



PATIENT PORTALS OF MERE MORTALS

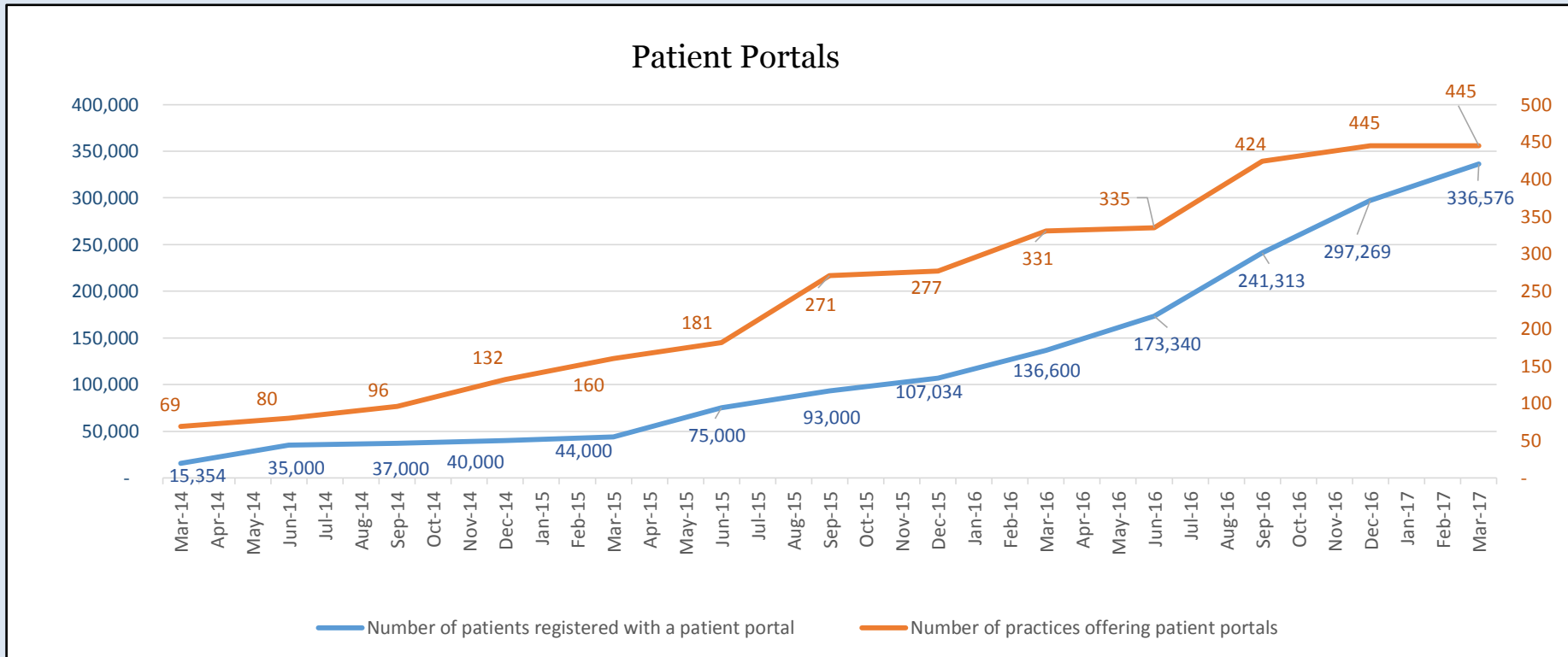
Quality Symposium

Dunedin 27 July 2017

Dr Jeff Lowe

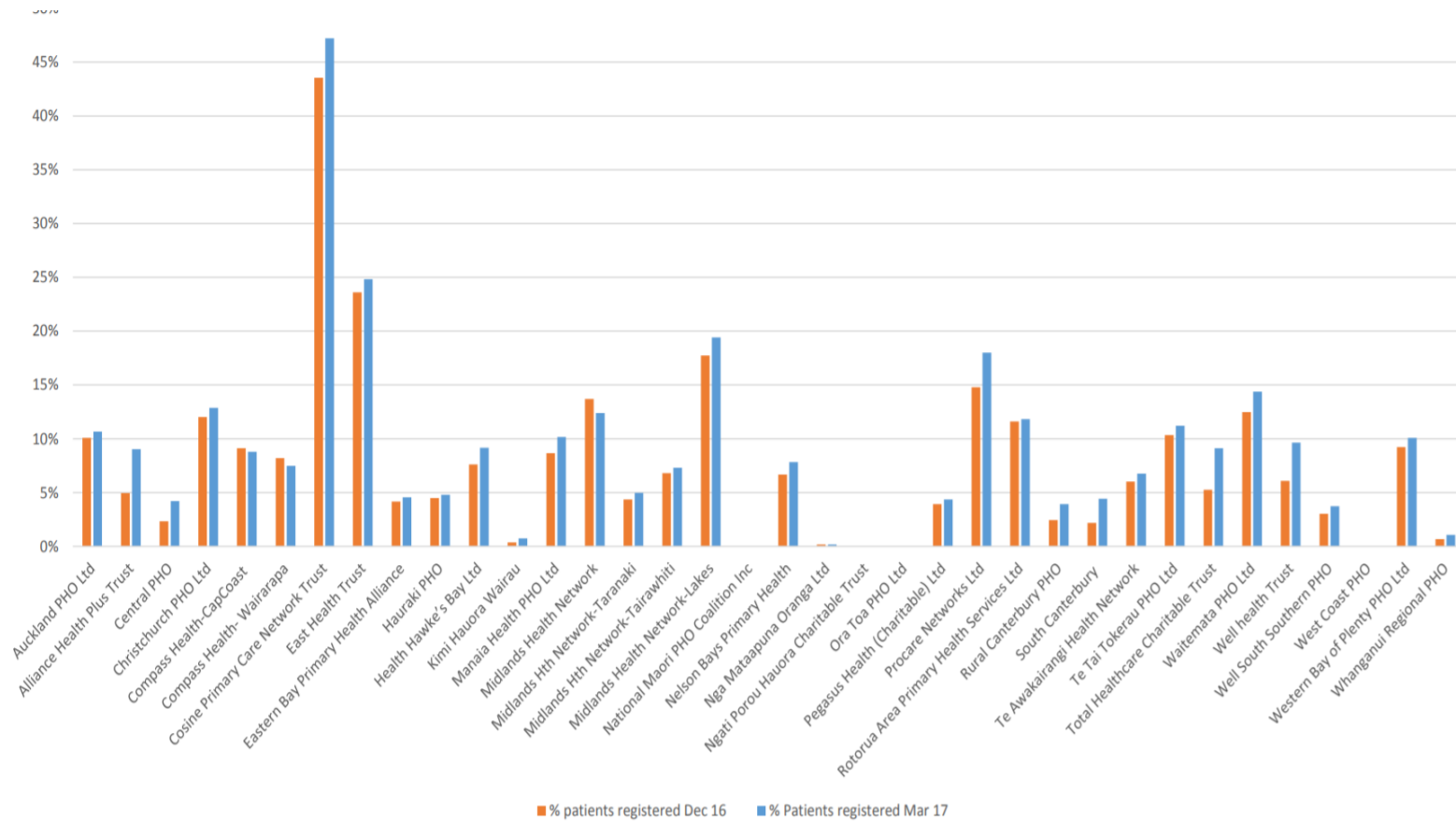
Ministry of Health data

Patient Portal – uptake trend March 2017





The Manhattan Skyline



Cosine Primary Care Network

www.KaroriMedicalCentre.co.nz

KARORI MEDICAL CENTRE

Providing excellent primary health care in our community

☎ (04) 100 4562

☎ (04) 109 8772

✉ kmc@kmc.co.nz

📍 11 Parkside Road

& 146 Karori Road

Karori

Mon - Tue

8 am - 7:00 pm

Wed

8 am - 7:30 pm

Thu - Fri

8 am - 6:00 pm

Sat

9 am - 12:00 pm

Sun

Closed

Public Holidays

Closed

HOME

ABOUT

SERVICES

FEES

OUR STAFF

APPOINTMENTS

CONTACT

NEWS



KARORI MEDICAL CENTRE LIMITED

Practice Profile

14,519 enrolled
and funded

9% High needs

5% Maori

3% PI

16% Asian

8884 enrolled in
MMH = 78.4 % ,
6884 activated =
60.7%

KARORI
MEDICAL
CENTRE
LIMITED

Staff

14 GPs (8.25
FTE)

8 Nurses

13 Support
Staff(8.5FTE)

Counsellor
(1FTE)

Practice
Assistant

KARORI MEDICAL CENTRE LIMITED

History of Innovation

- 1976 established
- 1984 computerised
- 1987 capitated
- 1993 IPA
- 2002 PHO 35,000 patients
- 2016 Health Care Home





HEALTH CARE HOME





THE BEACONS ARE LIT!

