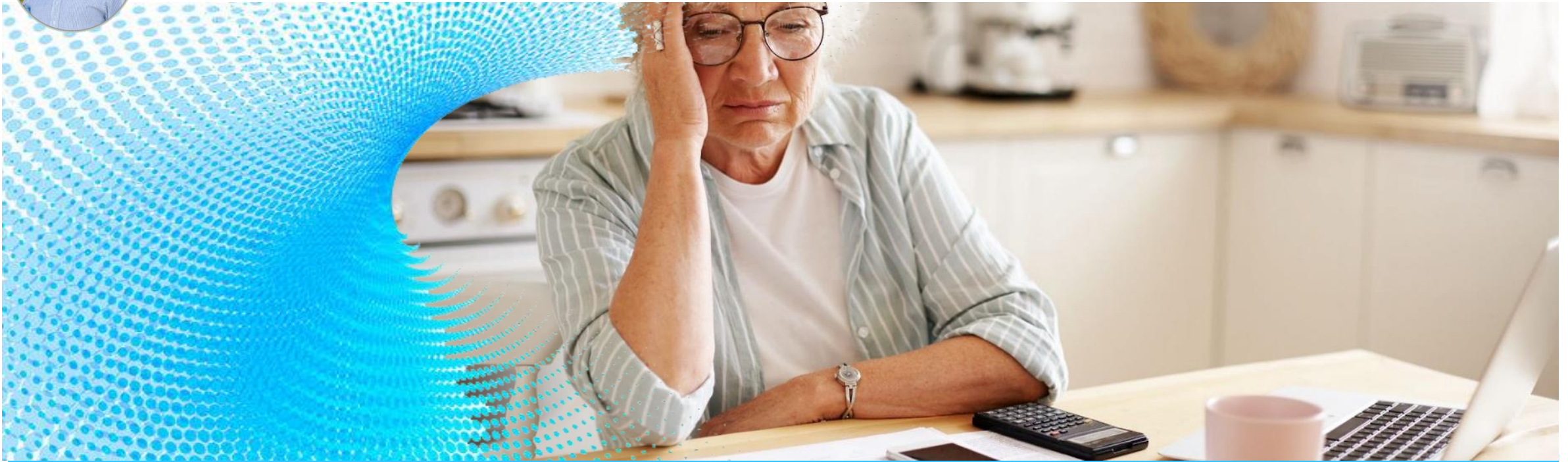


INCREASING ENGAGEMENT AND PATIENT PORTAL (MyChart) USE FOR SENIOR PATIENTS AT XYZ MEDICAL CENTER



Brian Via, Health Information Manager



PROBLEM STATEMENT

Interest in using patient portals amongst senior patients (56+ years) is on the rise, but barriers may prevent them from using the technology.

Barriers include:

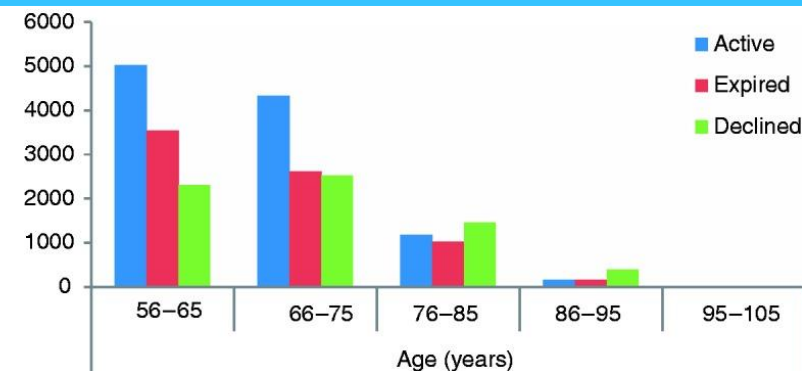
- Registration & Activation Process
- Remembering Passwords
- System Navigation & Usability
- Privacy Concerns
- Lack of Support or Help
- Information Overload
- Fear of Change and Technology
- Lack of Human Interaction

(Wildenbos, Maasri, Jaspers, & Peute, 2018)

2015-16 Registration Rates of Senior Patients Using MyChart

Active	Activated and utilized account
Expired	Activation code received, but account never used
Declined	Patient declined use of tool

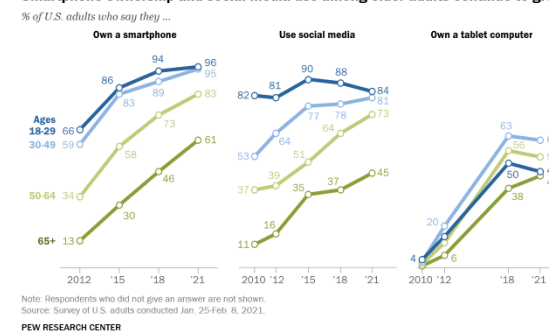
(Wildenbos, Maasri, Jaspers, & Peute, 2018)



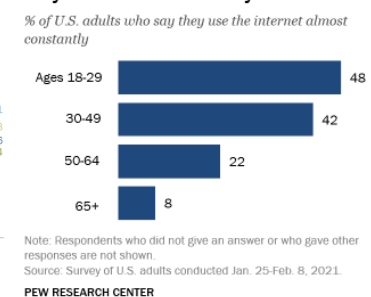
In the last 10 years, the senior populations ownership of devices, computer literacy, and connectivity to the internet has increased. However, their digital use is significantly less than younger users.

