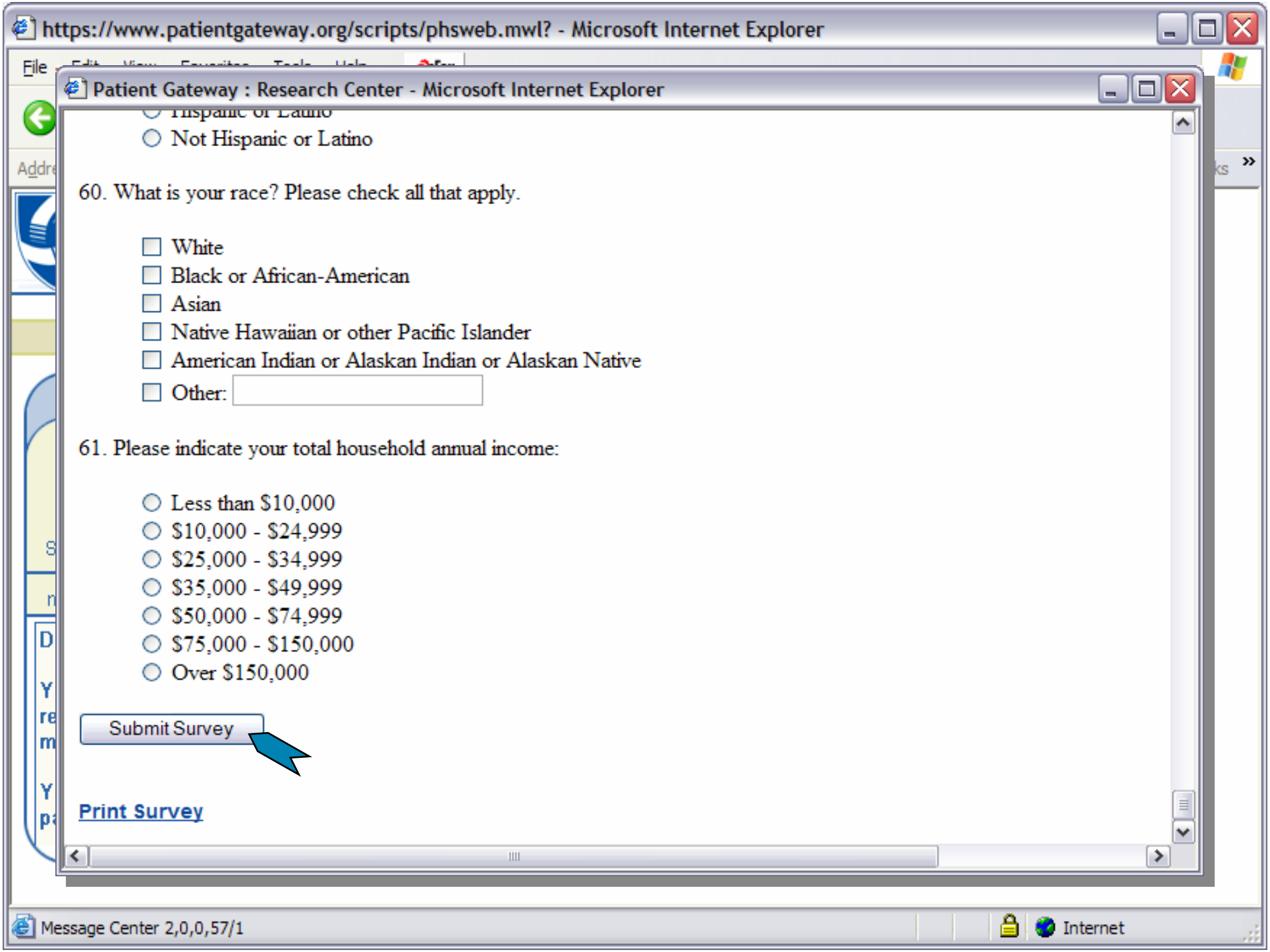

https://www.patientgateway.org/scripts/phsweb.mwl? - Microsoft Internet Explorer
File
Patient Gateway : Research Center - Microsoft Internet Explorer
PATIENT GATEWAY RESEARCH CENTER
RESEARCH HOME
Instructions: Please check below for items to complete.
Prepare-for-Care Study
Consent
Declined - 09/17/2004
Done
Internet
Message Center 2,0,0,57/1
Internet


https://www.patientgateway.org/scripts/phsweb.mwl? - Microsoft Internet Explorer
File
Patient Gateway : Research Center - Microsoft Internet Explorer
PATIENT GATEWAY RESEARCH CENTER
CONSENT FORM
Please review the study information below and click a button telling us if you would like to participate, or not.
This research study has been reviewed and approved by the Partners Institutional Review Board.
IRB Protocol Number: 2002-P-001491. Approved 10/09/2003. Expires 10/09/2004.
Protocol Title: Shared Online Health Records for Patient Safety and Care
Principal Investigator: Blackford Middleton, MD, MPH, MSc
Site-Principal Investigator(s)/Institution: Dr. Blackford Middleton (BWH), Dr. Richard Grant (MGH)
Description of Subject Population: Patients seeking care at one of the MGH/BWH/PCHI study sites.
PURPOSE
We would like permission to enroll you as a participant in the pilot phase of a research study concerning the quality of care patients receive with the use of new online tools. If you participate, you will be asked to use Patient Gateway to review personal health information such as your medications, screening tests to help you stay healthy, your family medical history, and if applicable, diabetes information. You were chosen to participate in the pilot phase of this study because you have been enrolled in Patient Gateway. The pilot phase will be testing a component of the larger research study. This research study is important because many believe that patients and doctors can improve the quality of care and the way they work together using online tools like Patient Gateway, but few large studies have been done to show
I confirm that the purpose of the research, the study procedures, the possible risks and discomforts and potential benefits that I may experience have been explained to me. Alternatives to my participation in this research study also have been discussed. All my questions have been answered. I have read this consent form and understand that the Research Team is available to answer any questions I may have in the future. Clicking "I agree to participate" below indicates my willingness to participate in the pilot phase of this study and my authorization to use and share with others my "protected health information" as described in the preceding paragraphs.
I agree to participate
I do not agree to participate
Print
Done
Internet
Message Center 2,0,0,57/1
Internet


https://www.patientgateway.org/scripts/phsweb.mwl? - Microsoft Internet Explorer
File
Patient Gateway : Research Center - Microsoft Internet Explorer
PATIENT GATEWAY RESEARCH CENTER
Prepare-for-Care: Consent
Thank you
for agreeing to participate in The Prepare-for-Care pilot study
Continue
Done
Internet
Message Center 2,0,0,57/1
Internet

