

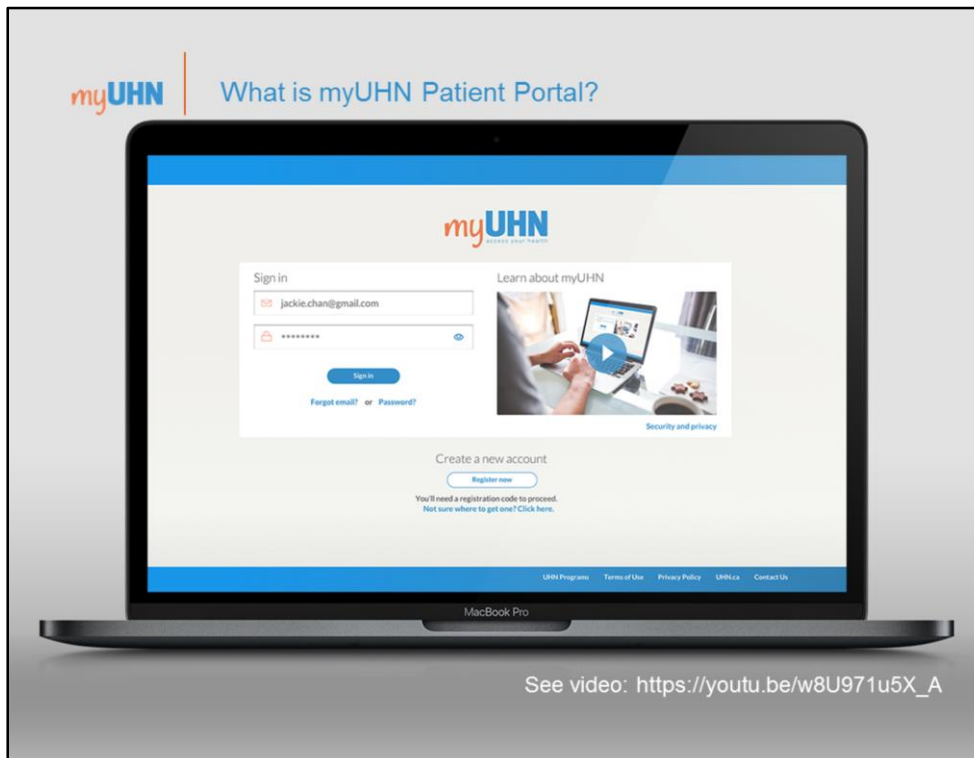


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## **LEADing Practice Challenge: myUHN Patient Portal**

Submission by myUHN Patient Portal  
University Health Network – Toronto General, Toronto Western,  
Princess Margaret, Toronto Rehab  
December 15, 2016





Description of the consumer digital health solution(s) that the team has implemented:

- Click on link in Slide Show view to see myUHN Patient Portal “Sneak Peek” video



