

A Successful Patient Portal Program – Florida Health Connect

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Welcome



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Conflict of Interest

Mary Agens, BSN, RN, CPM

Has no real or apparent conflicts of interest to report.

Mike O'Neill

Has no real or apparent conflicts of interest to report.

Agenda

- Overcoming the Struggle – FDOH Portal History
- Patients' Versus Clinicians' Portal Needs
- Florida Health Connect Features
- Designing and Implementing a Comprehensive Rollout
- Protocols for Data Transmission and Supporting Providers
- Outcomes

Learning Objectives

- Identify successful features that the Florida Health Connect (FHC) program provides from an end users' perspective
- Analyze the successful protocols for transmission of clinical summary and lab results workflow to support healthcare best practices
- Appraise the Florida Health Connect program offering from the healthcare provider's and payor's stakeholder perspective



It doesn't matter what you've done. What matters is what you choose to do from here."

Author Unknown

Lessons Learned from 2012 Implementation

1

Executive Support

2

Ease of Workflow

3

Marketing and Public Awareness

4

Internal Communication

5

Adoption Metrics

6

Agency Policy

*The Journey to A New Portal Experience for Our Users Begins
Project Manager Meets Entrepreneur*



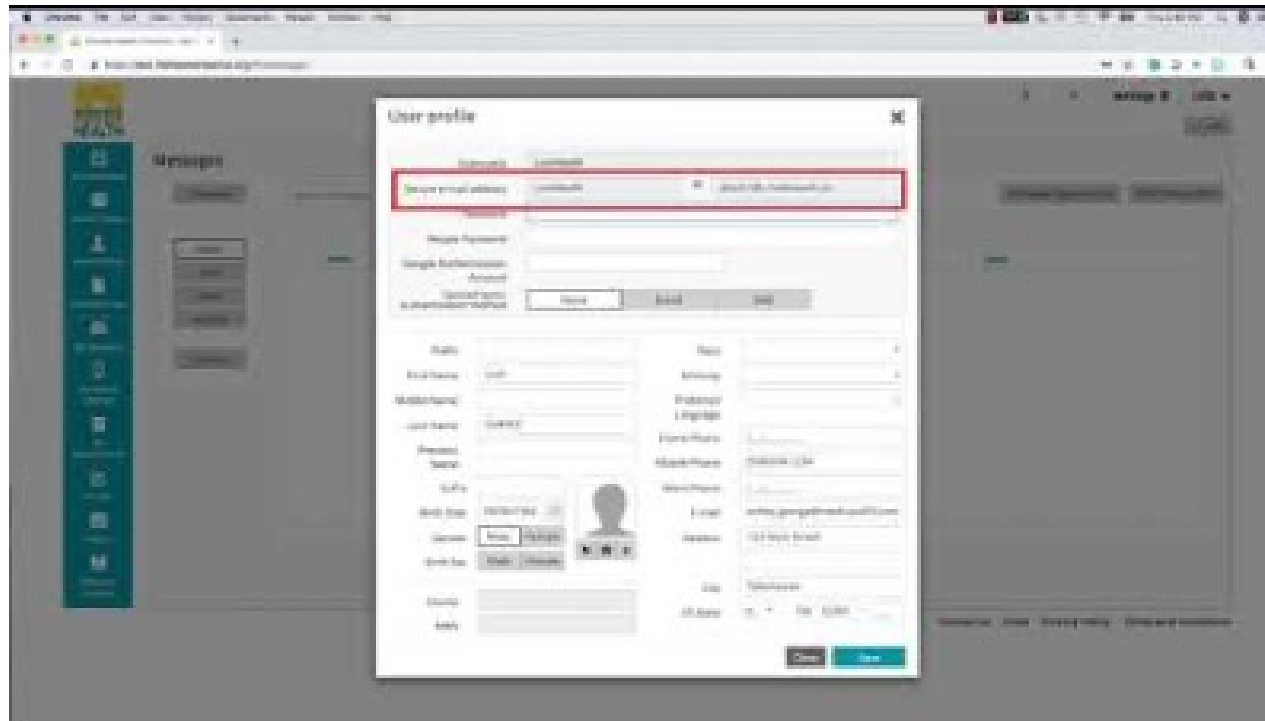
Patients Versus Clinicians

ARE THEIR NEEDS REALLY THAT DIFFERENT?