(Faverio, 2022)

Smartphone ownership and social media use among older adults continue to grow



Roughly half of those ages 18 to 29 say they are almost constantly online



The inclusion and engagement of older patients in the patient health portal is critical in assisting this population in promoting their health and well being. However, older patients may be less likely to adopt this than a younger patient. Known barriers (listed to the left) may prevent them from engaging with the technology. Motivation for seniors to use the portal may be ready access to their health information and provider without leaving home, ability to share health information with other providers, and increased understanding of their health and healthcare.

(Oh, Kim, Kim, Oh, Chu, & Choi, 2021)

SENIOR PATIENT RESPONSES – THEIR THOUGHTS ON MYCHART



Judy (Age 84), Minneapolis, MN

Interview: (J. Bachman, personal communication, July 16, 2022)

The thing I don't like about using MyChart is I can never remember how to log into it. I live alone and finding someone to help me is hard. Once I am in, remembering how I found something can be frustrating. If things change, it becomes very confusing to me.



Jaclyn (Age 78), Houston, TX

Interview: (J. Martinson, personal communication, July 16, 2022)

I have MyChart, but I do not use it. I have used it before, but I have no idea where to find things. I do not want to have to search for something. I will admit, my lack of patience does not make me the ideal patient to use it. At the end of the day, it is easier to just call my doctor's office.



Doug (Age 80) and Ann (Age 79), Ketchum, ID

Interview: (D. Taylor and A. Taylor, personal communication, July 16, 2022)

It's very convenient to see our information in MyChart, to schedule appointments, and request prescriptions. Since we have multiple doctors in multiple cities, it makes communication between them easier. What is not easy is if we get logged out and then remembering how to log back into it. If you have problems, and cannot solve them yourself, there is nobody there to help – it is frustrating.

PROPOSED SOLUTION

To better serve the XYZ Medical senior community and to encourage their use of our patient health portal (MyChart), the following design changes are suggested:

- Assistance with Portal Setup
 - Account setup and settings
 - Walk through of website and mobile options
- Online Learning Portal
 - Video tutorials for system use and frequently used areas / options
 - Step-by-step instructions (which may be printed)
 - Frequently asked questions and answers
- Alternative Login Process
 - Voice or biometric options
 - Simplified reset options
- Access to Help Line
 - Automated system, providing links using keywords
 - Unresolved issues escalated to live agent
 - Online classes offering Q&A and demonstrations

Benefits of Patient Portal Use to XYZ Medical

In 2017, a study of 2,000 patients found that the use of a portal provided the following benefits to the hospital:

- Reduced phone calls and office visits between 14 and 19 percent; over a 3 year per, the cost savings totaled over \$171,000.
- Increased patient volume for providers on average 11 percent.
 - Reduction in return or unnecessary office visits
 - Patients with chronic conditions able to use portal versus office visit

(Kim, Kagel, Tayal, Bose-Brill, & Lai, 2017)

Benefits of Patient Portal Use to Senior Patients

On average, senior patients ages 65-74 visit physicians 6 times a year, and patients 75+ on average 7 times (compared to persons ages 25-34 who see their doctor 2 times a year). The patient portal allows seniors to:

- Spend less time on the phone or in the office
 - Manage appointments and receive reminders
 - Communicate online with physician
 - Request prescriptions/refills
- Share records between providers and specialists
- Better informed decisions for health/disease management

(Wildenbos, Maasri, Jaspers, & Peute, 2018)

I'm Clairee - this is my story about how I use MyChart, and how the upgrades XYZ Medical has made to it have helped me.



STORY BOARD OF SOLUTION

What would this solution look like in a real-world setting?

