Improving a Patient Portal: Encouraging Engagement Through MyCare®

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MyCare®
- Gundersen Lutheran Health System’s branded version of Epic’s patient portal.
- Collaborative library effort with Information Systems to improve patient use of MyCare®
- Integration of Medlineplus Connect and LabTestsOnline queries in order to return patient specific health information on:
  - Medications, current health issues or conditions, immunizations, allergies
  - Lab test results

Improve Patient Engagement
- With MyCare®
  - Engages patient in their care and treatment
  - Direct links to trusted health information
  - Education regarding condition
  - Encourages self-care
  - Improves patient experience
  - Enhances communication with provider
  - Targeted librarian deployment to bedside, provider referral, in waiting areas and in consumer health libraries

Librarian Engagement
- With MyCare®
  - Organizational facilitator for MyCare®
  - Identified MyCare® resource for patients;
  - Subject Matter Expert: health literacy and content
  - Trained Epic user: access to patient’s record
  - Contributor to improved staff efficiency: providers, nurses, frontline staff; decreases printing of patient’s After Visit Summary

With Meaningful Use
- Patients + Librarian + MyCare® = $5
- Contribution to organization’s bottom line: increased portal utilization equals higher reimbursement for implementation of EHR
- Medlineplus Connect helps achieve some top ten menu criteria for Meaningful Use
- Interactive, online tool versus print
  - Electronic version of After Visit Summary meets requirements of Meaningful Use; reduces printing and improves patient satisfaction

Reactions to Encouraged Engagement
- Physician: Personal thank you for educating his renal dialysis patients about MyCare®
- Patient: Uses MyCare® because it helps him and his driver keep track of his appointments
- Patient: Initially resisted using MyCare® but signed up immediately when she learned that this eliminated a printed After Visit Summary
- Patients’ reasons for refusing to use MyCare®: no computer, no Internet, no interest