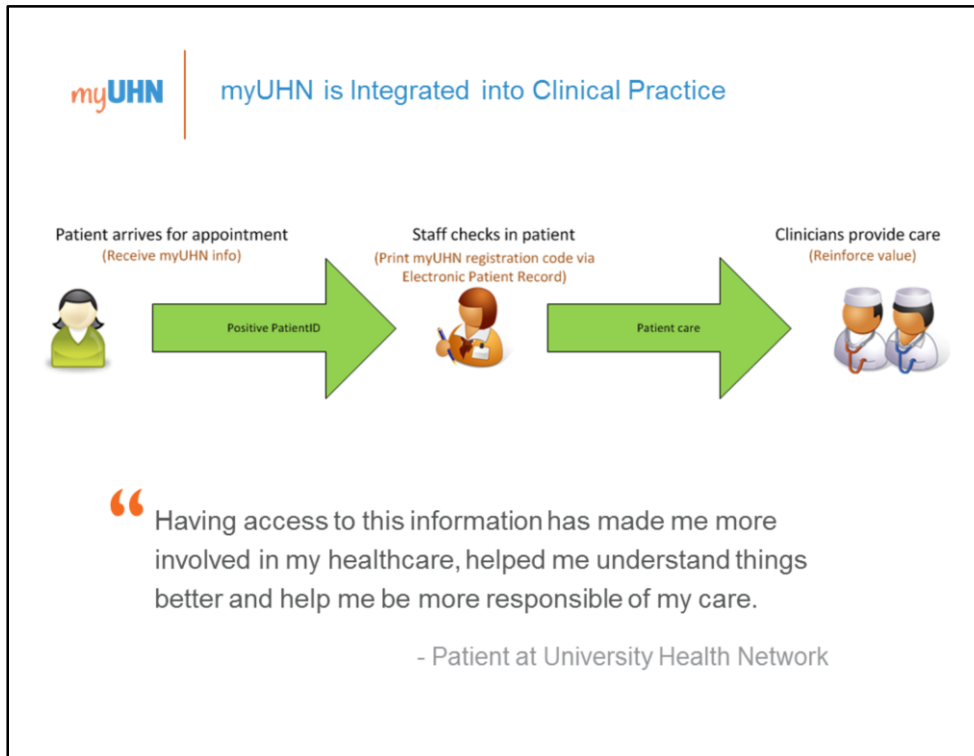
## What is myUHN Patient Portal?

A secure website where patients can access their personal health information. Patients are able to see the following information in real time :

- See their UHN appointments and receive appointment reminders
- See current and historical UHN lab results since 2008, with links to education
- See clinical documentation (e.g. clinic notes, imaging and pathology reports, assessments and discharge summaries dated from May 1, 2015 onward)
- Share their health information with others
- Find programs, clinic information and patient education on uhn.ca public website

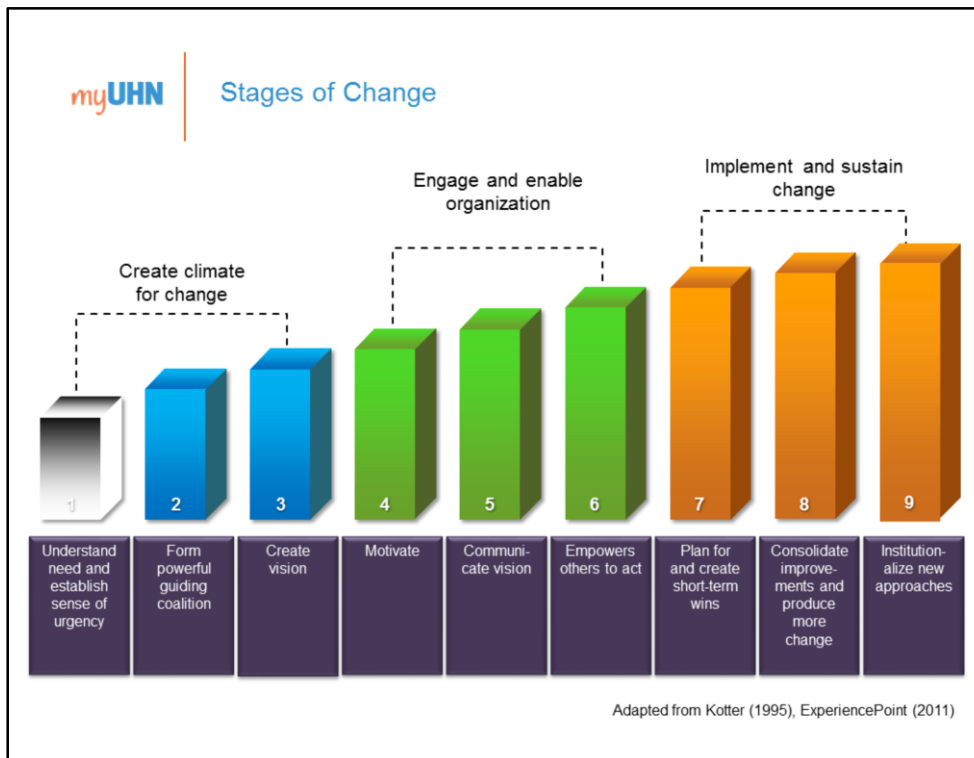
myUHN Patient Portal was developed in-house by the **UHN Digital team** in collaboration with the **Patient Experience team** and **UHN Patients!**

