



We know children.

Patient Engagement

in a Digital World









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Agenda

-  What is Patient Engagement?
-  Successful solutions.
-  Barriers to engagement.
-  Future/What's next?



What is Patient Engagement?

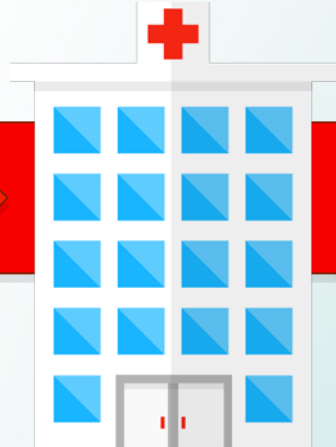
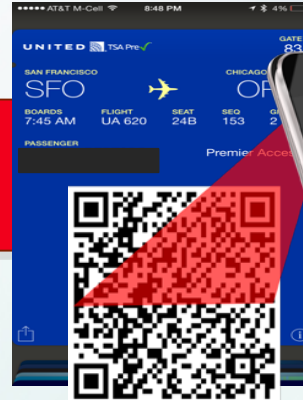
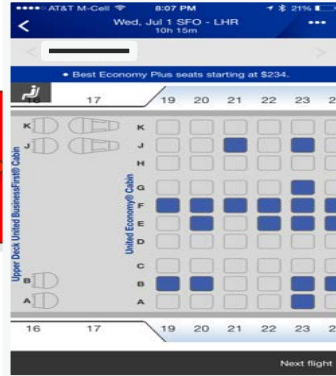
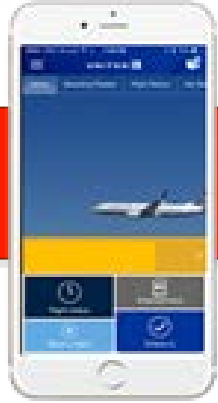


Patients and providers working together to improve health. A patient's greater engagement in healthcare contributes to improved health outcomes, and information technologies can support engagement.



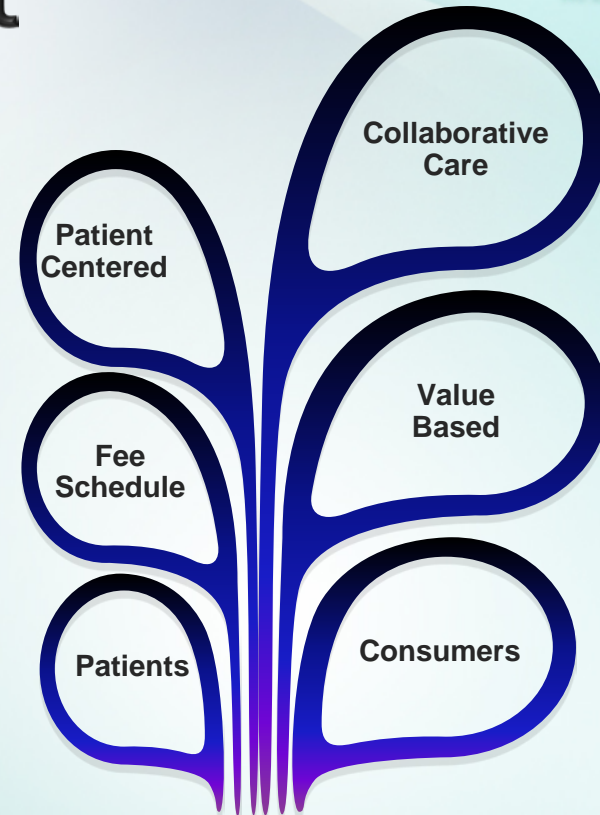
Patients want to be engaged in their healthcare decision-making process, and those who are engaged as decision-makers in their care tend to be healthier, have improved compliance and have better outcomes.

We know children.



Paradigm Shift

- Shift from “patient centered care” to “collaborative care”
- Shift from fee for service to value based
- Need to consider clients as consumers not just as patients



Millennial's as parents

- 22 million of them!
- Want to feel personally connected to a “brand”
- Using the latest technology is baseline expectation
- Rely on computers vs telephones, highly “mobile”
- Comfortable using social media for research and recommendations
- Seek collaboration with the healthcare team and want to be engaged and empowered

Patient Engagement Pyramid

Challenge-setting Patient

Engaged patient actively manages his/her health; sets wellness goals with full-access to medical info and care team

Conferring Patient

Patient proactively engages his/her health care team beyond traditional office visit

Contributing Patient

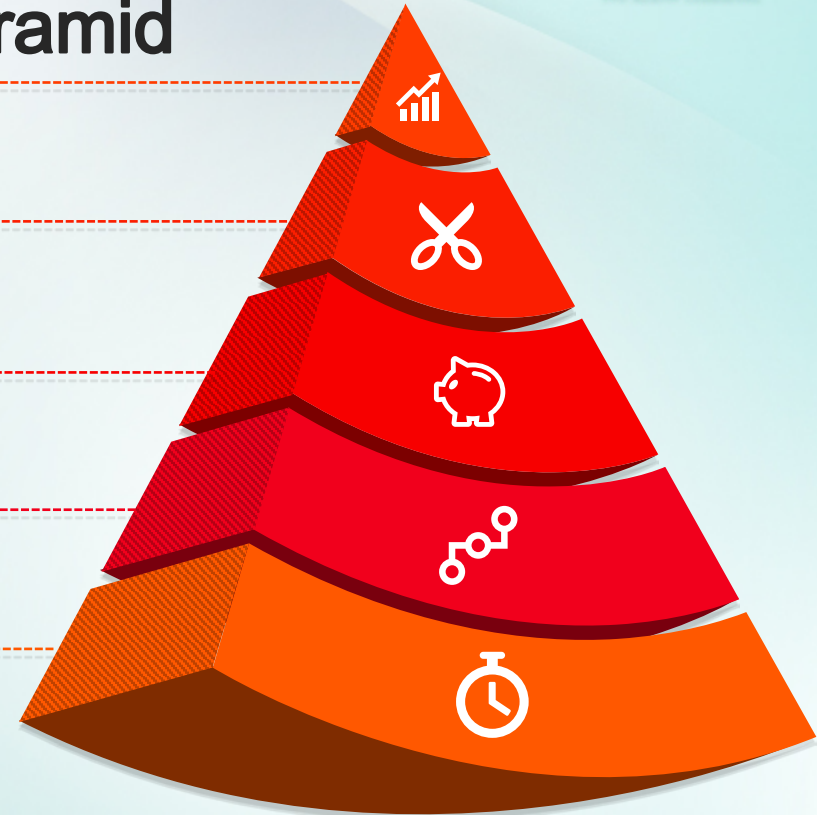
Patient/consumer as contributor in the documentation of their health record (PHR)