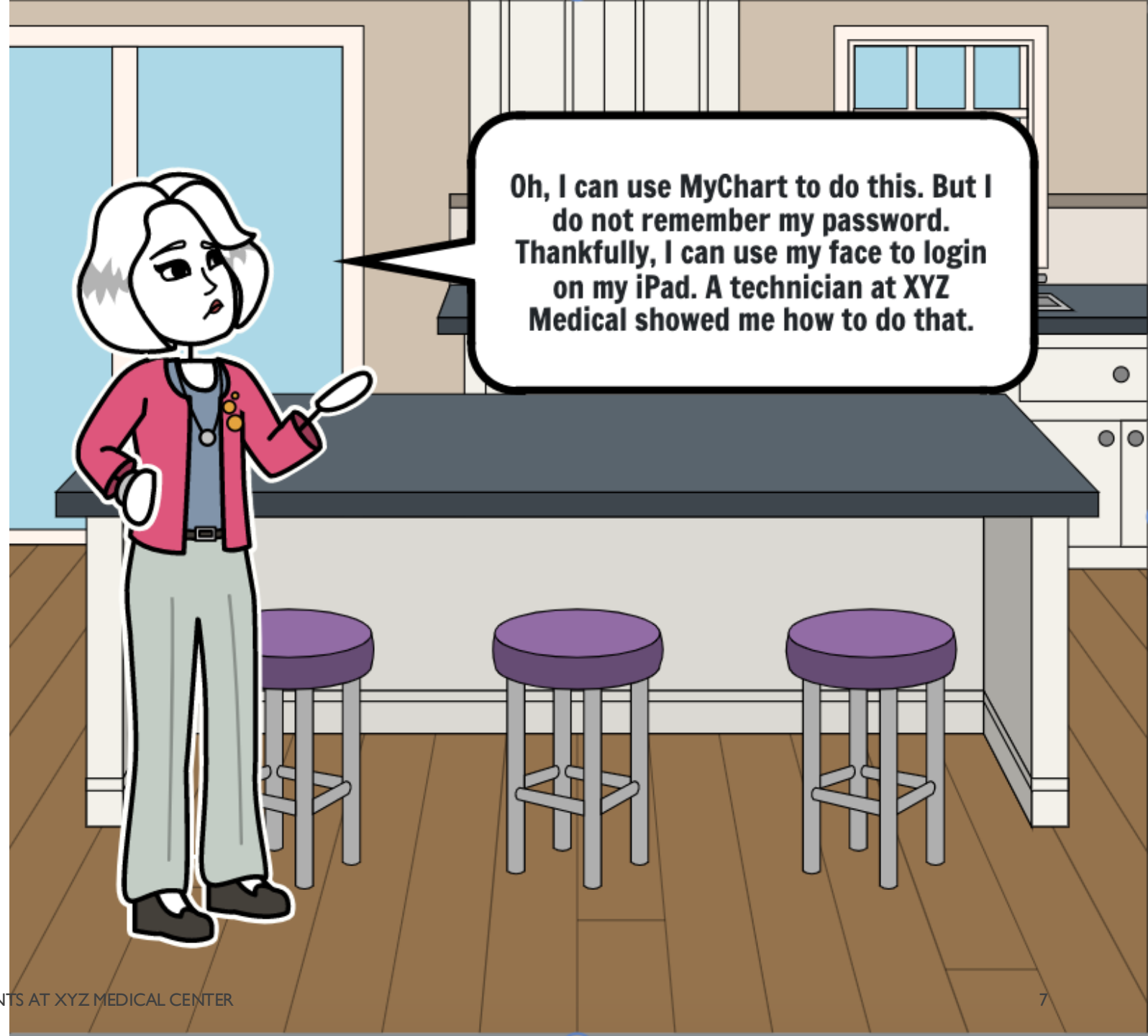
WHAT WOULD THIS LOOK LIKE?

Senior patient realizes the need for a provider visit and/or assistance.