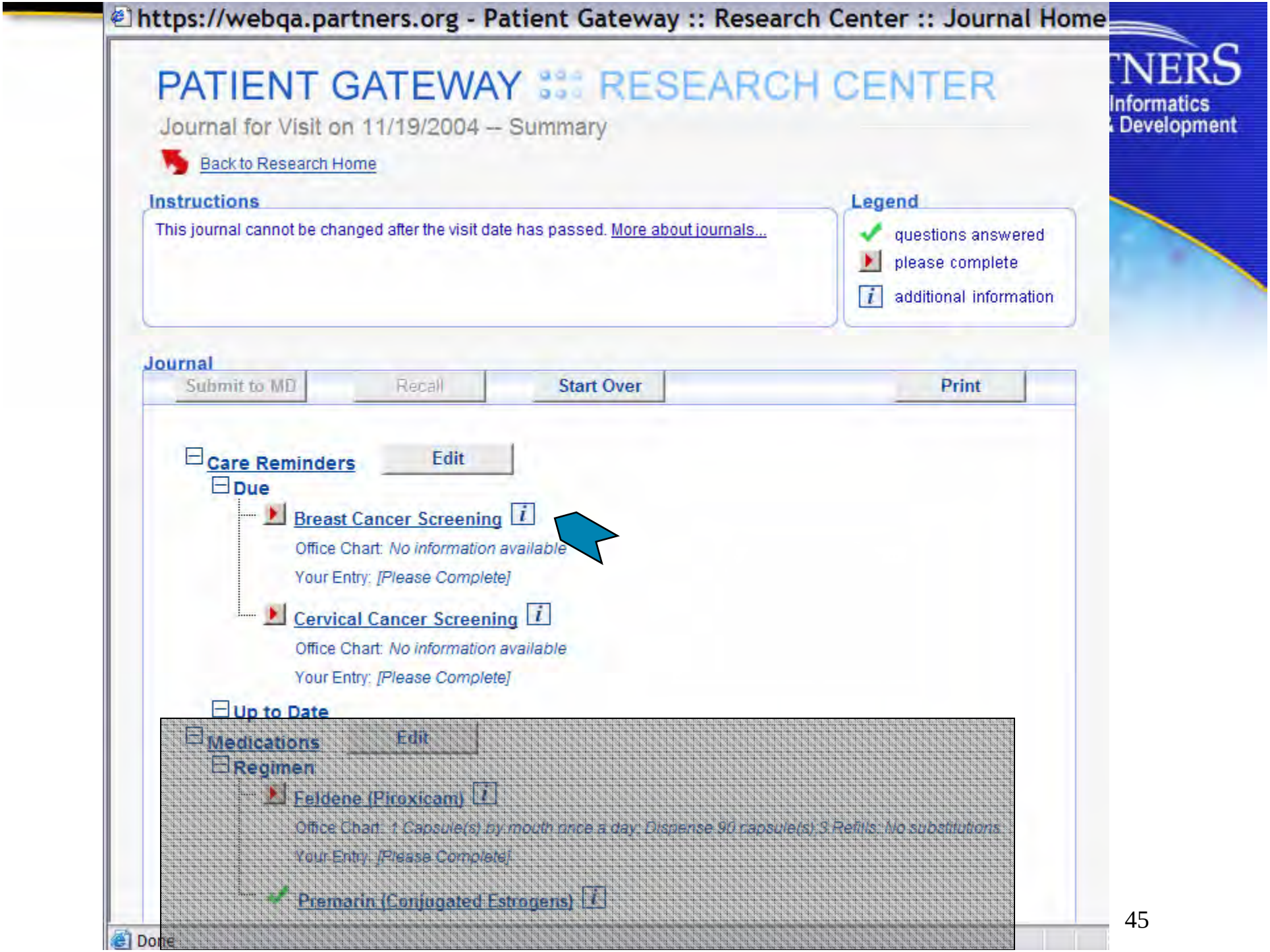

https://www.patientgateway.org/scripts/phsweb.mwl? - Microsoft Internet Explorer
File
Patient Gateway : Research Center - Microsoft Internet Explorer
PATIENT GATEWAY RESEARCH CENTER
RESEARCH HOME
Instructions: Please check below for items to complete.
Prepare-for-Care Study
Survey
Please Complete
Consent
Completed - 09/17/2004
Done
Internet
Message Center 2,0,0,57/1
Internet