Connected Patient

Engage patients with integrated two-way electronic information flow

Consumer

Recognize patients as consumers of health care services



What is Patient Engagement?



**Patient Engagement
does not equal
Patient Satisfaction!**

Success - Existing and Emerging Technology

- Website
- Social Media
- Messaging
- Check in Tablets/Kiosks
- Patient Portals
- Bedside Portals
- Telemedicine





Website

[FIND A PROVIDER](#) [Patients & Visitors](#) [About Children's](#) [Services](#) [Health Information](#) [For Professionals](#) [Careers](#) [Why Give](#)

Featured Services

- Urgent Care
- Asthma, Allergy & Immunology
- Behavioral Health
- Diabetes
- Emergency
- Fetal Care Center
- Gastroenterology
- Heart Center
- Newborn Intensive Care Unit (NICU)
- Neurology
- Oncology
- Orthopaedics
- Pulmonary Medicine
- Surgery
- Trauma
- More...

Children's
HOSPITAL & MEDICAL CENTER

Children's
PHYSICIANS

Children's
SPECIALTY
PHYSICIANS

Children's
HEALTH NETWORK

Children's
HOSPITAL & MEDICAL CENTER
FOUNDATION

I am the Patient Experience

OUR PLEDGE TO YOU

[DOWNLOAD OUR PLEDGE](#)

Children's Hospital & Medical Center
[Like Page](#) 22K likes

Children's Hospital & Medical Center
about an hour ago

This September, 5th floor has been decked out in gold décor to

Children's
CONNECT
HEALTH PORTAL

QuickLinks

My Account	Events Calendar
Outpatient Surgery	CaringBridge
Medical Care	Patient Greeting
Consent Forms	Cards

Call to Find a Provider

1-800-833-3100

Physicians' Priority Line

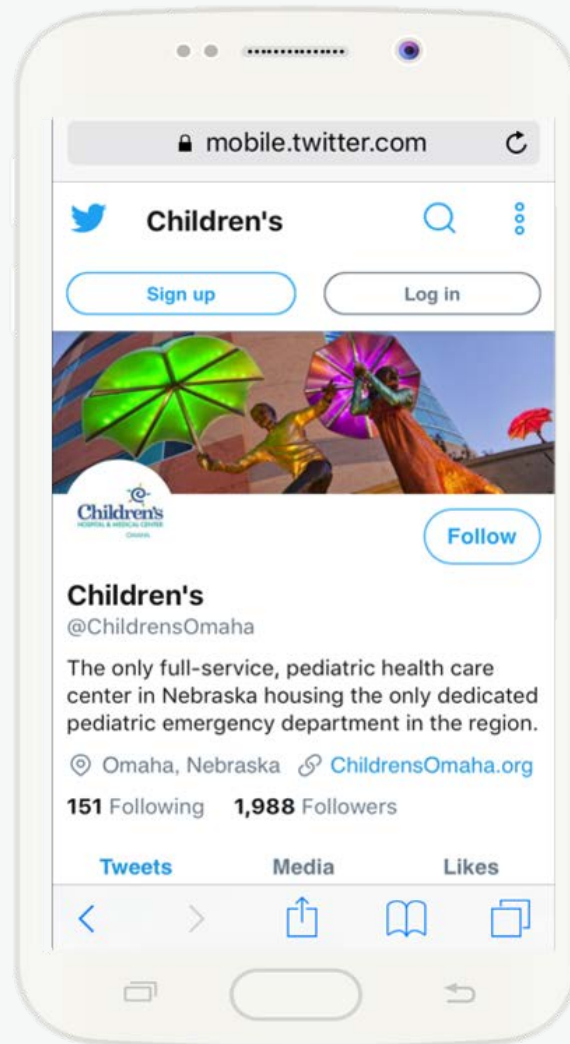
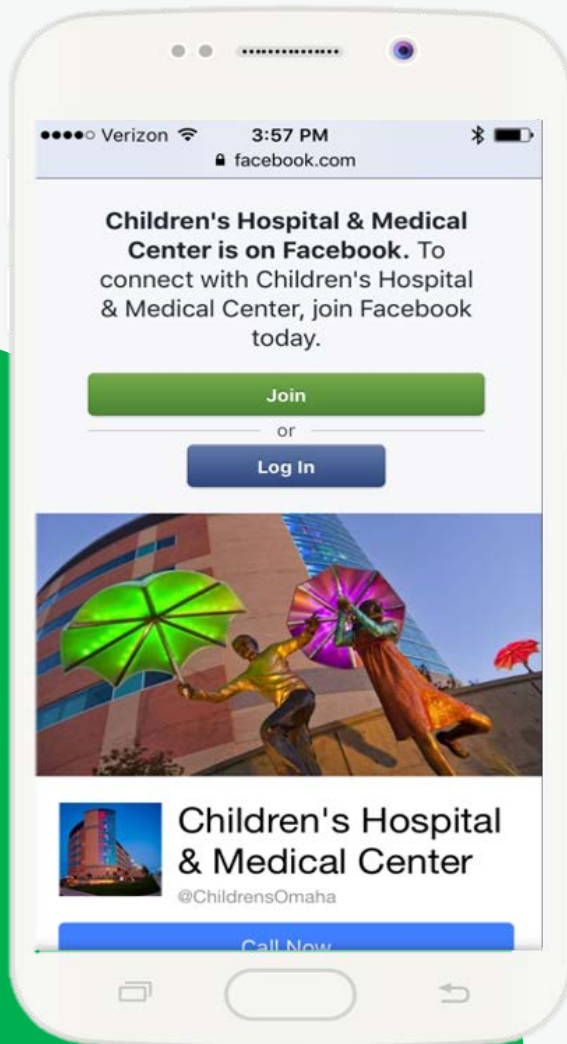
1-855-850-KIDS (5437)