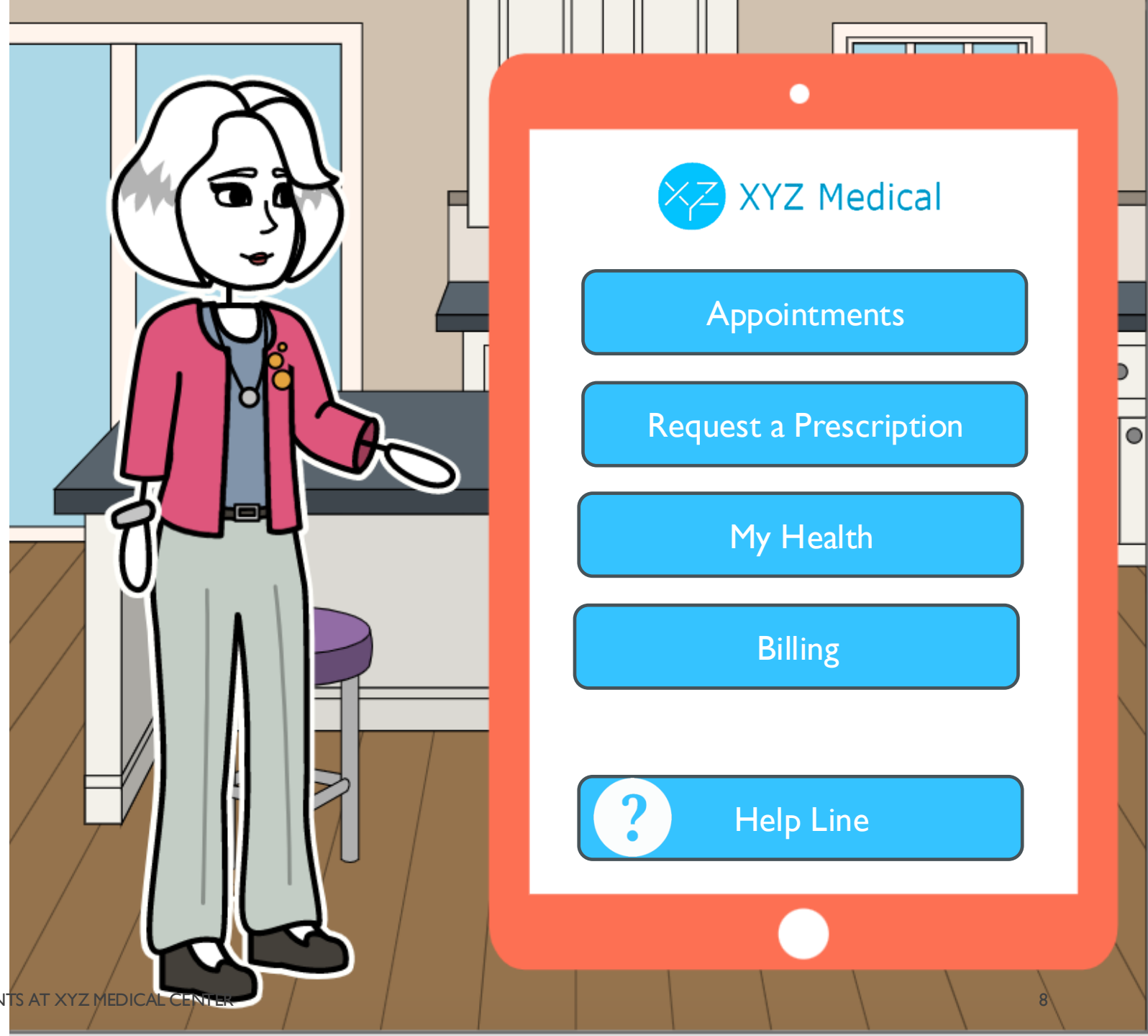
WHAT WOULD THIS LOOK LIKE?

Rather than calling to set up an appointment with her physician, the patient remembers these actions can be done in MyChart; she learned all about MyChart and the features during a recent visit – and she has taken some tutorials on the XYZ website to learn more. When she set up her account, she was helped by a technician who assisted with the set up the facial recognition feature on her tablet, allowing her to log in without needing to remember a password.