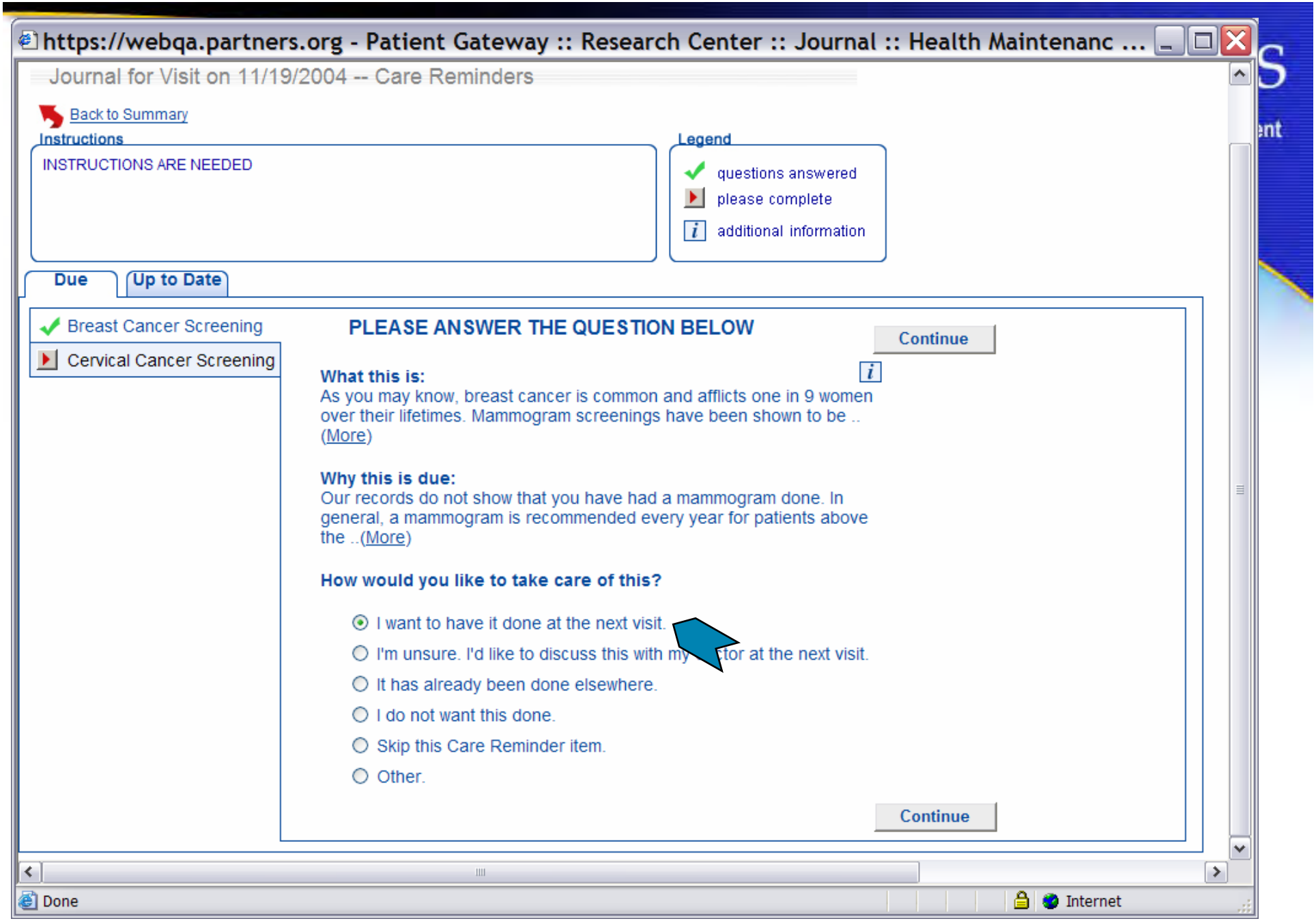

https://www.patientgateway.org/scripts/phsweb.mwl? - Microsoft Internet Explorer
File
Patient Gateway : Research Center - Microsoft Internet Explorer
PATIENT GATEWAY RESEARCH CENTER
Prepare-for-Care: Survey
Print Survey
Survey Instructions
All information that would let someone identify you or your family will be kept private. You may choose to answer this survey or not.
You may have a family member or friend help you fill out this survey. The survey takes approximately 15-20 minutes to complete.
If you want to know more about this survey, please contact the Research Team at 781-416-9216 or by sending a message to the Research Desk through Patient Gateway.
Answer the questions by clicking on the box or circle that best fits your answer choice.
If you would like to keep a record of your answers, please print your survey by using the "Print Survey" link at the top or bottom of the page. Please print before clicking the "Submit" button. Once you click "Submit", you will not be able to return to the survey to view or change your answers. If you close the survey without clicking "Submit" your answers will not be saved.
In appreciation for your help with this study, please allow us to make a donation to the charity of your choice from the list
Message Center 2,0,0,57/1
Internet

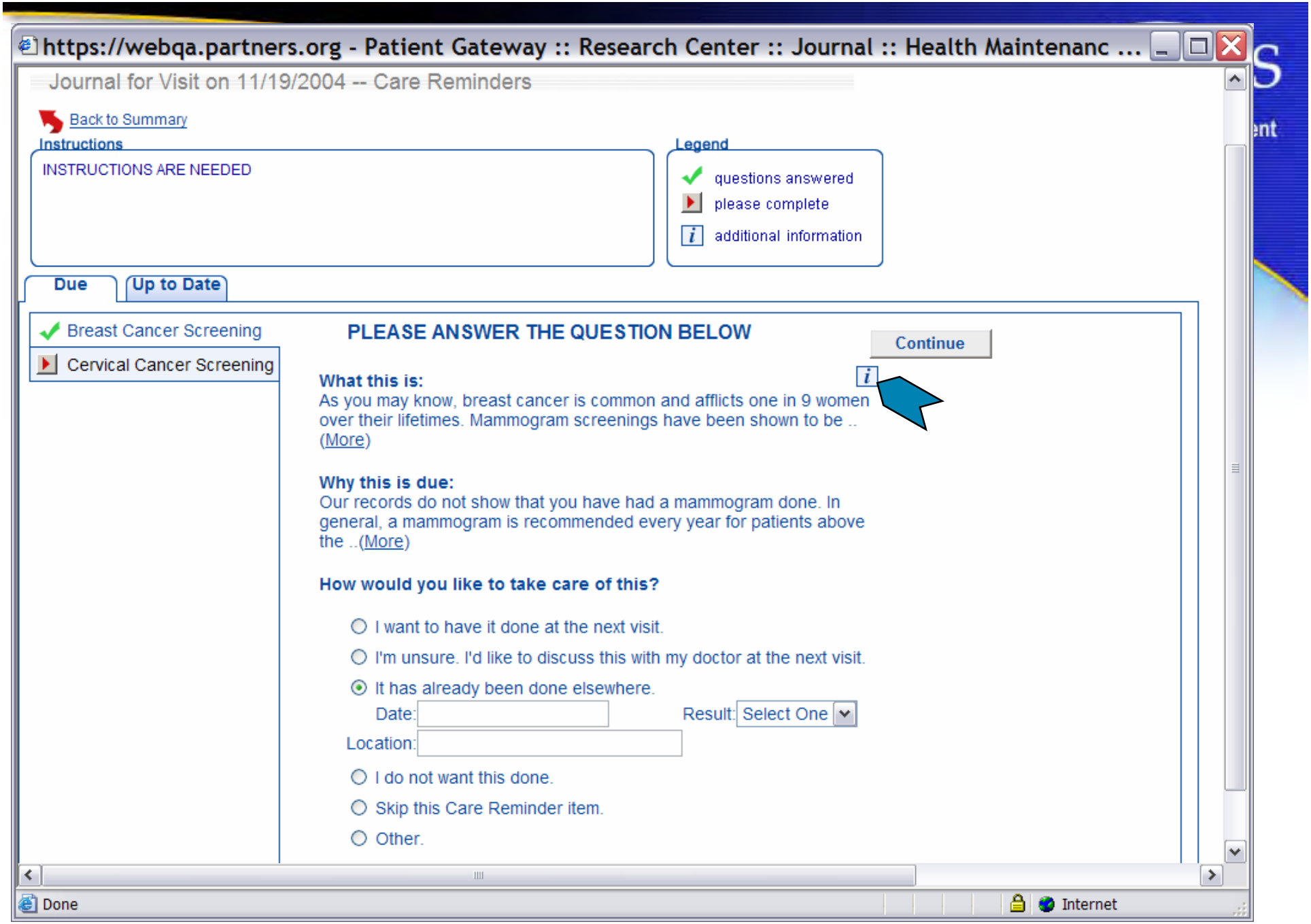

https://www.patientgateway.org/scripts/phsweb.mwl? - Microsoft Internet Explorer
Patient Gateway : Research Center - Microsoft Internet Explorer
Not Hispanic or Latino
60. What is your race? Please check all that apply.
White
Black or African-American
Asian
Native Hawaiian or other Pacific Islander
American Indian or Alaskan Indian or Alaskan Native
Other:
61. Please indicate your total household annual income:
Less than $10,000
$10,000 - $24,999
$25,000 - $34,999
$35,000 - $49,999
$50,000 - $74,999
$75,000 - $150,000
Over $150,000
Submit Survey
Print Survey
Message Center 2,0,0,57/1
Internet