- Security of electronic health information
- Facilitate patient education
- Save time
- User friendly
- Easy access
- Help focus on the right data
- Make communication easier

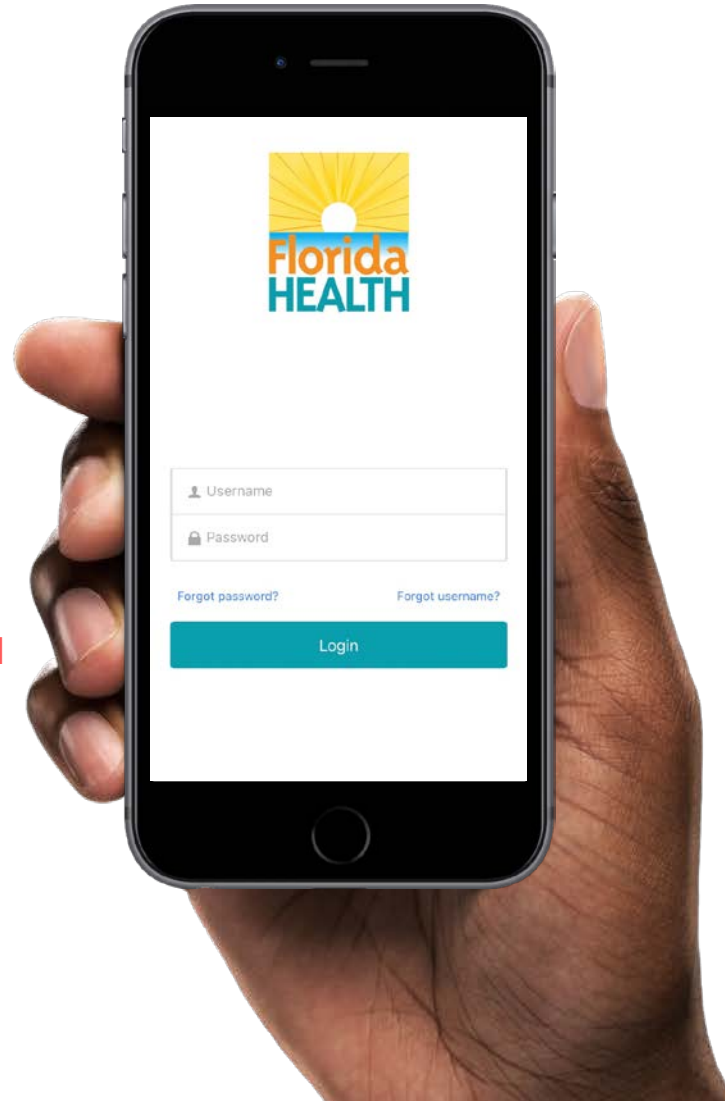


Florida Health Connect Feature Demonstration



Portal App

FHC is Available for Apple and Android



1

Connects to fitness trackers

2

Connects with Bluetooth BP cuffs

3

Used with Health Heart Grant

Designing and Implementing a Comprehensive Rollout

Goal

Advance communications with clients through implementation of Florida Health Connect.

Success Defined

Deliver a robust solution integrated with the EHR workflows and a well-trained staff prepared to support patient engagement.

Advance Client Communication through FHC

1

Introduce FHC to all staff
Enlist the help of your Communications team.

2

Provide tools to support recruiting patient participation
Printed materials, mobile app, easy consent process.

3

Communicate policy and implications to clinical workflow
Workflow studies prior to design, policy development, change of practice memos.

4

Prepare clinicians as engagement advocates
Use clinical development workgroup to vet design, engage instructional design team, monitor uptake.

5

Ensure EHR users' success with workflow changes
Develop user guides, pilot project, staff training and monitoring.

6

Train help desk employees
Vendor training, develop FAQs, provide test accounts.