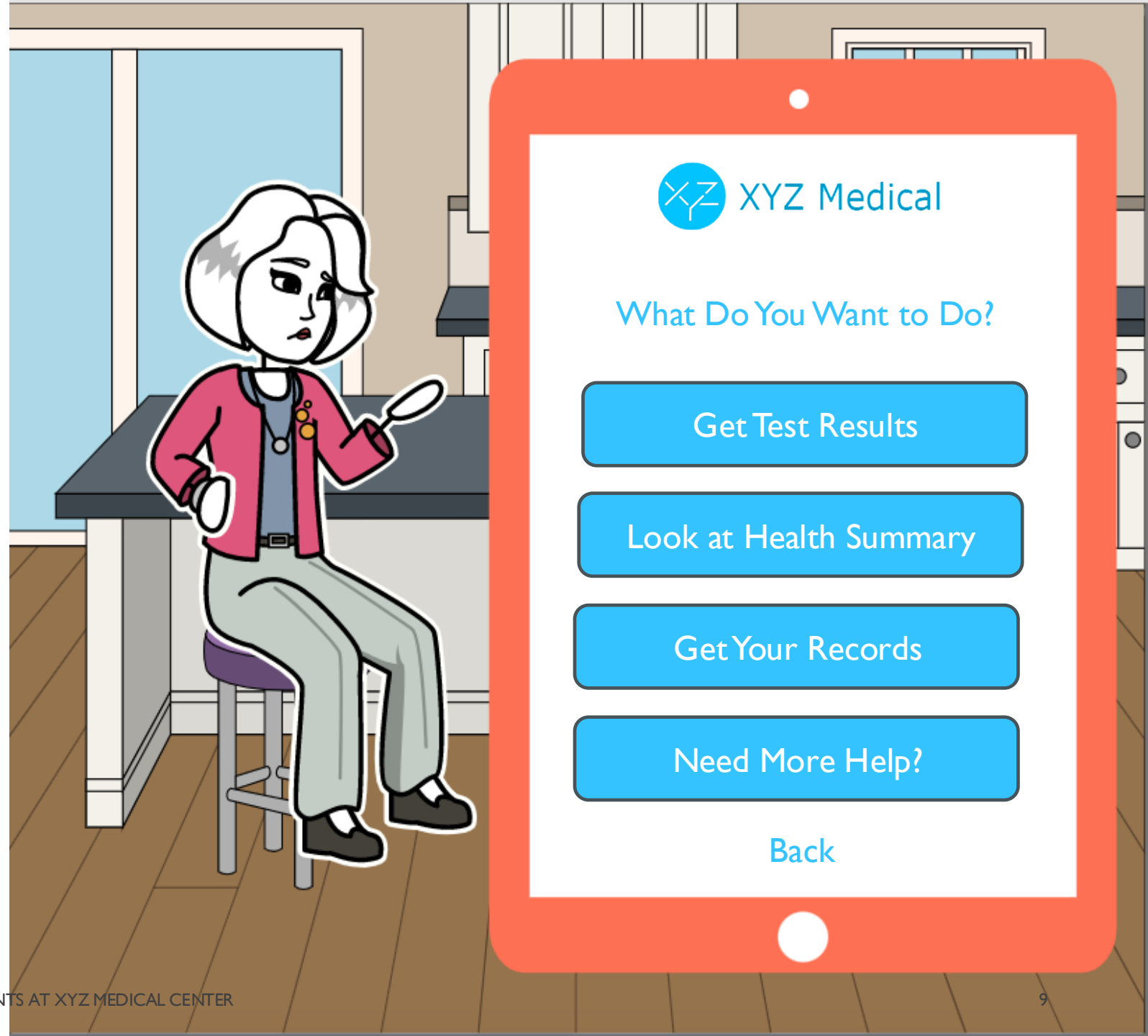
WHAT WOULD THIS LOOK LIKE?

The patient is able to log into MyChart. Once there, she can schedule an appointment for a follow-up, request a prescription, but she is unable to find her lab results – so she selects the Help Line.



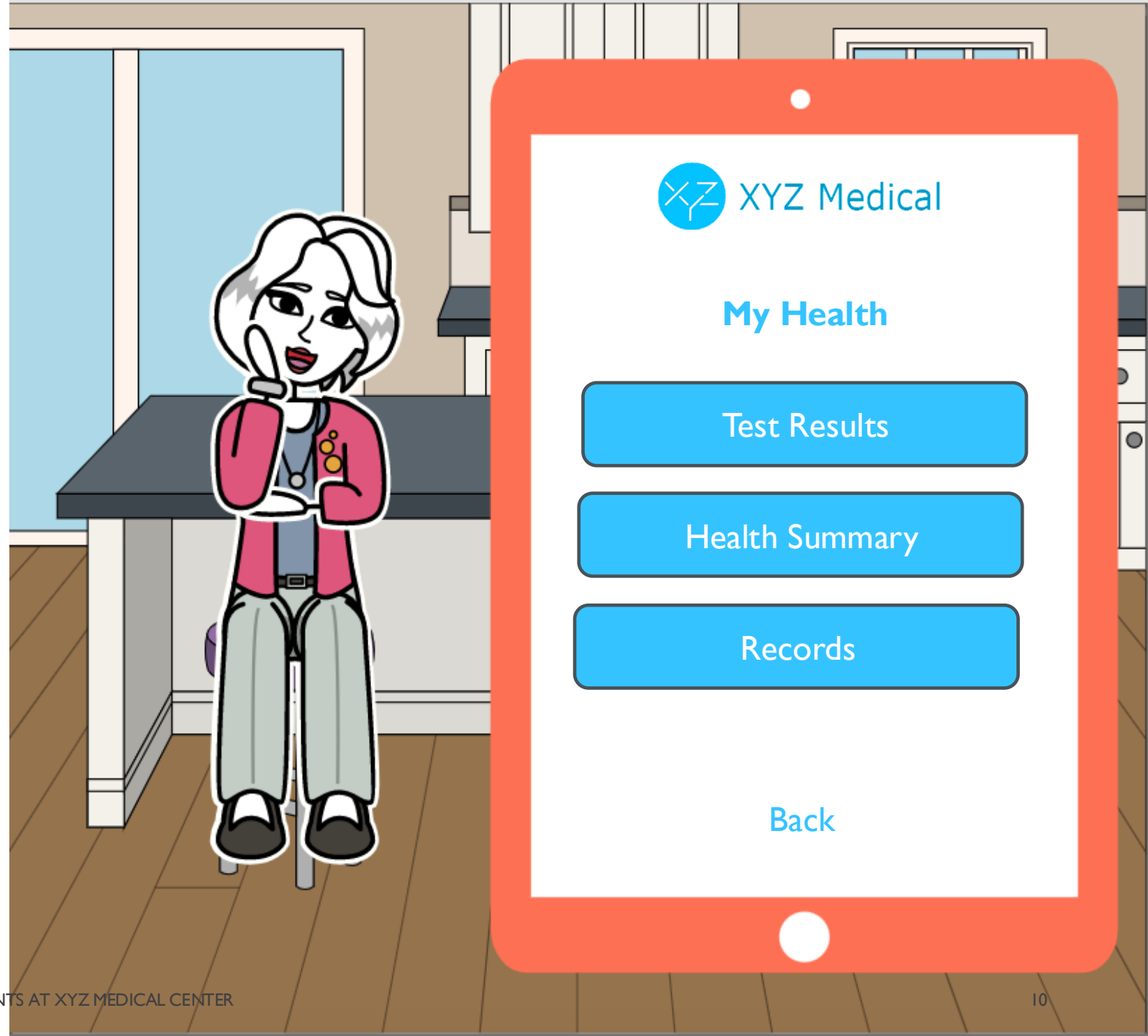
WHAT WOULD THIS LOOK LIKE?