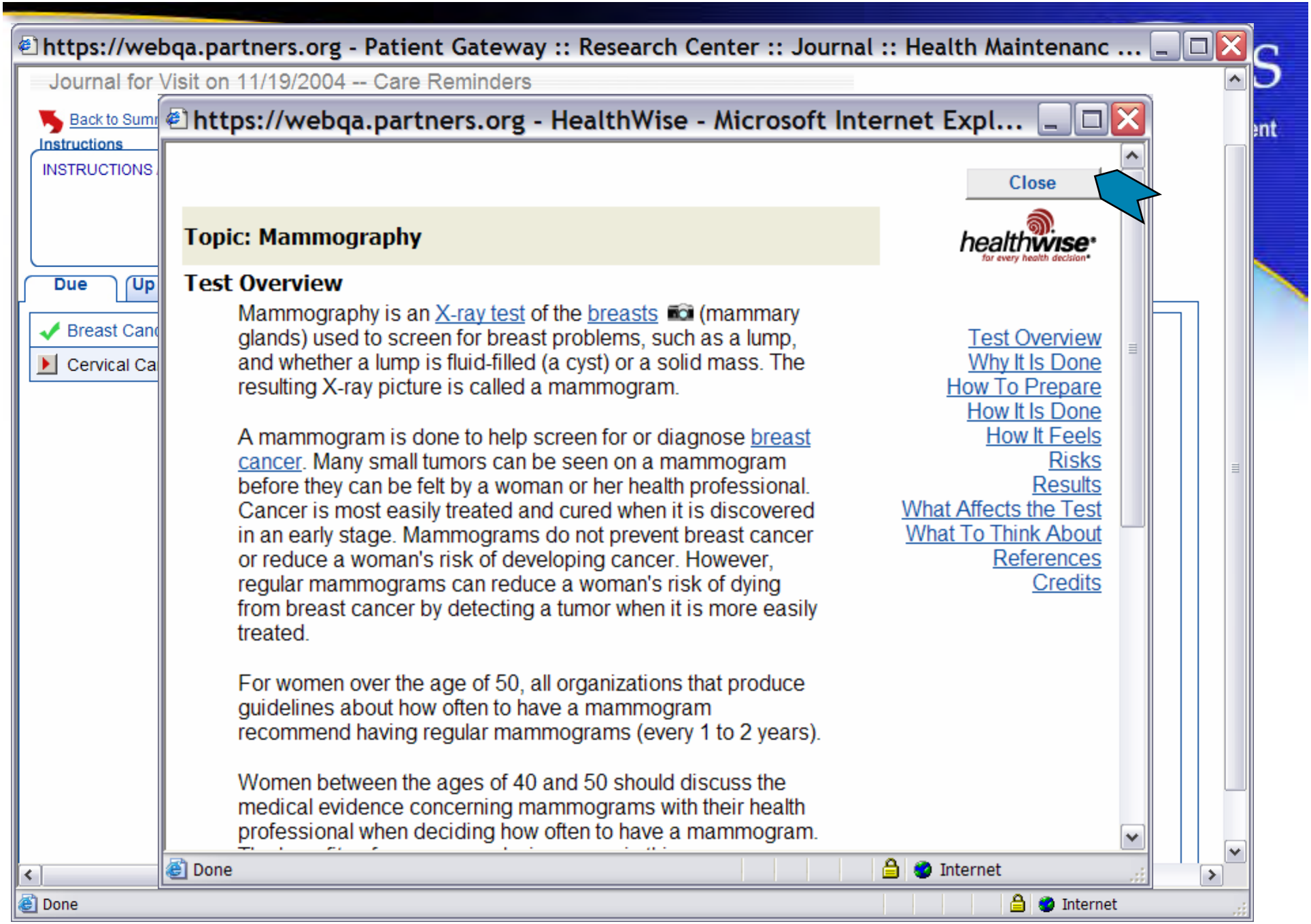
https://www.patientgateway.org/scripts/phsweb.mwl? - Microsoft Internet Explorer
File
Patient Gateway : Research Center - Microsoft Internet Explorer
PATIENT GATEWAY RESEARCH CENTER
Prepare-for-Care: Survey
Thank you
for completing this survey.
Continue
Message Center 2,0,0,57/1
Internet

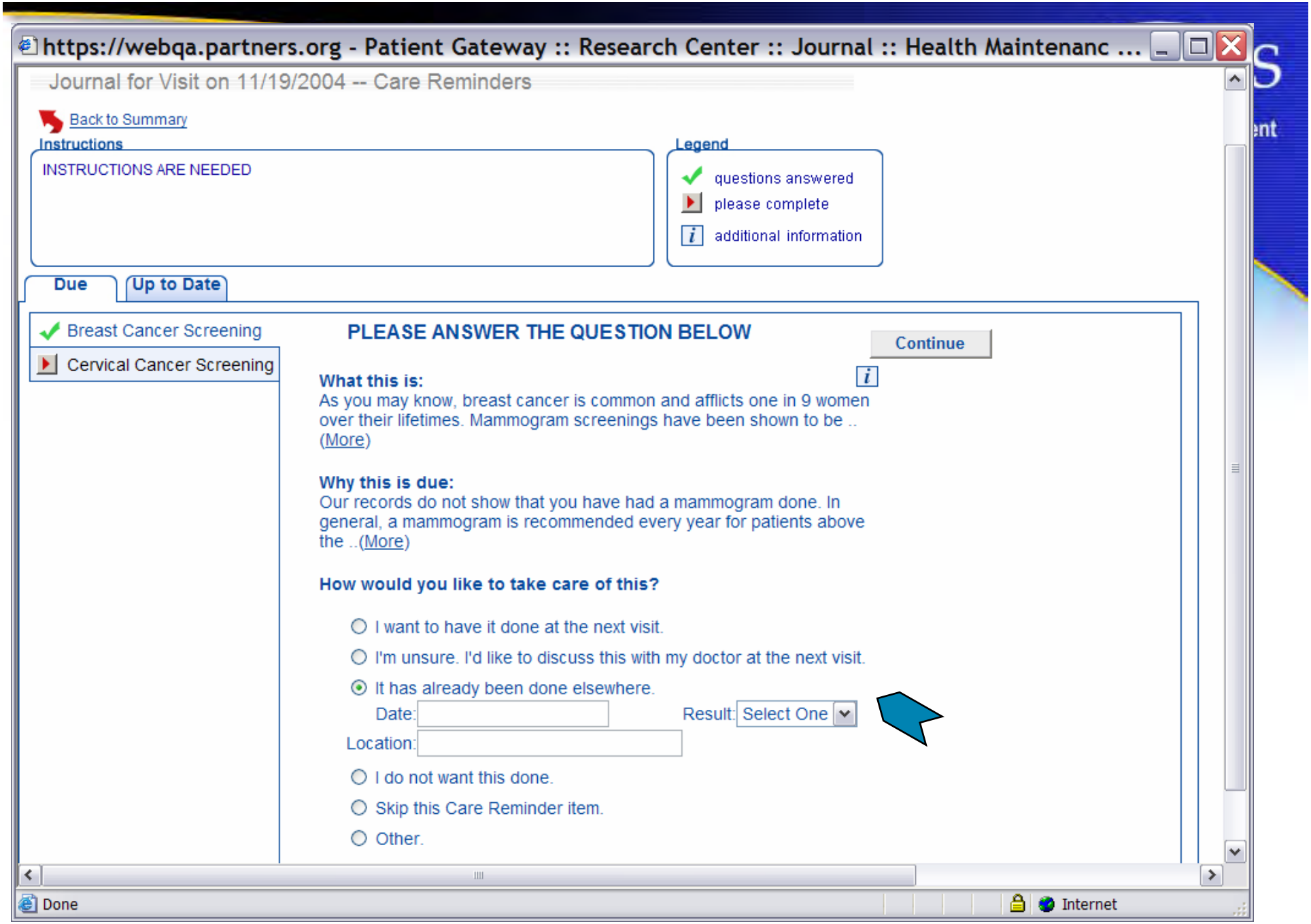
PARTNERS
Clinical Informatics
Research & Development