Your 24 hour link to pediatric specialists for physician-to-physician consults referrals, admissions and transport and trauma services.

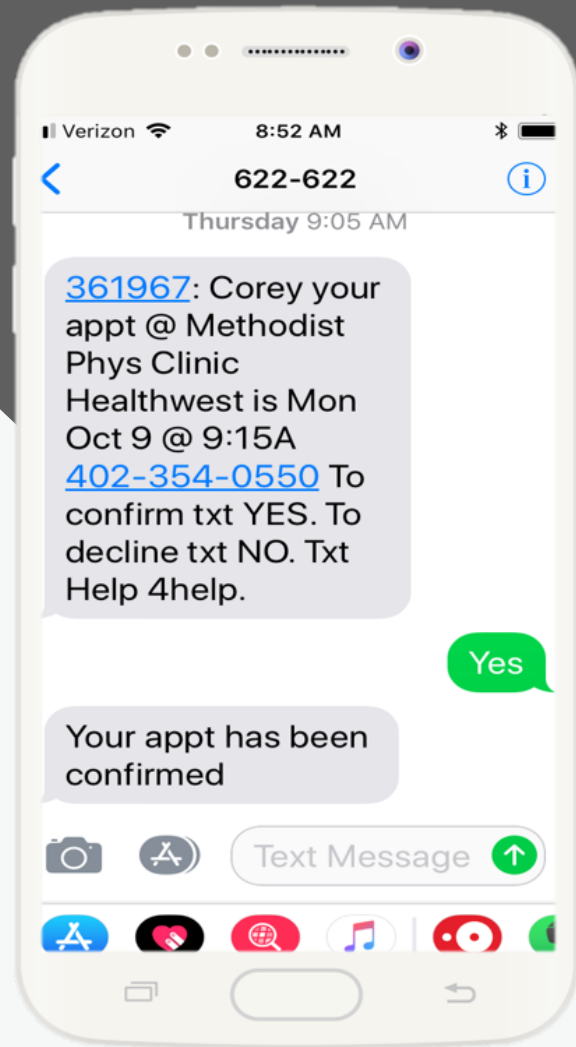
[Learn More and Donate](#)

Supporting innovation

Social Media



Messaging



Successes at Children's Hospital

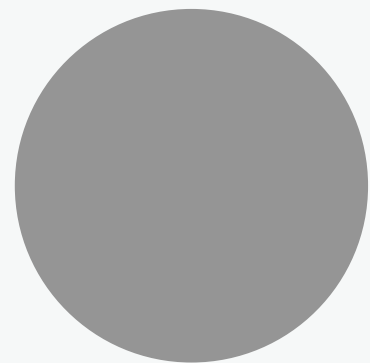
- Check in Kiosks and Tablets
- Children's Connect (Patient Portal)
- Bedside Connect (In Hospital Patient/Family Portal)
- Telemedicine/eVisits



