

Patient Portal Adoption and Use at Atrius Health

Mass eHealth Institute-Grantee Forum

Sturbridge, MA

December 9, 2015

Atrius Health

Non-profit alliance of four leading independent medical groups in Massachusetts

- Dedham Medical Associates
- Granite Medical
- Harvard Vanguard Medical Associates
- VNA Care Network



Atrius Health

Provide care for almost 675,000 adult and pediatric patients

750 physicians, 1200 other healthcare professionals across 35 specialties providing 2.2 million visits per year





Atrius Health

100% on EMR combined with corporate data warehouse, used for managing quality and cost. Patient portal.

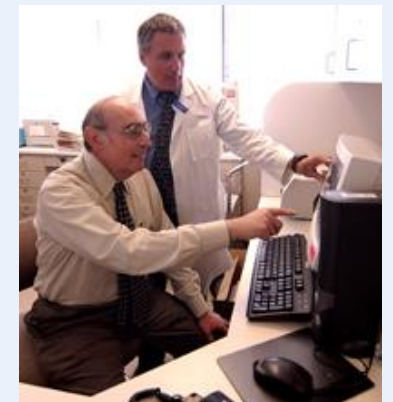
HIMSS Stage 7 2013

Long history with global payments, currently about 50% risk across commercial, Medicare and Medicaid populations.