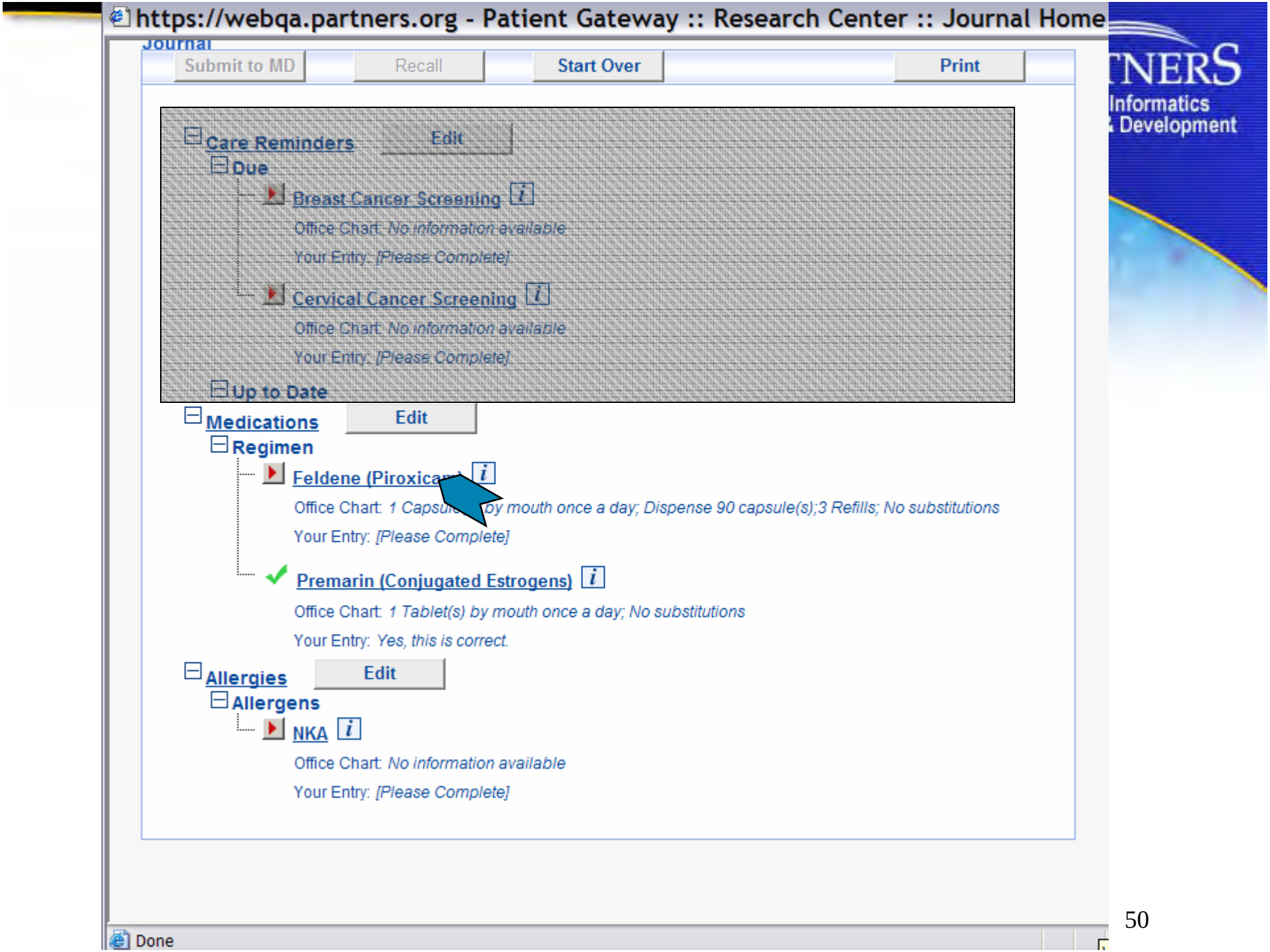

https://webqa.partners.org - Patient Gateway :: Research Center :: Journal Home
PATIENT GATEWAY RESEARCH CENTER
Journal for Visit on 11/19/2004 -- Summary
Back to Research Home
Instructions
This journal cannot be changed after the visit date has passed. More about journals...
Legend
questions answered
please complete
additional information
Journal
Submit to MD
Recall
Start Over
Print
Care Reminders
Edit
Due
Breast Cancer Screening
Office Chart: No information available
Your Entry: [Please Complete]
Cervical Cancer Screening
Office Chart: No information available
Your Entry: [Please Complete]
Up to Date
Medications
Edit
Regimen
Feldene (Piroxicam)
Office Chart: 1 Capsule(s) by mouth once a day; Dispense 90 capsule(s); 3 Refills; No substitutions
Your Entry: [Please Complete]
Premarin (Conjugated Estrogens)
Done