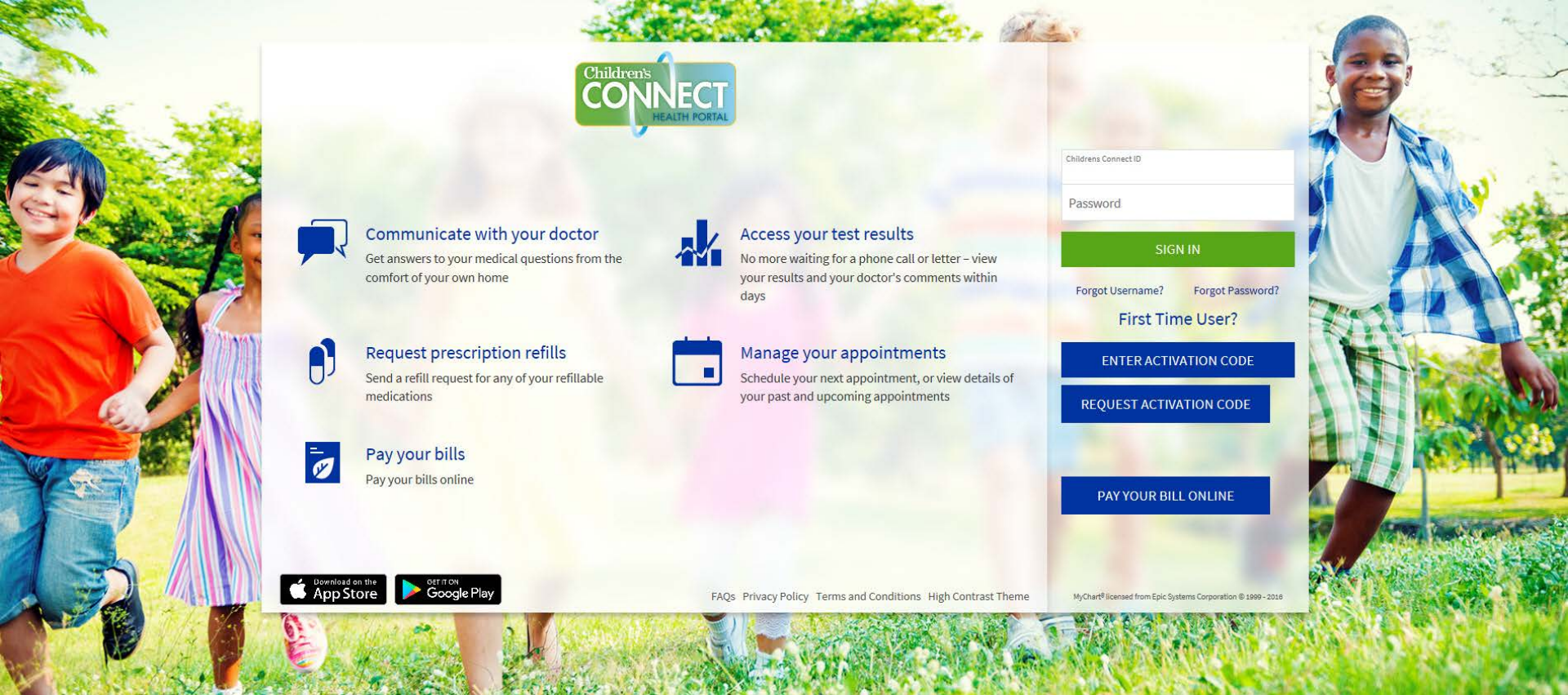


Kiosks





Check-in Tablets



Communicate with your doctor

Get answers to your medical questions from the comfort of your own home



Access your test results

No more waiting for a phone call or letter – view your results and your doctor's comments within days



Request prescription refills

Send a refill request for any of your refillable medications



Manage your appointments

Schedule your next appointment, or view details of your past and upcoming appointments



Pay your bills

Pay your bills online

[Forgot Username?](#) [Forgot Password?](#)

[First Time User?](#)

[ENTER ACTIVATION CODE](#)

[REQUEST ACTIVATION CODE](#)

[PAY YOUR BILL ONLINE](#)






[FAQs](#) [Privacy Policy](#) [Terms and Conditions](#) [High Contrast Theme](#)

MyChart® licensed from Epic Systems Corporation © 1999 - 2018

My Family's Records

For BILL PAY features select the Billing link above or click [here](#).

Whose Records Can I View?

Photo	Account Name	Nickname	Access Until
	Cindy Test	Cindy	This is your own Childrens Connect account.
	Apple Juice	Apple	8/7/2032
	Baby Poc	Baby	1/9/2036
	Bonnie Chrysler	Bonnie	1/18/2033
	Carrie Toyota	Carrie	1/10/2034



My Family's Records

Welcome! (Sun)



Read your new message from Childrens Connect C.

Subject: Welcome!



View instructions for your appointment on Friday, October 6, 2017 with Mary F Mikuls, MD.

Please fill out your questionnaires before coming.



You do not have an option to recover your password. Select a password question and answer.

To Do

12 Month Well Child with Mary F Mikuls, MD

Friday October 06, 2017 3:30 PM

< October 2017 >

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

ss/mychart_poc01/mychartpoc/Messaging/Review/mailbox-11&emid-SUakobqQ7yh1pfuq&E6Wn3Dn%ID



Welcome Screen

Welcome! (Baby)

Read your messages. You have 2 new messages.
 Schedule appointments for your current health reminders. 5 reminders need your attention.
 You do not have an option to recover your password. Select a password question and answer.

To Do

Overdue health reminders

Yearly Influenza (Flu) Vaccine
Due since September 1, 2017

Pneumococcal Conjugate (PCV) Vaccine
Due since September 10, 2017

Diphtheria, Tetanus, acellular Pertussis (DTaP) Vaccine
Due since September 10, 2017

Haemophilus influenzae (HIB) vaccine
Due since September 10, 2017

A 15 month well child exam is recommended.

REQUEST APPT

< October 2017 >						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Quick Links

- View test results
- Ask a question
- Schedule an appointment
- Renew a prescription.
- Review health summary
- View your immunizations
- View your questionnaires
- Clinic visit summaries
- Hospital/Surgical summaries

To Do Screen

What's New in Children's Connect

Schedule Your Child's Flu Vaccination Today!

Most physicians' offices are taking appointments for flu vaccinations. Children's Physicians families can save time by using Children's Connect to schedule an appointment today by clicking on the button below and following directions.

[Schedule Appointment](#)



Care Team [↗](#)



Mary F Mikuls, MD
Primary Care Provider
Pediatrics



Christina Gaskin, RT
Night Respiratory Therapist
Respiratory Therapy



Stacy Lerner, PT, PCS
PT
Physical Therapy



Vincent Thomas, MD
Cardiology



Care Team Screen



12 Month Well Child with Mary F Mikuls, MD (Sun)

🕒 Friday October 06, 2017 3:30 PM CDT (20 minutes)

📅 [Add to Calendar](#)

Want an earlier time? [Get on the Wait List](#)

📍 From 180th and Dodge turn south and go to Burke Street.
Turn east at Burke Street and go to 175th Street. Our
address is 110 North 175th Street.

**Children's Physicians
Village Pointe**
110 N 175 ST SUITE 100
OMAHA NE 68118
402-955-5437

📍 [Get Directions](#)



Mary F Mikuls, MD

For a 12 month physical the child needs to be 1 year old
on the day of the visit or older.