7

Communication plan
Weekly executive briefing, portal champions, presentations at existing department meetings.

Standards & Protocols Supporting Interoperability

Patient Engagement in Support of Better Outcomes

The ability to support health data interoperability positions Florida Health Connect as a key component of patient engagement.



Health Level Seven (HL7) Fast Healthcare Interoperability Resources (FHIR)

All data in the Florida Health Connect patient record are stored in native FHIR format and can be exchanged via FHIR API.



Direct Secure Messaging

Provides secure email for easy communication of health information between patients and providers.



Consolidated Continuity of Care Documents and HL7 Messages

Integration with provider EHRs and labs achieved via standard documents and messages.

Healthcare Provider and Payor Perspective

Improving Outcomes and Efficiency

As patients become more engaged in their healthcare, both providers and payers see benefits.



Patient Engagement is Key to Improving Outcomes

Empowering patients to participate in their health and wellness yields better outcomes and overall wellness.



Patient-Generated Data Play an Increasing Role

As healthcare embraces wellness versus treatment, health information outside of encounters with providers grows more important.



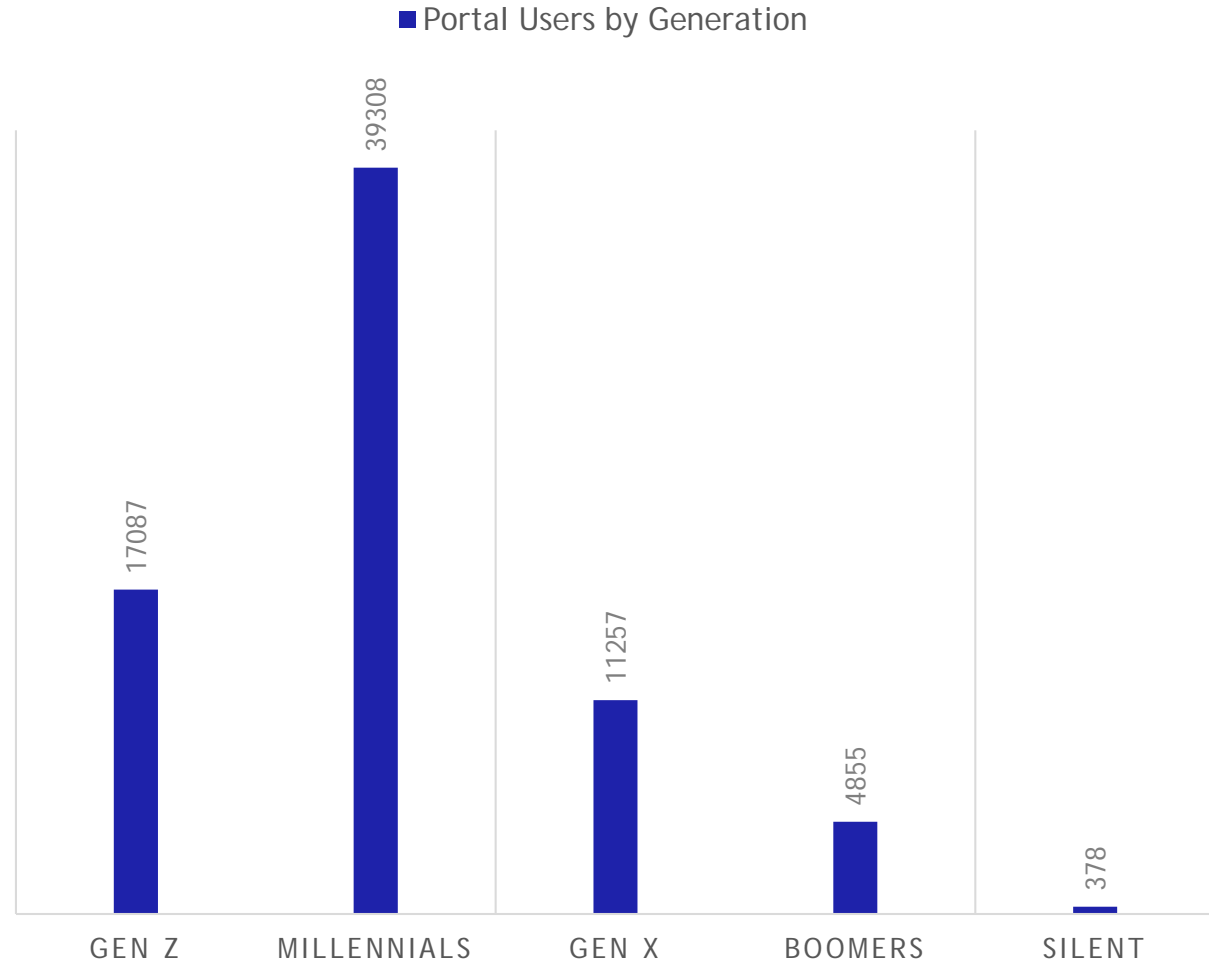
Better Outcomes = Better Efficiency

Payers benefit as improved patient outcomes and well-being improves the efficiency of healthcare spending.

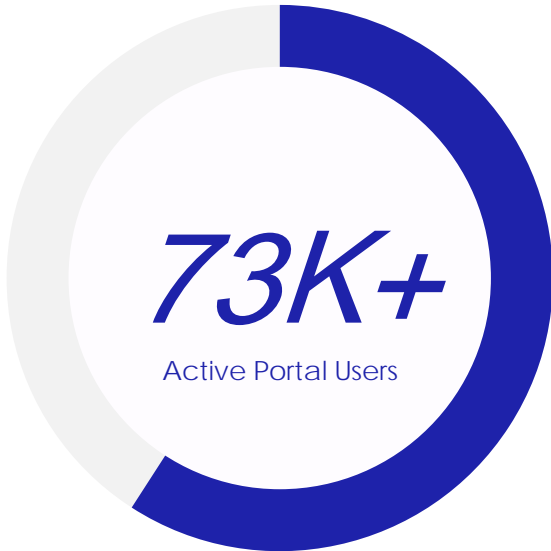
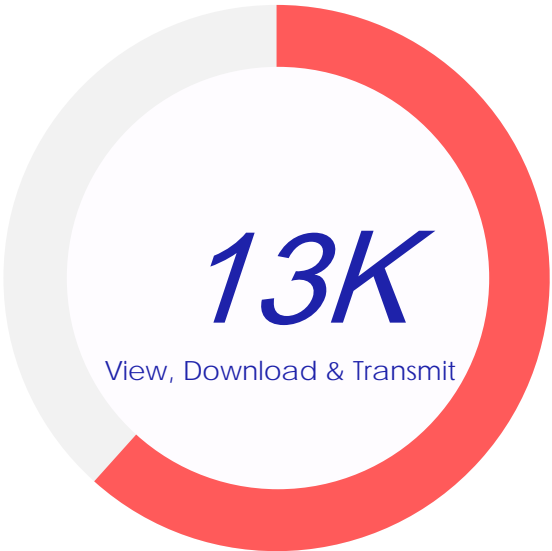
Demographics of Registered Users

28% of FDOH Patients are Millennials

A joint survey from Salesforce and Harris Poll revealed that 71% of millennials want to book appointments online and share health data with their providers.