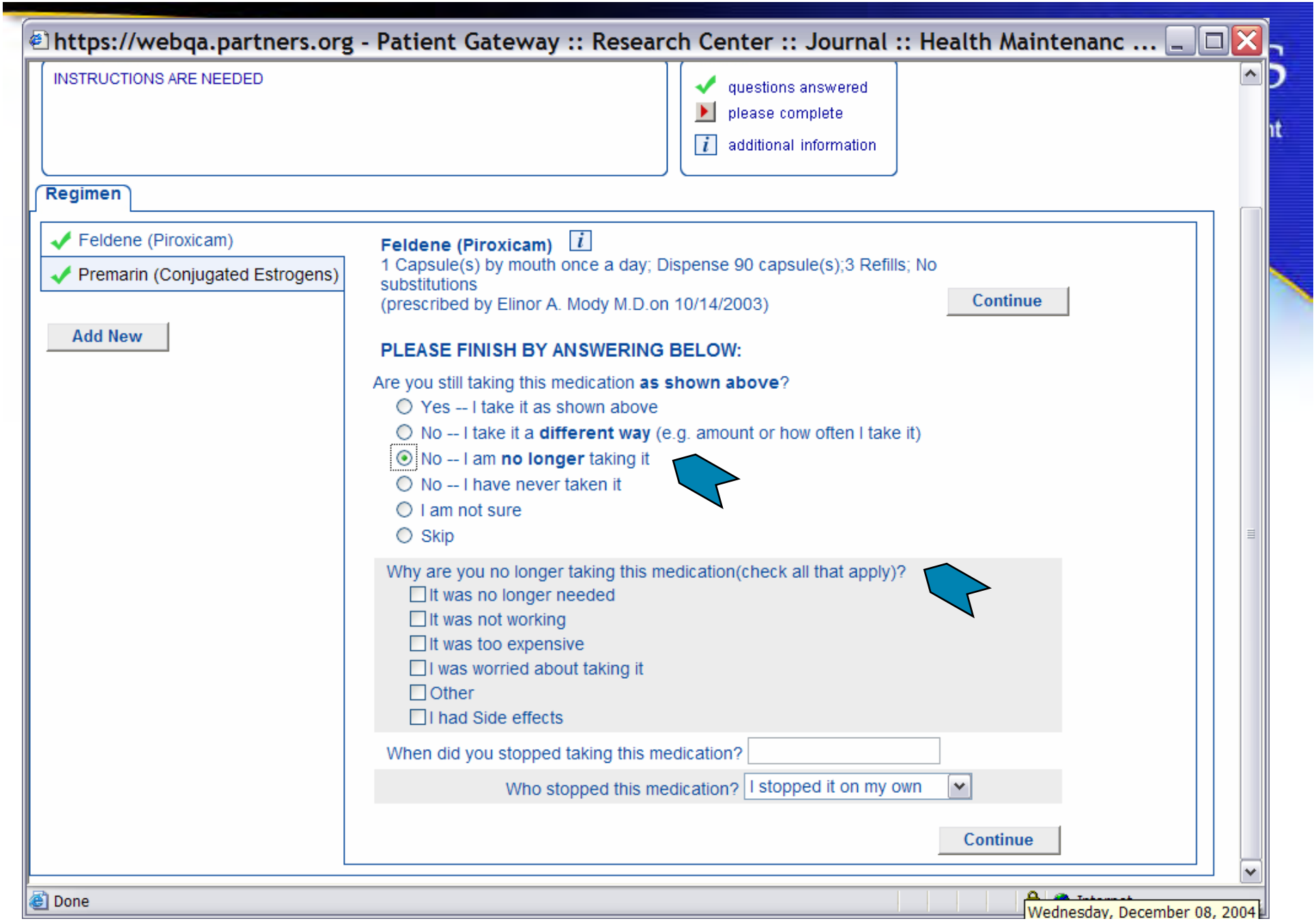

https://webqa.partners.org - Patient Gateway :: Research Center :: Journal :: Health Maintenanc ...
Journal for Visit on 11/19/2004 -- Care Reminders
Back to Summary
Instructions
INSTRUCTIONS ARE NEEDED
Legend
questions answered
please complete
additional information
Due
Up to Date
Breast Cancer Screening
Cervical Cancer Screening
PLEASE ANSWER THE QUESTION BELOW
Continue
What this is:
As you may know, breast cancer is common and afflicts one in 9 women over their lifetimes. Mammogram screenings have been shown to be .. (More)
Why this is due:
Our records do not show that you have had a mammogram done. In general, a mammogram is recommended every year for patients above the ..(More)
How would you like to take care of this?
I want to have it done at the next visit.
I'm unsure. I'd like to discuss this with my
tor at the next visit.
It has already been done elsewhere.
I do not want this done.
Skip this Care Reminder item.
Other.
Continue
Done
Internet