You can save time at the clinic by filling out the following questionnaires:

- ☒ [Questionnaires: Childhood Lead and Tuberculosis Risk](#) (Not Started)
- ☒ [Family History Questions](#) (Not Started)

If you need to cancel an appointment, please help us to serve you and our other patients by giving us as much advance notice as possible.

[RESCHEDULE](#)

[CANCEL](#)

Appointment Screen



Questionnaires: Childhood Lead and Tuberculosis Risk (Sun)

Please answer the following questions and click the Continue button.

Indicates a required field.

Childhood Lead Exposure Questionnaire

Please select who is answering this questionnaire

☐ Mother ☐ Father ☐ Foster Parent ☐ Legal Guardian ☐ Grandparent ☐ Aunt ☐ Uncle ☐ Self ☐ Other

Has child lived in or frequently visits a house in the following zip codes during the past 2 years? (Home, Day Care, Relative's Home)

You can choose multiple ZIP codes by holding down the "Ctrl" key.

Does child live in or regularly visit a house built before 1978 with recent (within the last 6 months) or ongoing renovations or remodeling?

☐ Yes ☐ No

Does child live or have frequent contact with a person who works with lead on the job or in a hobby?

Examples: Make or fix batteries, melt/cast/grind lead, brass or bronze, make or fix radiators, make or paint ceramics, remove tear down or remodel houses, solder, work with scrap metal, work at a shooting range

☐ Yes ☐ No

Does your child have a sibling or playmate who has or had a lead level of 9.5 ug/dl or higher?

☐ Yes ☐ No

Questionnaires



Questionnaires: Childhood Lead and Tuberculosis Risk (Sun)

Please answer the following questions and click the **Continue** button.

Indicates a required field.

Please select who is answering this questionnaire

Mother

Father

Foster Parent

Legal Guardian

Grandparent

Aunt

Uncle

Self

Has your child been around anyone with contagious TB or a positive PPD test or IGRA (Interferon-Gamma Release Assays)?

Yes

No

Was your child born in, traveled to, or have been in contact with residents from Asia, the Middle East, or Latin America?

Yes

No

Has your child been exposed to any of the following people?

homeless, nursing home residents, institutionalized people, jail/prison inmates, users of illicit drugs, migrant farm workers

Yes

No

BACK

CONTINUE

FINISH LATER

CANCEL

Questionnaires

Family History

Family History Questions (Sun)

Step 1 of 1

Please fill out the following questionnaire. When available, data is pulled from your chart.

Family History Questions

The following family history questions refer to immediate family members of the patient.

Review the family history questions. Make any necessary changes and "submit." If no changes, select "continue" then "submit." If you do not know your child's family history, scroll to the bottom. Click "history unknown" "child/other" and a comment if needed.

☐ ADD/ADHD

Add a new family member

Name

Comments

☐ Allergies

Add a new family member

Name

Comments

☐ Alcohol Abuse

Add a new family member

Name

Comments

☐ Asthma

Add a new family member

Name

Comments

☐ Bipolar Disorder

Add a new family member

Name

Comments

☐ Blood/Bleeding Problems

Add a new family member

Name

Comments

Quick Links



Quick Links



View test results



Ask a question



Schedule an appointment



Renew a prescription.



Review health summary



View your immunizations



View your questionnaires



Clinic visit summaries



Hospital/Surgical summaries



Get Non-Urgent Medical Advice (Carrie)



All pieces of information are required to request medical advice.

Send a **non-urgent** message to your child's medical care team. Expect a response within two (2) business days.

Please do not use Childrens Connect to send any messages requiring urgent attention. Please call your Children's Physician clinic if the situation requires immediate attention, or dial 911 if it is an emergency.

I understand that by attaching a file, it will not take the place of a potential visit with your provider and should only be used for non-urgent medical questions. I further understand that if I believe there is a medical emergency, I should go to an emergency department, or call 911 immediately.

I UNDERSTAND AND AGREE THAT IN NO EVENT SHALL CHILDREN'S BE LIABLE FOR ANY INFORMATION PROVIDED ON OR THROUGH Childrens Connect.

Expect a response within 2 business days.

Choose a Recipient

- Select a Subject -

Get Non-Urgent Medical Advice (Bonnie)

Please select the option that most closely matches your question.

New Medical Question

You have a single medical question that doesn't require an immediate response.

Request a Medication Refill

You would like to request a refill or renewal of a current medication.

Customer Service Question

You have a question related to a bill, your insurance, or another non-medical concern.

[BACK TO THE HOME PAGE](#)