After clicking the Help Line, the patient views a list of common tasks, when clicking, she views instructions on what to do next. She sees what she is looking for now, how to get her test results.



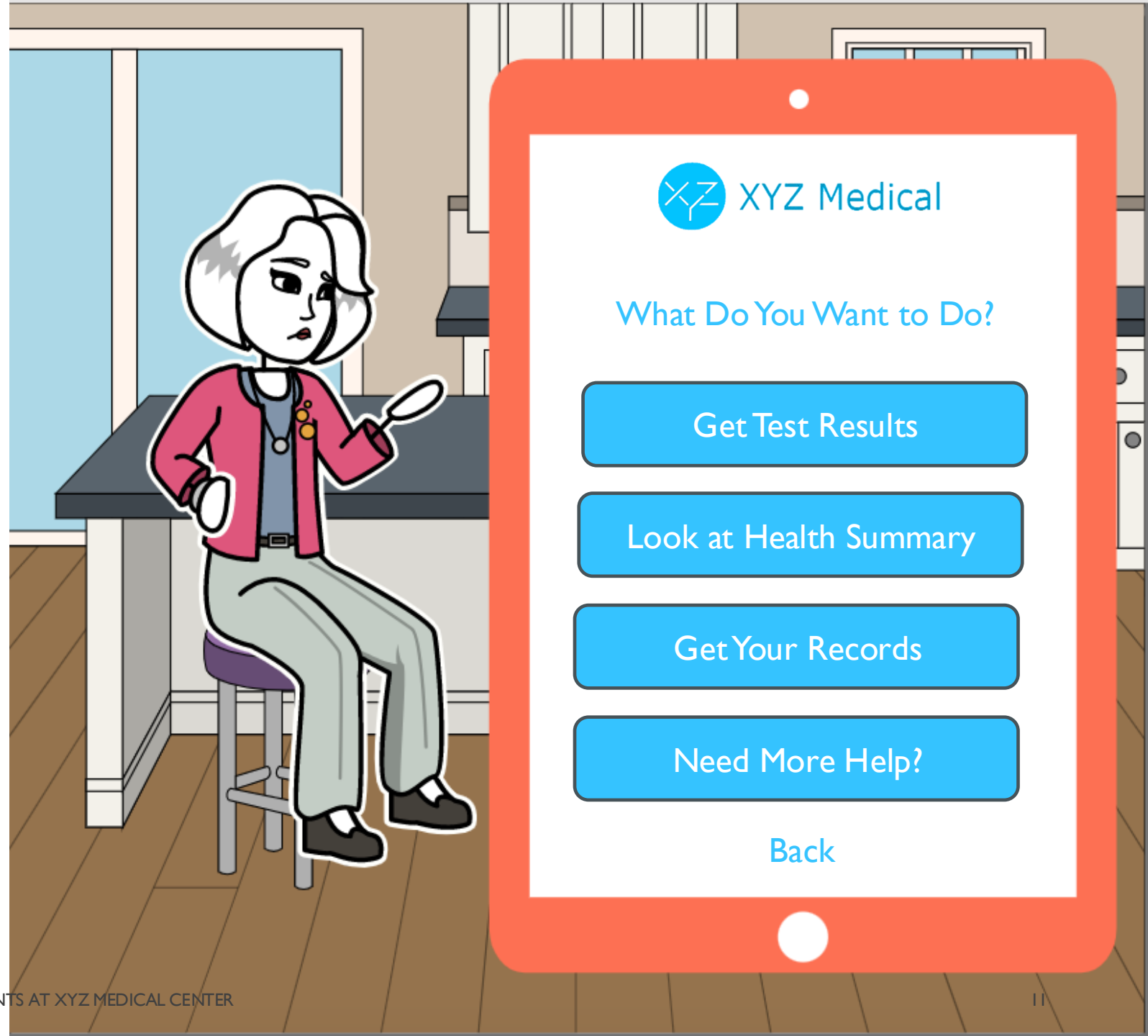
WHAT WOULD THIS LOOK LIKE?