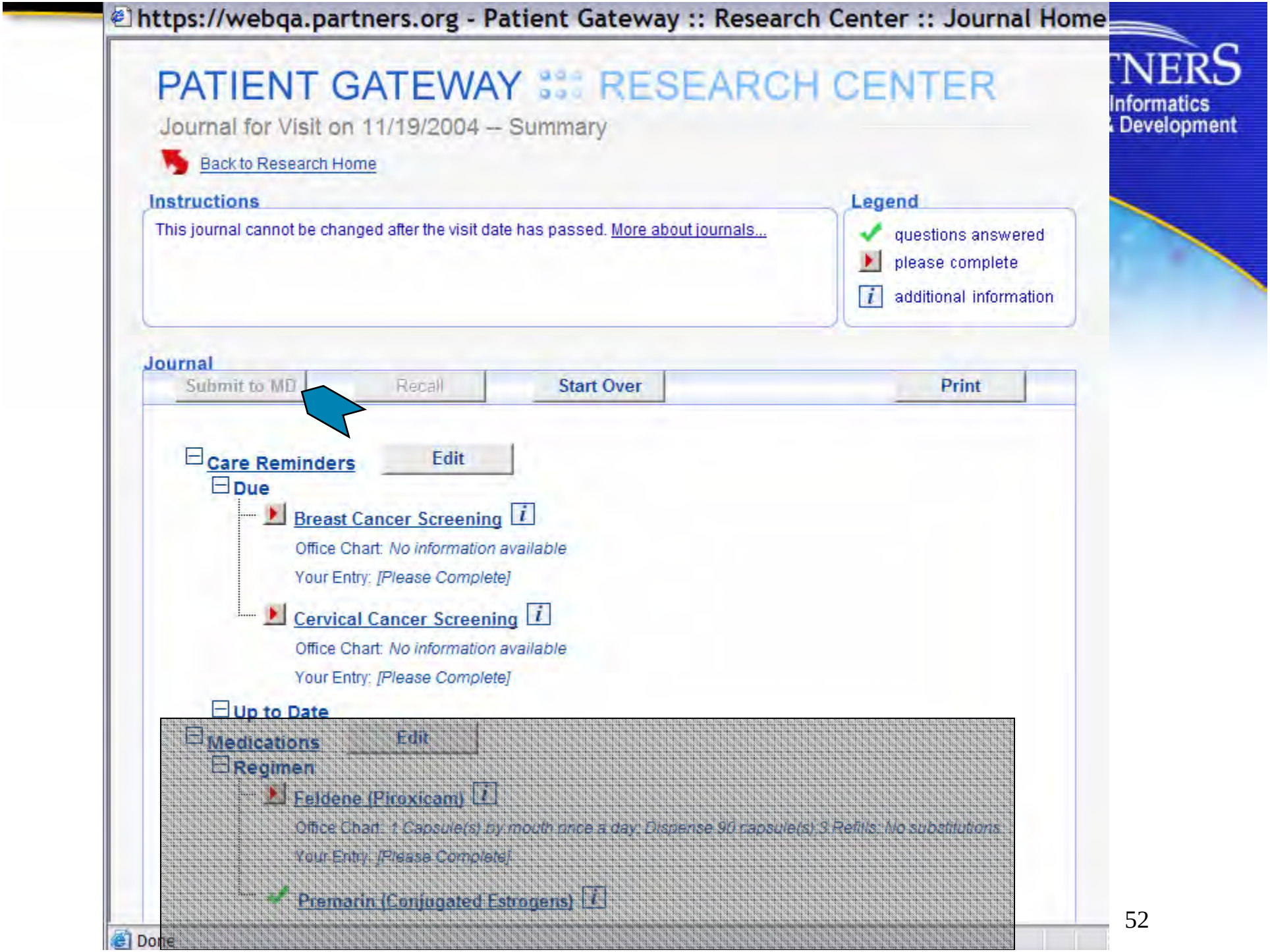

https://webqa.partners.org - Patient Gateway :: Research Center :: Journal :: Health Maintenanc ...
Journal for Visit on 11/19/2004 -- Care Reminders
Back to Summary
Instructions
INSTRUCTIONS ARE NEEDED
Legend
questions answered
please complete
additional information
Due
Up to Date
Breast Cancer Screening
Cervical Cancer Screening
PLEASE ANSWER THE QUESTION BELOW
Continue
What this is:
As you may know, breast cancer is common and afflicts one in 9 women over their lifetimes. Mammogram screenings have been shown to be .. (More)
Why this is due:
Our records do not show that you have had a mammogram done. In general, a mammogram is recommended every year for patients above the ..(More)
How would you like to take care of this?
I want to have it done at the next visit.
I'm unsure. I'd like to discuss this with my doctor at the next visit.
It has already been done elsewhere.
Date:
Result:
Select One
Location:
I do not want this done.
Skip this Care Reminder item.
Other.
Done
Internet


https://webqa.partners.org - Patient Gateway :: Research Center :: Journal :: Health Maintenanc ...
Journal for Visit on 11/19/2004 -- Care Reminders
Back to Summ
Instructions
INSTRUCTIONS
Due
Up
Breast Canc
Cervical Ca
https://webqa.partners.org - HealthWise - Microsoft Internet Expl...
Close
Topic: Mammography
Test Overview
Mammography is an X-ray test of the breasts (mammary glands) used to screen for breast problems, such as a lump, and whether a lump is fluid-filled (a cyst) or a solid mass. The resulting X-ray picture is called a mammogram.
A mammogram is done to help screen for or diagnose breast cancer. Many small tumors can be seen on a mammogram before they can be felt by a woman or her health professional. Cancer is most easily treated and cured when it is discovered in an early stage. Mammograms do not prevent breast cancer or reduce a woman's risk of developing cancer. However, regular mammograms can reduce a woman's risk of dying from breast cancer by detecting a tumor when it is more easily treated.
For women over the age of 50, all organizations that produce guidelines about how often to have a mammogram recommend having regular mammograms (every 1 to 2 years).
Women between the ages of 40 and 50 should discuss the medical evidence concerning mammograms with their health professional when deciding how often to have a mammogram.
healthwise
for every health decision
Test Overview
Why It Is Done
How To Prepare
How It Is Done
How It Feels
Risks
Results
What Affects the Test
What To Think About
References
Credits
Done
Internet
Done
Internet


https://webqa.partners.org - Patient Gateway :: Research Center :: Journal :: Health Maintenanc ...
Journal for Visit on 11/19/2004 -- Care Reminders
Back to Summary
Instructions
INSTRUCTIONS ARE NEEDED
Legend
questions answered
please complete
additional information
Due
Up to Date
Breast Cancer Screening
Cervical Cancer Screening
PLEASE ANSWER THE QUESTION BELOW
Continue
What this is:
As you may know, breast cancer is common and afflicts one in 9 women over their lifetimes. Mammogram screenings have been shown to be .. (More)
Why this is due:
Our records do not show that you have had a mammogram done. In general, a mammogram is recommended every year for patients above the ..(More)
How would you like to take care of this?
I want to have it done at the next visit.
I'm unsure. I'd like to discuss this with my doctor at the next visit.
It has already been done elsewhere.
Date:
Result:
Select One
Location:
I do not want this done.
Skip this Care Reminder item.
Other.
Done
Internet


https://webqa.partners.org - Patient Gateway :: Research Center :: Journal Home
Journal
Submit to MD
Recall
Start Over
Print
Care Reminders
Edit
Due
Breast Cancer Screening
Office Chart: No information available
Your Entry: [Please Complete]
Cervical Cancer Screening
Office Chart: No information available
Your Entry: [Please Complete]
Up to Date
Medications
Edit
Regimen
Feldene (Piroxicam)
Office Chart: 1 Capsule by mouth once a day; Dispense 90 capsule(s);3 Refills; No substitutions
Your Entry: [Please Complete]
Premarin (Conjugated Estrogens)
Office Chart: 1 Tablet(s) by mouth once a day; No substitutions
Your Entry: Yes, this is correct.
Allergies
Edit
Allergens
NKA
Office Chart: No information available
Your Entry: [Please Complete]
Done
TNERS
Informatics
& Development


https://webqa.partners.org - Patient Gateway :: Research Center :: Journal :: Health Maintenanc ...
INSTRUCTIONS ARE NEEDED
questions answered
please complete
additional information
Regimen
Feldene (Piroxicam)
Premarin (Conjugated Estrogens)
Add New
Feldene (Piroxicam)
1 Capsule(s) by mouth once a day; Dispense 90 capsule(s);3 Refills; No substitutions
(prescribed by Elinor A. Mody M.D.on 10/14/2003)
Continue
PLEASE FINISH BY ANSWERING BELOW:
Are you still taking this medication as shown above?
Yes -- I take it as shown above
No -- I take it a different way (e.g. amount or how often I take it)
No -- I am no longer taking it
No -- I have never taken it
I am not sure
Skip
Why are you no longer taking this medication(check all that apply)?
It was no longer needed
It was not working
It was too expensive
I was worried about taking it
Other
I had Side effects
When did you stopped taking this medication?
Who stopped this medication?
I stopped it on my own
Continue
Done
Wednesday, December 08, 2004


https://webqa.partners.org - Patient Gateway :: Research Center :: Journal Home
PATIENT GATEWAY RESEARCH CENTER
Journal for Visit on 11/19/2004 -- Summary
Back to Research Home
Instructions
This journal cannot be changed after the visit date has passed. More about journals...
Legend
questions answered
please complete
additional information
Journal
Submit to MD
Recall
Start Over
Print
Care Reminders
Edit
Due
Breast Cancer Screening
Office Chart: No information available
Your Entry: [Please Complete]
Cervical Cancer Screening
Office Chart: No information available
Your Entry: [Please Complete]
Up to Date
Medications
Edit
Regimen
Feldene (Piroxicam)
Office Chart: 1 Capsule(s) by mouth once a day; Dispense 90 capsule(s); 3 Refills; No substitutions
Your Entry: [Please Complete]
Premarin (Conjugated Estrogens)
Done