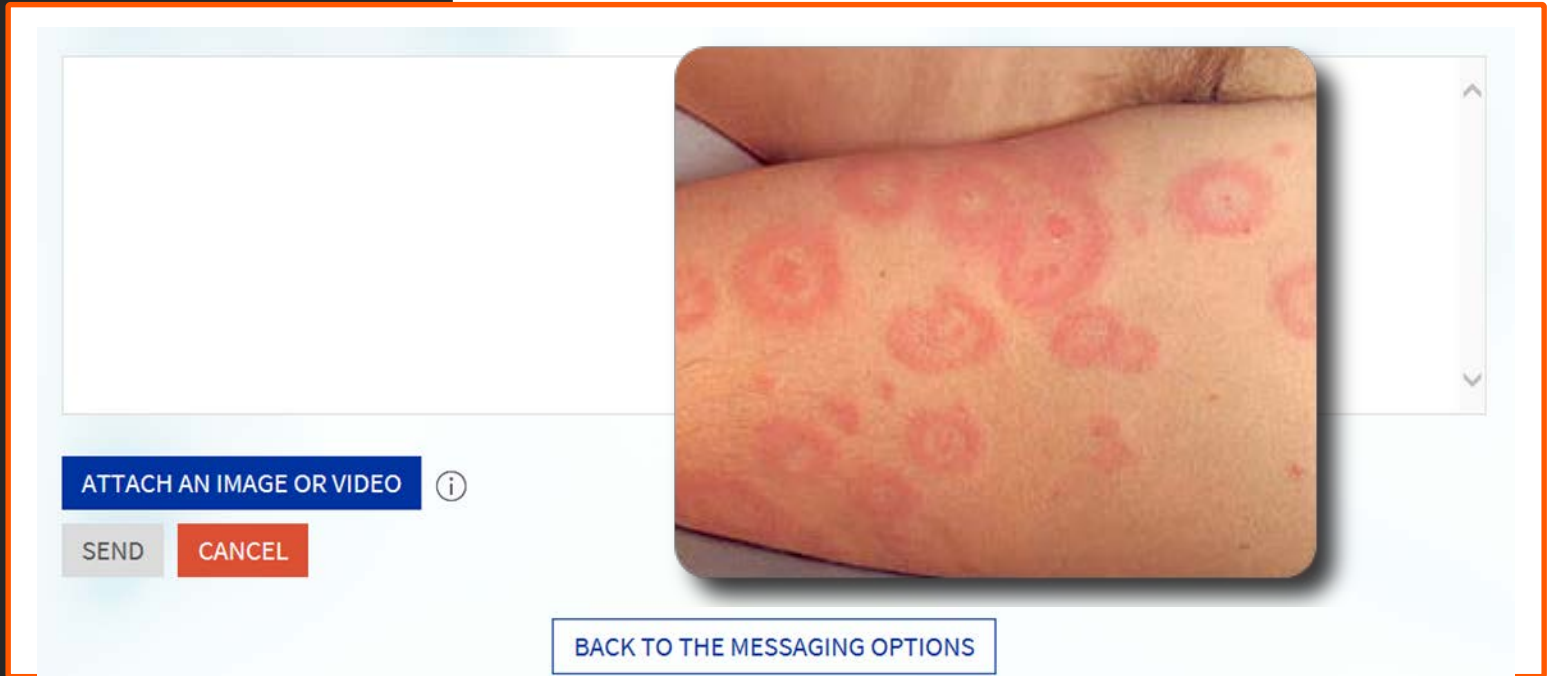
Please call 911 if you have an emergency or urgent medical question.

New Medical Question

Do I need an appointment?
Can I take a different medication instead?
Do you have flu shots available?
What immunizations do I need for my overseas travel?
...etc.

Non-Urgent Medical Advice

Attachments



Schedule an Appointment

Schedule an Appointment (Bonnie)

Choose your reason for scheduling an appointment from the options below.

Office/Sick Visit

Direct schedule or request an appointment with your doctor.



6 Month Well Child



9 Month Well Child



12 Month Well Child



15 Month Well Child



18 Month Well Child



24 Month Well Child



30 Month Well Child



3 Year Well Child



Flu Vaccine



//mychart-poc01/MyChartPOC/inside.asp?mode=apptmake&from=scheduling&action=schednewstart&flow=vt&rfvid...

Test Results

Test Results (Bonnie)



Search this list



Test	Ordered By	Date ▼
 INFLUENZA A/B AND RSV DNA (CP BACK OFFICE)	Mary F Mikuls, MD	Apr 11, 2017
 INFLUENZA A/B TEST DNA (CP BACK OFFICE ONLY)	Mary F Mikuls, MD	Apr 11, 2017
 STREP BY DNA (CP BACK OFFICE)	Mary F Mikuls, MD	Apr 11, 2017

[BACK TO THE HOME PAGE](#)

Test Results

Test Results (Carrie)



Search this list



☒ Show Hospital Results

Test	Ordered By	Date ▼
 MR LEFT FOOT WWO CONTRAST	Dawn M Gary, MD 	Aug 17, 2017
 TRANSCUTANEOUS BILI (CP BACK OFFICE)	Joseph G Straley, MD	Feb 27, 2017
 XR CHEST 2 VIEW	Mary F Mikuls, MD 	Feb 21, 2017
 [Updated] HGB	David Finken, MD 	Jan 30, 2017

Progress Notes (F3 to enlarge)

Share w/ Pt Sensitive Bookmark

Allow sharing this note with the patient

John Hess is a 65 yo male who presents for a welcome to medicare exam. His last medical examination was approximately 2 years ago. In addition to his routine examination, he reports a 5-day history of sinus congestion, post-nasal drainage, and a non-productive cough. He has used an over-the-counter cough medicine with some improvement. He reports he has been prescribed phenergan w/ codeine for cough in the past but disliked it because it caused sleepiness. He denies fever, chills, or shortness of breath.

Past medical history is significant for hypertension, hyperlipidemia, and osteoarthritis of the lumbar spine. His blood pressures have been reasonably well-controlled on lisinopril, 10 mg QD. He has been treated with simvastatin, 20 mg QD for the dyslipidemia. He uses acetaminophen 500 mg, 1-2 tabs BID prn with satisfactory control of his back pain. He has been instructed on a low-fat diet, but has difficulty restricting intake of ice cream snacks and bacon. He is a non-smoker, non-drinker and denies the use of recreational drugs. He reports an allergy to penicillin, which caused him to experience swelling and a rash. He underwent a cholecystectomy in 2008, but does not report any other previous surgeries.