She now knows that she needs to go to the home page and click My Health. From there, she can get to her test results. She has done everything she needs to do. Then, she remembers that she has a new phone and needs help setting up MyChart to make it work like her tablet. She knows she needs extra help.



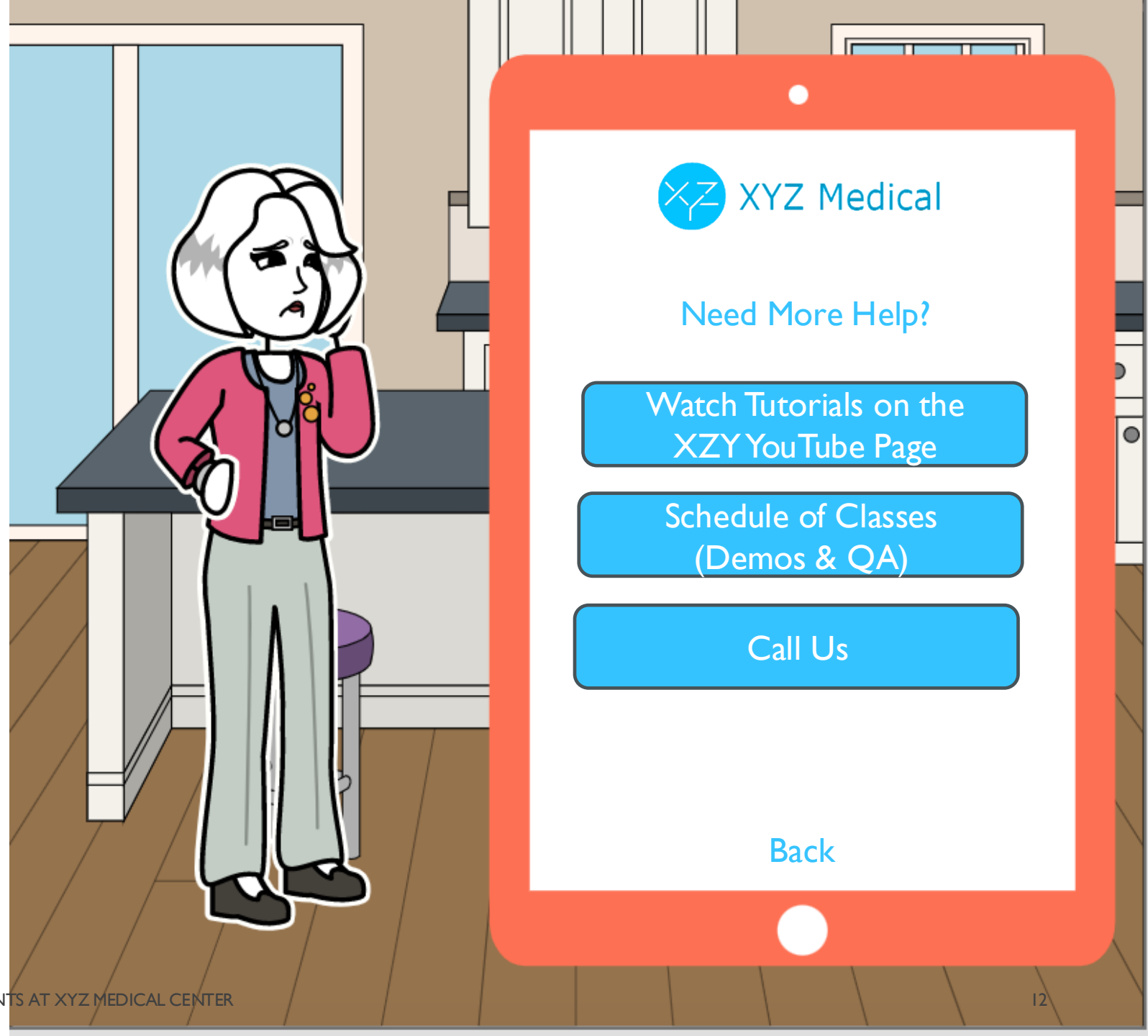
WHAT WOULD THIS LOOK LIKE?

She goes back to the Help Line, and sees a link for *Need More Help?* She goes there.