PACCT:

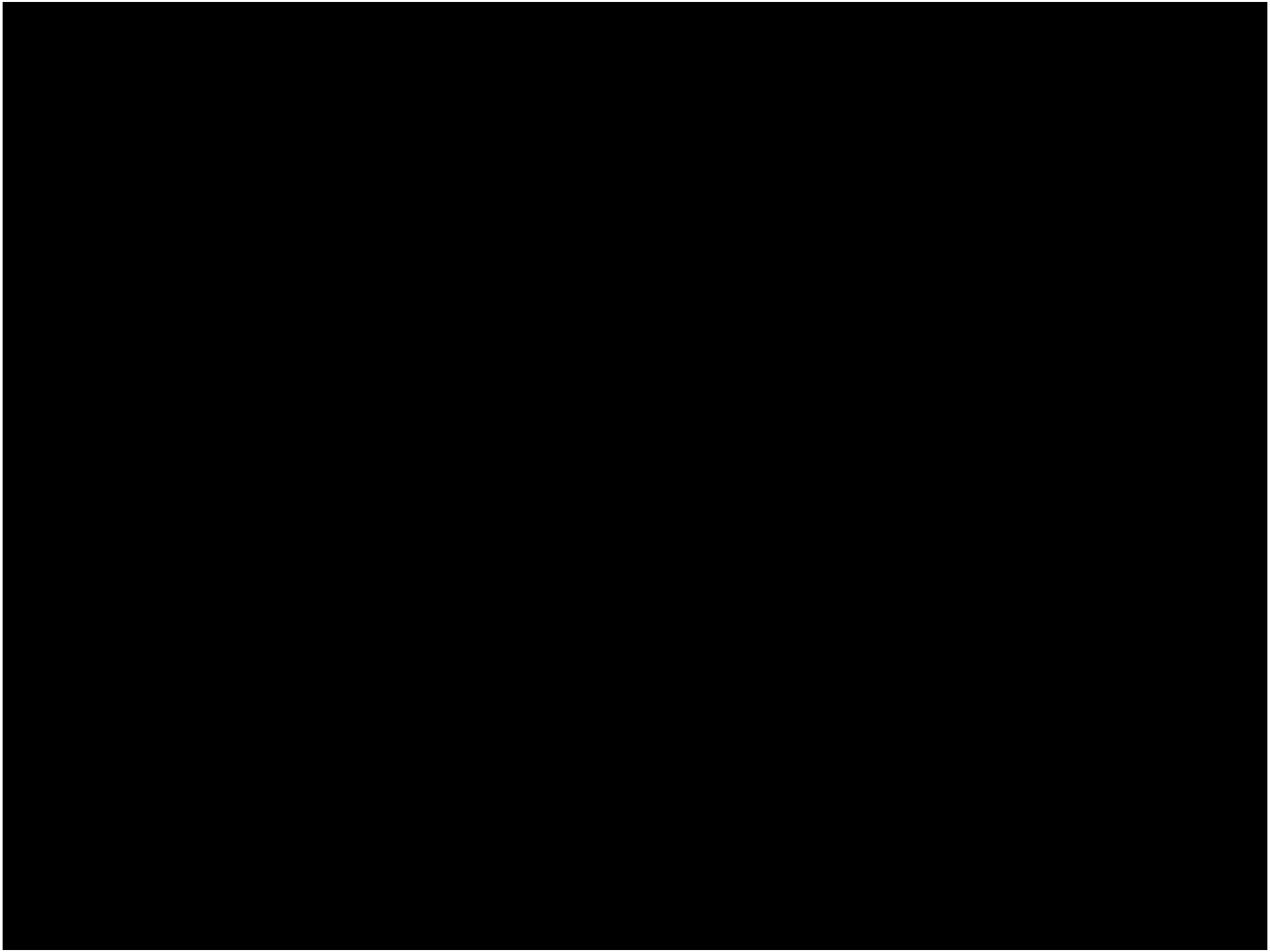
Practice Requirements

- All PG patients in the practice are invited to participate
- All physicians or staff who receive a *Journal* from a patient are willing to look at it
- Practice staff and physicians can answer or triage basic patient questions about Journals
- Practice staff and physicians continue to market Patient Gateway to their patients

PACCT:

Next Steps

- Individual meetings with each practice
  - December 2004, January 2005
    - PACCT Team to meet with the practice Medical Director & Team
- Training will be scheduled with practices
  - March 2005
- Further Questions about PACCT?
  - Jon Wald MD
    jwald@partners.org
    781-416-8540
- *Next Advisory Council Meeting*
  - *7:00 – 8:30 am, February 9, 2005*



PARTNERS
Clinical Informatics
Research & Development

PACCT
Results of Pilot

Jon Wald, MD, MPH

Co-Principal Investigator

Product Manager

Lisa Nelson

Corp Team Lead

Phase 1 Pilot – Software Goals

- Beta Test for Patients and Practices
- "Beta" process for joint development group (LMR and PG) coordination of work
  - Will help us plan subsequent releases
  - Validate operational environment

    e.g. Validate the scheduling, reporting data
- Usability feedback

Phase 1 Pilot – Research Goals

- Pilot the data gathering process
- Pilot the research support process
- Finalize workflow and patient recruitment processes
  - How invitations for the pilot were determined:
    - Identified appointments during 6-week period in late August/September
    - AND patients with at least one overdue HM item
    - We invited those patients (49) to the pilot via letter and PG

PARTNERS
Clinical Informatics
Research & Development

Pilot Findings

- 49 invites mailed, and sent via PG
  - —8 responded with a consent 16%
  - —16 responded with a refusal 33%
  - —25 had “no response” 51%
- Telephone f/u with non-responders
  - —4/5 patients reached, were interested in study
    - Access issues: “don’t have password”; “not computer savvy”
    - Timing: “just returned from vacation”; “I was busy”

PARTNERS
Clinical Informatics
Research & Development

PACCT Pilot Activity

- 8 who consented 15%
  - —All 8 have taken survey 15%
  - —7 have edited the journal 14%
  - —5 have submitted the journal 10%
- Among all PG users
  - —60% have activated their password
  - —41% have sent at least one request

PG User Activity Groups

Roughly

- Actively engaged 1/3
  - —Sent a request
- Passively engaged 1/3
  - —No requests, but did activate their password
- Not engaged 1/3
  - —Requested an account, only