Sign at Close Encounter

Restore Close F9 Cancel Previous F7 Next F8

A clinician shares his note using the new Share w/ Pt button in a Notes navigator section

CLOSE X

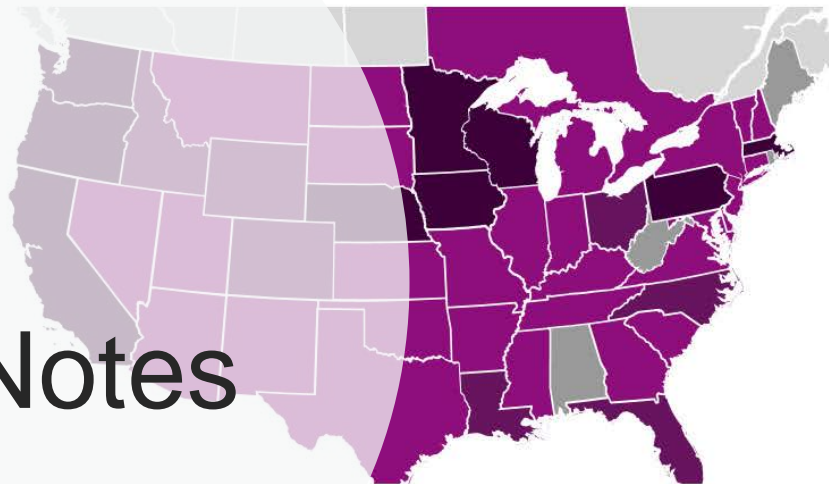
Open Notes



See Who's Already Sharing Notes!

This map includes all the U.S. health systems (and a couple in Canada) that have told us they're sharing notes. Click on your state or province!

Map View



Map Key:  = 0 institutions |  = 1 institution (The Department of Veterans Affairs) |  = 2-3 institutions |  = 4-5 institutions |  = over 5 institutions

List View

- Mosaic Life Care
- Mount Sinai Health System
- MU Health Care (University of Missouri)
- Murfreesboro Medical Center
- Nationwide Children's Hospital
- Nemours Children's Health System
- Ochsner Health System
- Omaha Children's Hospital & Medical Center
- Ontario Shores Center for Mental Health Sciences
- Oregon Science & Health University
- PeaceHealth
- PennState Health
- Providence Health & Services

Sharing Notes

If you don't find your health system or practice on this map, let your health care team know you'd like online access to your notes. You can find helpful information on the [Join the Movement](#) page. We invite you to [share](#) your

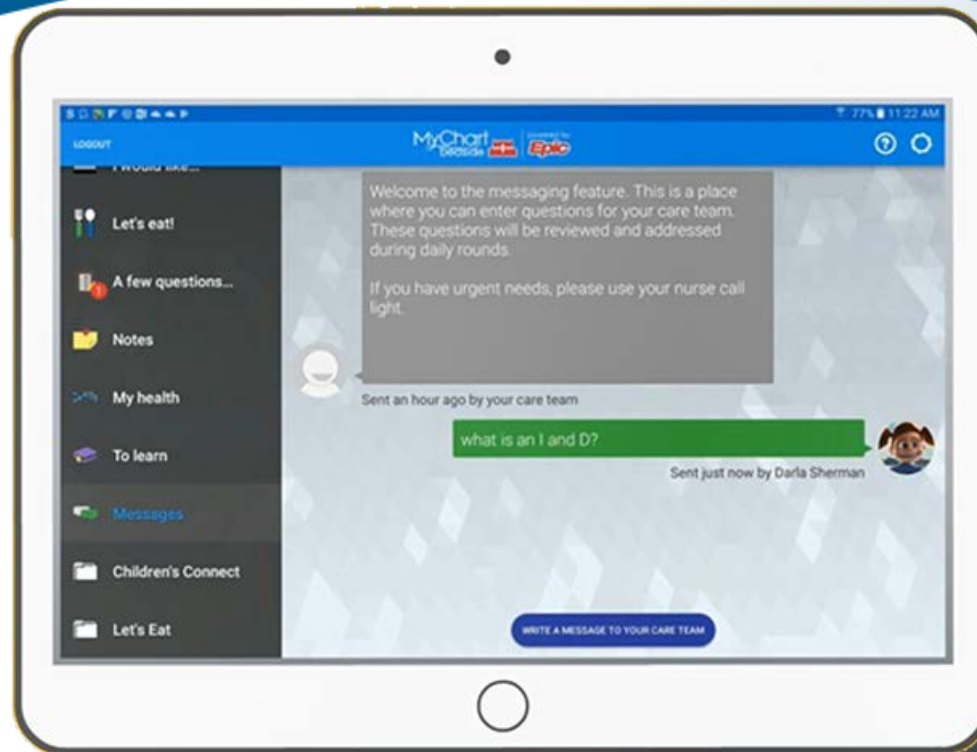
Analytics

- Consistent 50% activation rate
- Approximately 50,000 total users
- 1800+ appointment requests per month
- 3000-3500 medical advice requests per month
- 400+ med refill requests per month
- 85-95% medical results released
- Average 4000+ questionnaires completed per month





Bedside Portals



Bedside Portals

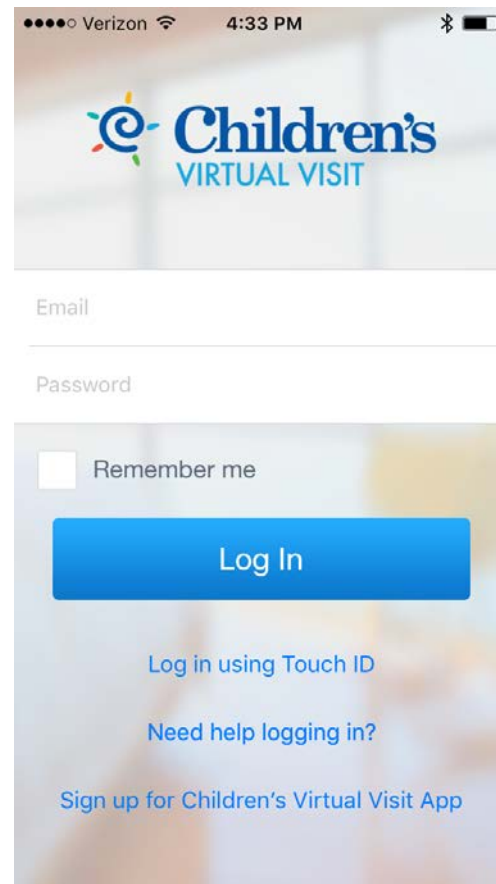
Bedside Portals

- Live October 17
- Process change for RN's and registration
- Almost 100% adoption on our pilot floor
- Families want more!
- Have already found errors in the records that were corrected (adds an element of safety)
- Saves nursing and ancillary support time
- Little push back from providers