Description of the consumer digital health solution(s) that the team has implemented, including solution name(s) and vendor name(s)



Description of how the team’s practice was transformed in order to adopt the consumer digital health solutions, and any change management activities used to aid this process

- myUHN has been integrated into clinical practice at University Health Network (UHN)
- When a patient checks in for his/her clinic appointment, staff conduct positive patient-id as part of the check-in process. Staff print a unique registration code and hands patient a brochure about myUHN Patient Portal
- The patient may register into the portal in the waiting room using his/her own tablet or smartphone. The patient may also register at a computer in the Patient and Caregiver Library (at all hospital sites), or in the privacy of his/her own home.
- The care team is encouraged to reinforce the value of the portal (e.g. see appointment schedules, results, and clinic notes as soon as they are ready, share health info with others) during the clinic visit
- Patients report that they are better prepared for their appointment, and can focus on care and treatment, rather than discuss results. Patients value seeing their clinic notes to reinforce what was said
- The care team sees the value of the portal with respect to patient safety. Preventable harm can be reduced since patients receive clinical documentation in real time and the appropriate action can occur quickly. The portal can influence and improve the care team’s clinical documentation practices



Description of how the team’s practice was transformed in order to adopt the consumer digital health solutions, and any change management activities used to aid this process (cont’d)

- Over 120 patients, caregivers, and staff initially participated in the project as the portal was being designed. Patients prioritized what they wanted to see in the portal, provided feedback, and tested the portal and usability as it was being built
- Patients continue to be actively engaged and participate in the Patient Portal Steering Committee, Patient Advisory Committee, and Patient Co-Design Team to inform myUHN priorities and decisions, and share their patient experience
- We set in motion an underlying change management plan that guided the organization through stages of change:
  - creating a climate for change
  - engaging and enabling the organization, and
  - implementing and sustaining change
- Executive and senior leadership support has been critical to moving this forward
- Stages of change are still in effect as we make plans to expand myUHN across all sites, January, 2017. We estimate that approximately 250,000+ patients will be offered access to their portal in 2017



myUHN will become a common digital “door step”  
for patients and their caregivers



#### **Purpose**

Transforming lives and communities through excellence  
in care, discovery and learning

#### **Values**

Safety | Compassion | Teamwork | Integrity | Stewardship

**Our Primary Value and above all else,  
the needs of patients come first**

Description of how the team’s activities support new models of care that incorporate the use of consumer digital health technologies to enhance patient empowerment and engagement

- As part of UHN’s renewed purpose, values, and principles, our primary value is “the needs of patients come first”
- myUHN is one example of our values in action as organizational culture begins to shift so patients become part of “the team,” and patient engagement/empowerment are encouraged
- myUHN will become a common digital “door step” for patients and their caregivers by providing a standard platform to build the future patient digital experience
- Patient access to their health record also empowers staff to discuss quality, safety and process improvements within their own program, clinic, or service. Medical and clinical staff are encouraged to refresh their knowledge of professional guidelines for clinical documentation. Professional practice groups are now starting to review their documentation standards as we prepare to expand



## Patient Portal Objectives

1. Enhance knowledge and access to information to improve patient and caregiver experience
2. Increase patient safety by reducing preventable harm
3. Improve clinical and service efficiencies
4. Improve patient health outcomes

Description of how the team's activities support new models of care that incorporate the use of consumer digital health technologies to enhance patient empowerment and engagement (cont'd)