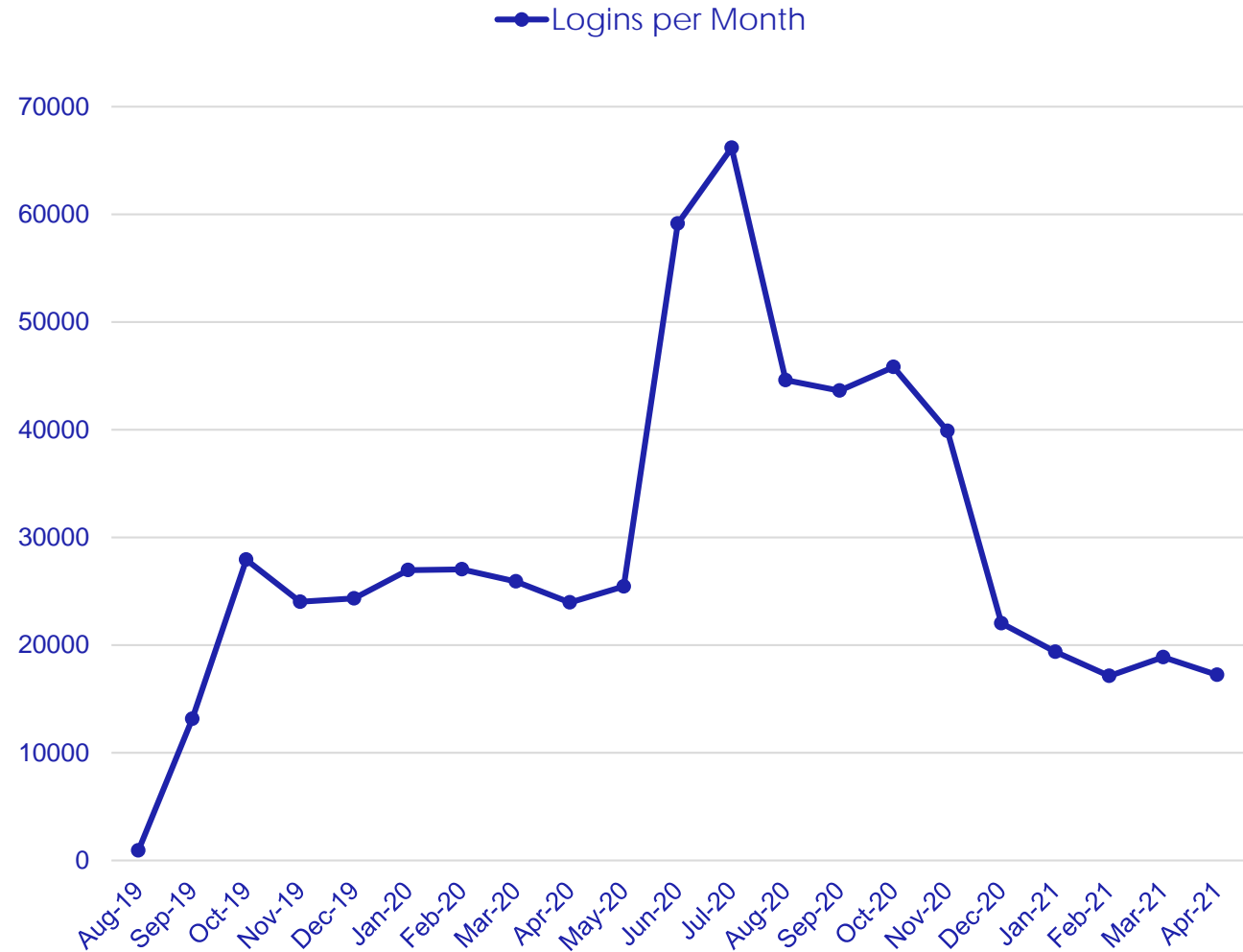


Outcomes as of May 2020

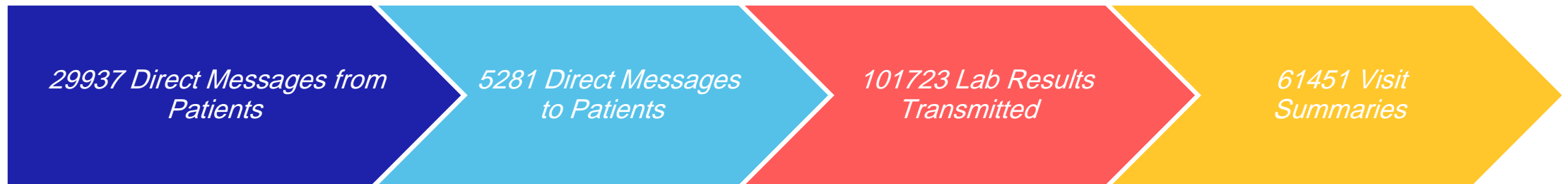


Logins Per Month

CUSTOMER LOGINS ILLUSTRATE WHAT'S IMPORTANT