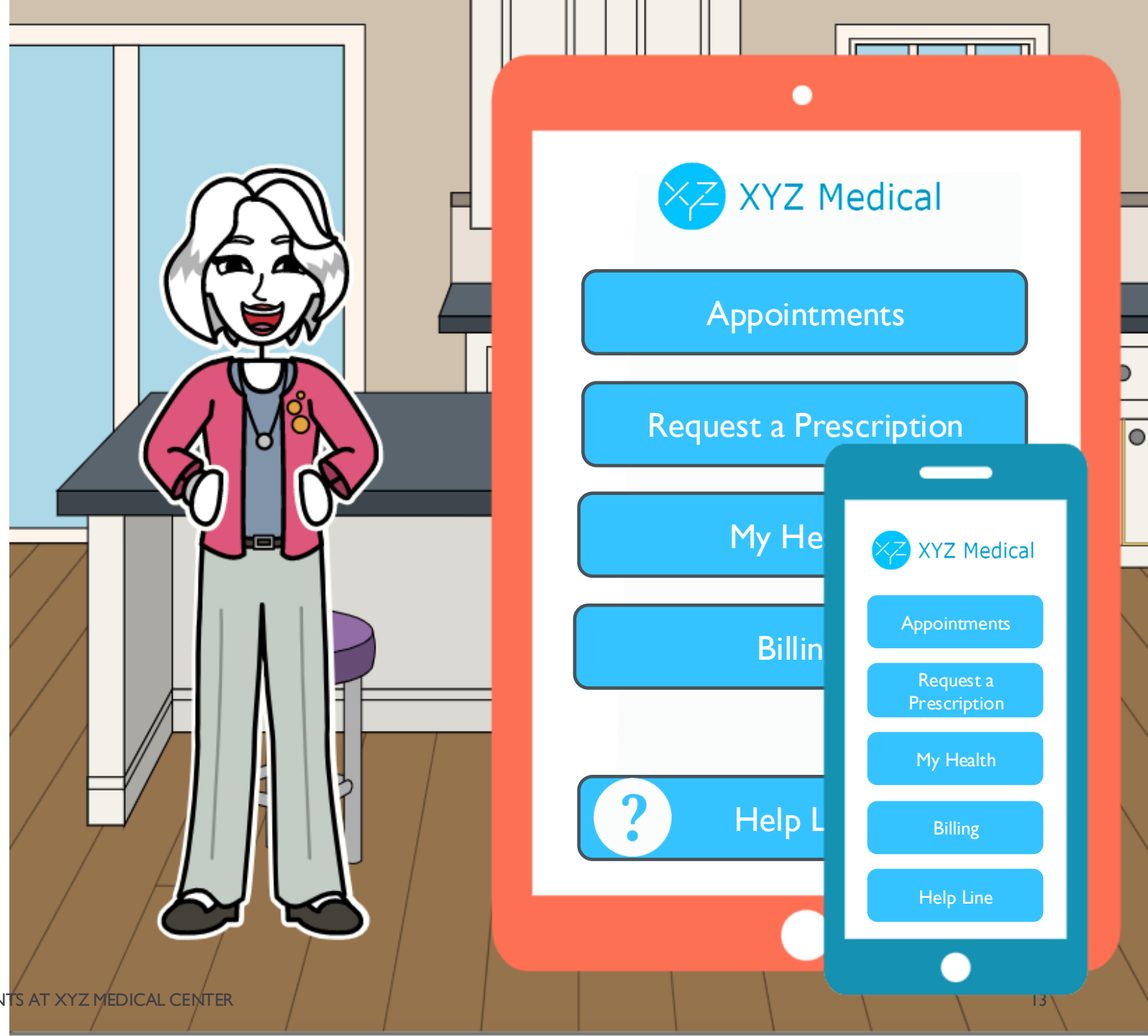
WHAT WOULD THIS LOOK LIKE?

She goes back to the Help Line, and sees a link for *Need More Help?* She goes there. Here she sees that she can watch tutorials on the XYZ YouTube site, she can view a schedule of online classes where there are regular sessions for demonstrations and Q&A time, and there is a link to speak with an agent. She remembers her son watched a YouTube on setting up her tablet, so she tries that and is able to download the app.



WHAT WOULD THIS LOOK LIKE?

Once she downloaded the XYZ Medical app onto her new phone, she realized she did need her password. On the login page there was a large button asking to reset password, clicking that gave clear instructions for what to do. She was able to reset her own password and now her phone and tablet are in synch. She is able to manager her health portal.



RESOURCES

- Wildenbos, G.A., Maasri, K., Jaspers, M., & Peute, L. (2018, September 2). *Older adults using a patient portal: Registration and experiences, one year after implementation*. Digital health. Retrieved July 16, 2022, from <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6120166/>
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