## 7 Early Adopter Clinics since May, 2015

### **Princess Margaret**

- Cancer Rehabilitation and Survivorship Program (formerly Breast Cancer Survivorship)
- Endocrine Clinic (Ezzat)
- Endocrine Clinic (Brierley, Tsang)
- Leukemia Clinic (Minden)
- Testis Clinic

### **Toronto General**

- Renal Management Clinic (pre-dialysis)
- Red Blood Cell Disorders Clinic

Description of results of the team's use of consumer digital health solutions on the patient experience, patient empowerment, and on keeping the patient central in care:

- myUHN began with a phased rollout in May 2015 in specific clinics and programs at Princess Margaret and Toronto General. Once patients receive access, they have access to their UHN health record across all sites (Princess Margaret, Toronto General, Toronto Western, Toronto Rehab)
- myUHN will be offered to all patients at UHN starting January 30, 2017
- myUHN Patient Portal is being expanded in response to patients needs to access their own personal health record and appointment schedules. Patients told us they want to be empowered with real-time access to their health information so they can understand, manage and partner in their health. Patients believe this will enhance their safety and help them work with their providers to respond earlier and more directly to their needs





## myUHN Early Adopter Results (7 Clinics)

ADOPTION	ENHANCE KNOWLEDGE AND ACCESS TO INFO TO IMPROVE PATIENT EXPERIENCE
<ul style="list-style-type: none"><li>▪ 2780+ patients registered (as of December 2016)</li><li>▪ 49% adoption rate sustained Industry rates: 5-20%</li></ul>	<ul style="list-style-type: none"><li>▪ ≥ 95% patients report<ul style="list-style-type: none"><li>▪ Better prepared for appointments</li><li>▪ Improved communication</li><li>▪ Improved management of care</li><li>▪ Better able to make decisions</li></ul></li><li>▪ 83% staff report improved management of care</li><li>▪ 96% patients want real-time access, even before talking with doctor</li><li>▪ NO significant evidence of increased anxiety</li></ul>
REDUCE PREVENTABLE HARM	IMPROVE CLINICAL AND SERVICE EFFICIENCIES
<ul style="list-style-type: none"><li>▪ 15% patients found documentation errors (symptoms, treatment, medications)</li></ul>	<ul style="list-style-type: none"><li>▪ Up to 63% reduction in calls (results, appointments, health records)</li><li>▪ 7% average reduction in no shows</li><li>▪ NO evidence of increased workload</li></ul>

Source: myUHN Patient Portal patient surveys 2015 Pre: n=325; Post: n=250 and early adopter data collection

Description of results of the team's use of consumer digital health solutions on the patient experience, patient empowerment, and on keeping the patient central in care (cont'd):

- Over 2780 patients currently have access to their portal from the 7 early adopter clinics
- Adoption rate is high at 49% compared to industry reports. Of 100 patients offered access to the portal, 49 patients go on to register themselves into the portal. High patient demand and integration into clinical practice is key to adoption
- 89% of patients want their health record online
- 96% patients using the portal prefer real-time access
- 98% users feel better able to make decisions about their care
- There has been no significant evidence of increased anxiety with real time access to results and reports. "Having internet access to test results lessens stress and anxiety . . . Even if the results are negative, the advance notice gives one a chance to formulate questions and be better able to deal with whatever is to come next." – Patient at UHN
- For additional information, see infographic at:  
[http://www.uhn.ca/corporate/News/Documents/myUHN\\_infographic.pdf](http://www.uhn.ca/corporate/News/Documents/myUHN_infographic.pdf)



## A Patient and a Doctor Tell How It's Made a Difference

A patient and physician using the secure website for 18 months talk about the positive impacts

### **FULL STORY**

<http://bit.ly/2ha9RBA>



It has empowered me, and by extension my family, to become partners in my care.

- Carrie Orfus Gelkopf

Testimonial account from at least one clinician and one patient on how the team's activities have affected their experience as a clinician or as a patient

- Read full story at: <http://bit.ly/2ha9RBA>

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communication future plans

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