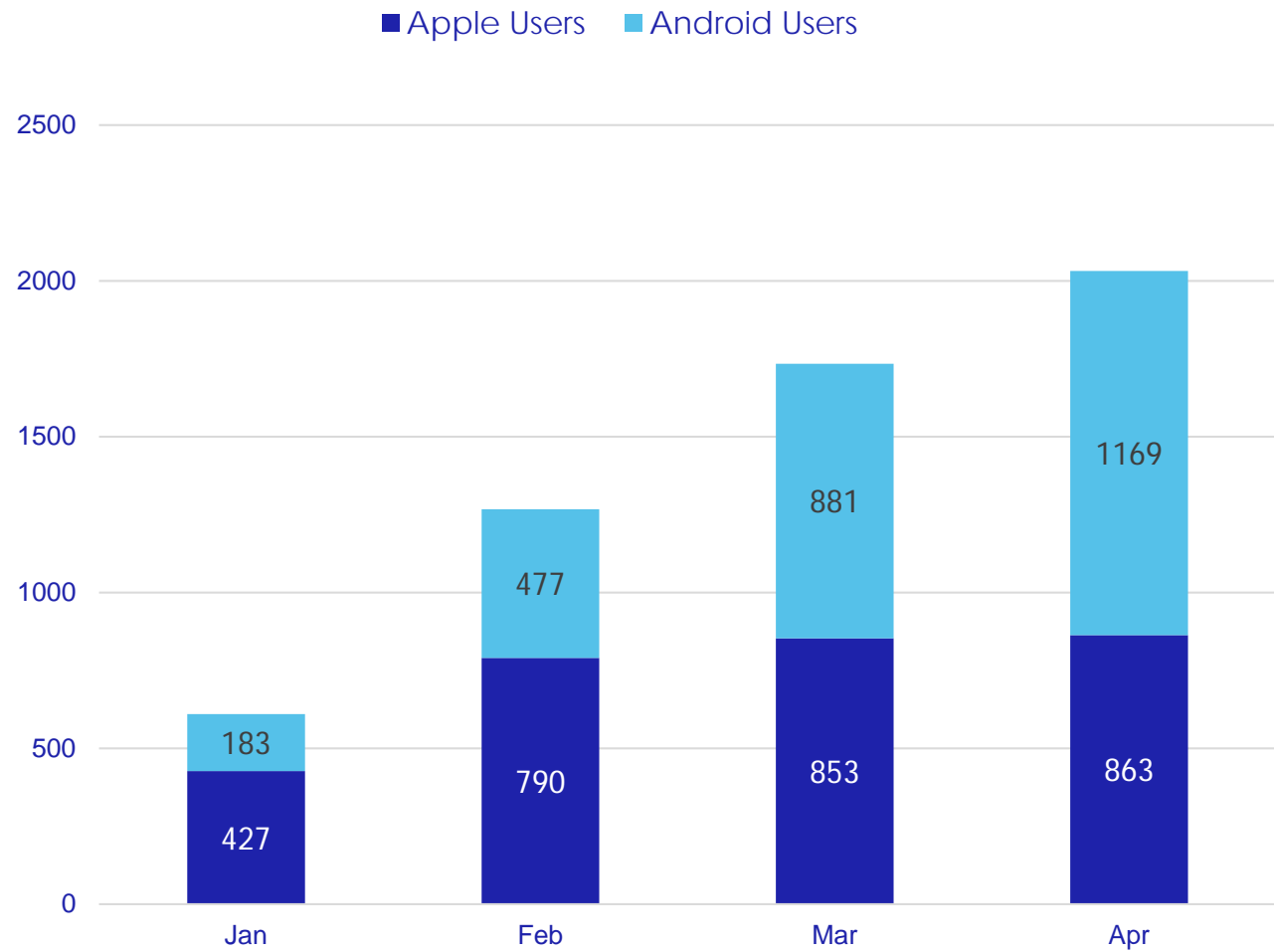


Supporting Interoperability and Our Clients



Apps Introduced

January 2021



Questions

Thank you!

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