Pioneer ACO

Not linked to a hospital but BIDMC tertiary and other affiliations

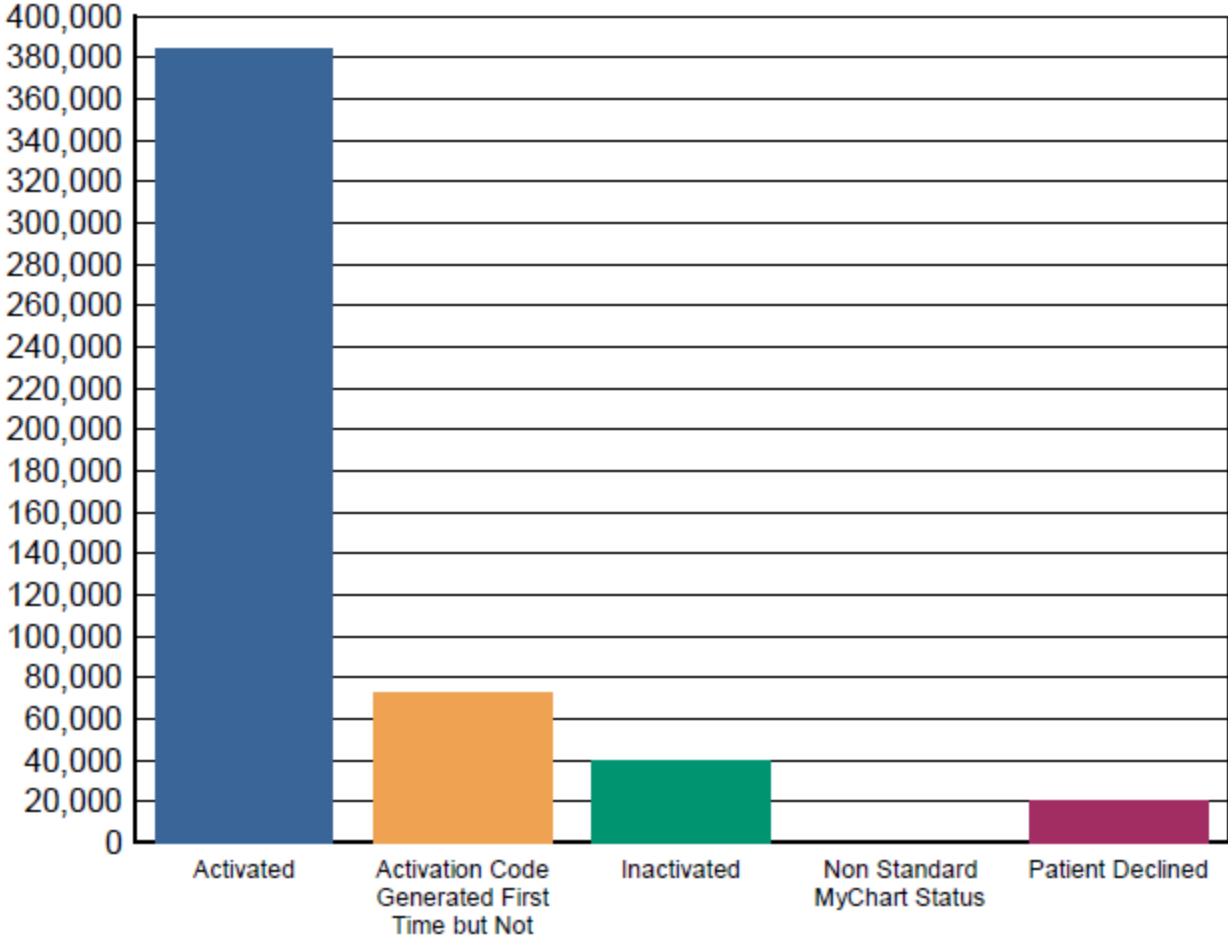
Strong infrastructure to manage risk



Atrius Health MyHealth Enrollment

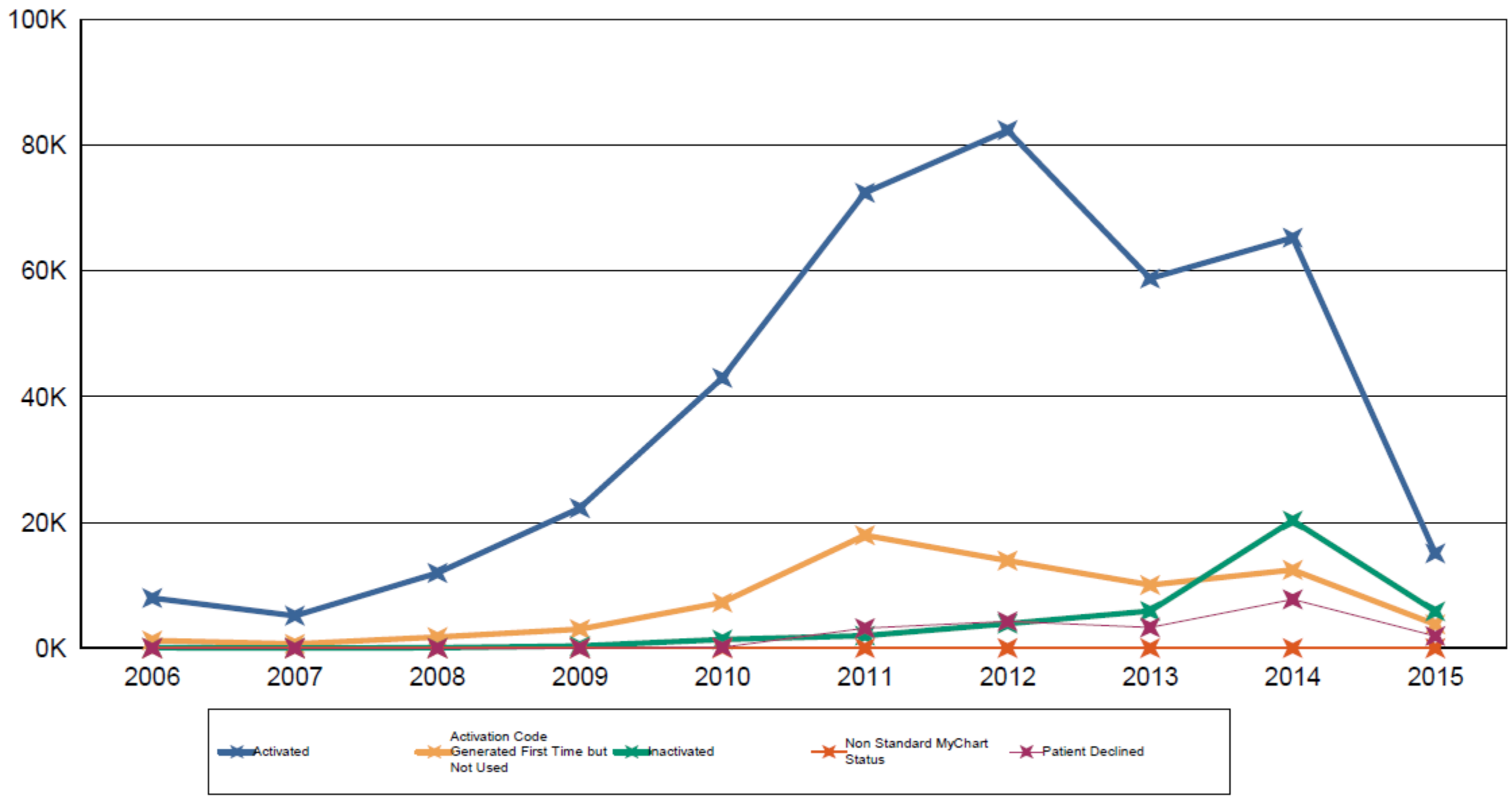
Total Enrollment as of
March 31, 2015

	Total
Activated	384,529
Activation Code Generated First Time but Not Used	72,196
Inactivated	39,914
Non Standard MyChart Status	32
Patient Declined	20,609
Total	517,280



**Enrolled Patients by Year as of
March 31, 2015**

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	Total
Activated	7,978	5,182	11,973	22,296	43,016	72,465	82,420	58,808	65,298	15,093	384,529
Activation Code Generate	1,220	697	1,761	3,051	7,264	17,970	13,940	10,045	12,456	3,792	72,196
Inactivated	74	52	101	344	1,366	2,007	3,898	5,922	20,297	5,853	39,914
Non Standard MyChart St	0	0	0	0	1	4	10	10	7	0	32
Patient Declined	0	0	0	0	142	3,193	4,274	3,300	7,774	1,926	20,609
Total	9,272	5,931	13,835	25,691	51,789	95,639	104,542	78,085	105,832	26,664	517,280



NOTE

Primary Functions in MyHealth Online

- Patient and Proxy Access
- Lab Results and Auto-Release
- Messaging to Care Team providers and staff
- Prescription Renewals
- Encounter Summaries and After-Visit Summary
- Forms and Letters

Growing Functions

- Questionnaires
- Direct Scheduling (self-scheduling for existing patients)
- and then Open Scheduling (for new patients)
- Open Notes in 2016-17
- Device-current Bluetooth connectivity with glucometer app called Glooko-pilot with gestational diabetes
- Considering other home monitoring tools
- Video visits

Changes in Behavioral Health

- Opening up treatment decisions and notes to clinical teams
- Working with VNA to deliver cognitive therapies in the home
- Stronger triage and remote deliver of assessments and evaluation of treatment plans and success/failure

Skilled Nursing Facilities

- Use of Proxy Access is best in this population to allow family members to see information and communicate with care team
- Coordination of care on transition to VNA services esp related to medication safety is a prime target

Michael A. Lee MD, MBA
Director, Clinical Informatics
Atrius Health

Michael_lee@atriushealth.org

QUESTIONS??