Telemedicine

- Started with Behavioral Health
- Moved to simple follow up visits
- • Expanding to:
 - Palliative Care
 - Virtual Rounding (think chronic care facility)
 - Subspecialty visits
 - Transport
 - Provider to provider
 - Home Health

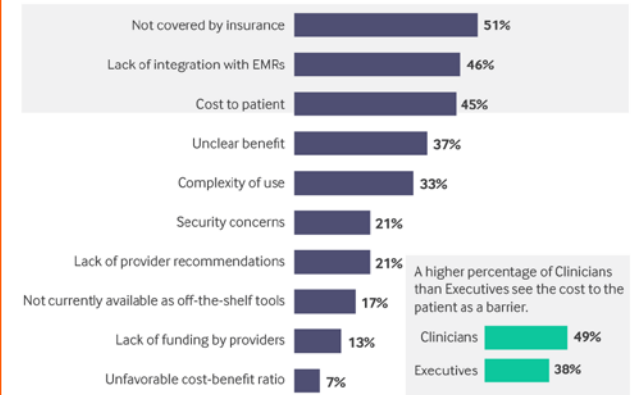


Barriers to Engagement

- Who Pays? Cost?
- Technology barriers, Integration
- Language
- Proxies, confidentiality, security
- Interoperability
- Education of support staff, upgrades, maintenance
- Operational barriers/process (must be easy for patients and providers)

Top Barriers Preventing Widespread Adoption of Patient Engagement Technology Tools

What are the top three barriers preventing widespread adoption of technology tools for patient engagement?



Base = 595 (Multiple responses)
NEJM Catalyst (catalyst.nejm.org) © Massachusetts Medical Society

Lessons Learned:

- Need multidisciplinary team:
 - IT, Exec Champion, PM, CM, providers, nurses and patients (i.e. family advisory council)
- More “culture change” than project
- Effective communication and engagement with stakeholders early improves success
- Keep the patient at the center



Lessons Learned:

- Create analytical tools that provide accessible, real-time metrics to frontline staff and managers – reinforces effectiveness
- Prepare for the unexpected
- It is a lot of work, but worth it!



Future Development

- eCheck in (mobile?)
- Wearable's, Remote Monitoring – challenges with all the data, reliability, accountability
- Enhanced text messaging notifications (auto status update)
- Virtual Urgent Care
- Other



Patient Engagement Pyramid

Challenge-setting Patient

Engaged patient actively manages his/her health; sets wellness goals with full-access to medical info and care team

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Contributing Patient

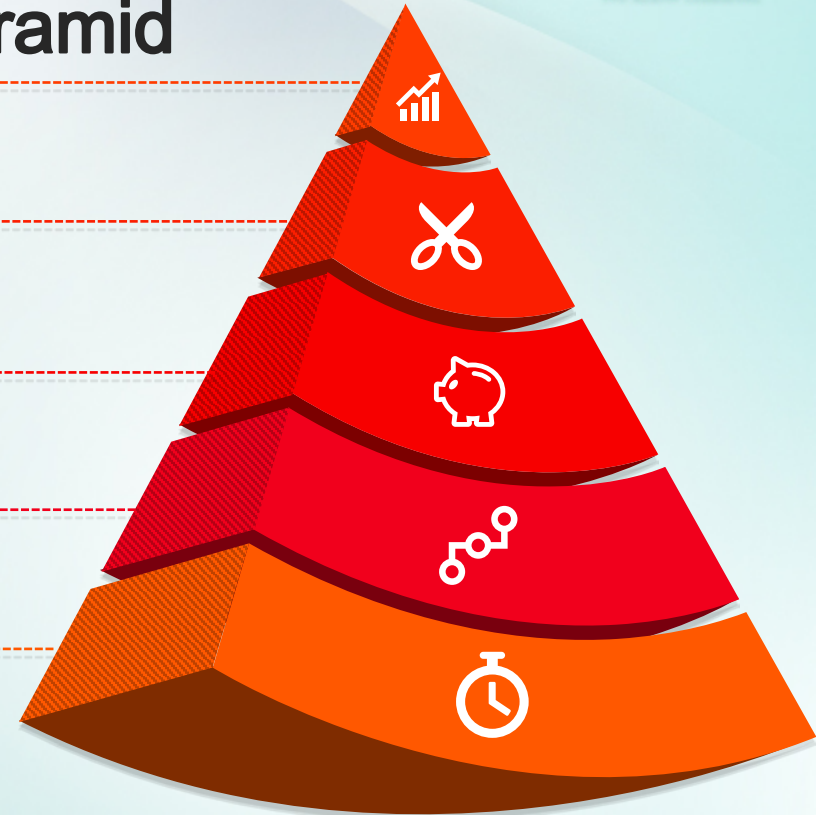
Patient/consumer as contributor in the documentation of their health record (PHR)

Connected Patient

Engage patients with integrated two-way electronic information flow

Consumer

Recognize patients as consumers of health care services



Q & A





Thanks