MATT HANDLEY
Group Health, Seattle

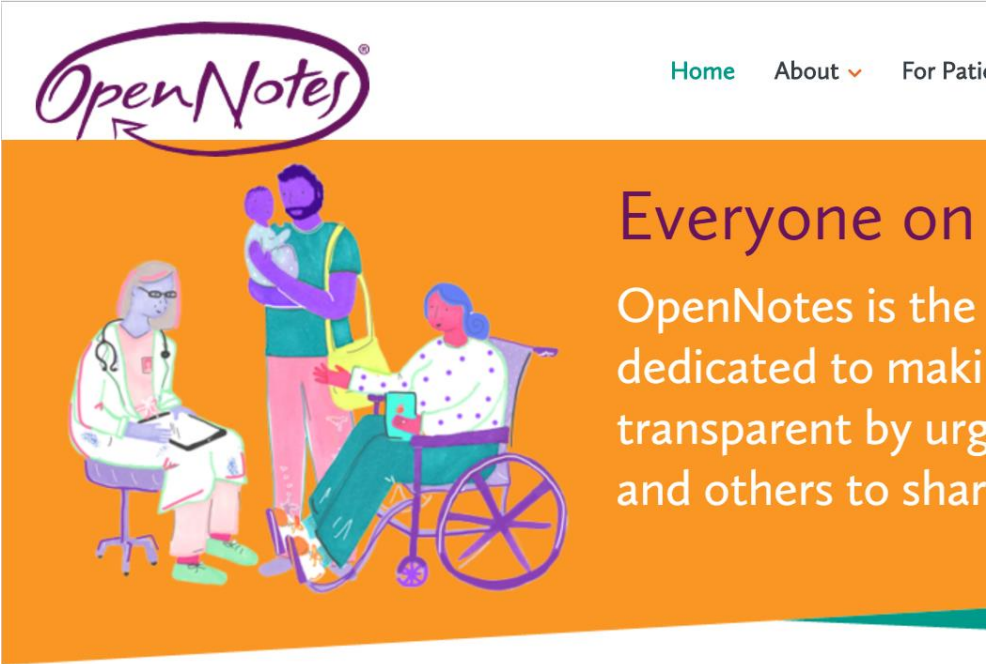
PATIENT PORTALS

- IPAC CONFERENCE
Wellington 2008
- Wellington 2012



Dr Tom Delbanco

IHI Conference,
Paris 2014



The banner features the OpenNotes logo at the top left, with navigation links 'Home', 'About', and 'For Patients' at the top right. The central illustration shows a healthcare professional in a white coat and stethoscope sitting at a desk, interacting with a family consisting of a man holding a baby and a woman in a wheelchair. The background is a solid orange color.

Everyone on
OpenNotes is the
dedicated to making
transparent by urging
and others to share

Today **15,670,000** patients have

[Join the movement](#)

What Are Notes

Written by doctors, nurses, therapists, or other
interactions with patients, notes are part of the
are invited to read these notes, the

FREQUENTLY ASKED QUESTIONS

- Patients Report:
- Better engaged
- Part of the team
- Better understanding
- Increased adherence to medication
- 77-87% report they feel more in control of their healthcare
- Better prepared for their next visit
- Able to share their records with family and cares



Home About ▾ For Patients ▾ For Professionals ▾ C

Address questions often posed by clinicians.



FAQs



What are open notes?

Written by doctors, nurses, therapists, or other health professionals to describe interactions with patients, notes are part of the medical record. They have various names – visit notes, clinic notes, progress notes, or chart notes, to name a few. But when

MEANWHILE
BACK AT
KMC

•
Patient
Portal
Culture







PATIENT PORTAL

- Has Altered the way patients can communicate with our and we can communicate with our patients
- Partners in care verses recipients of care

PARTNERSHIP



PATIENT PORTAL

- Breaks the Constraints of the 15 min face to face appointment
- Easier Access to timely advice

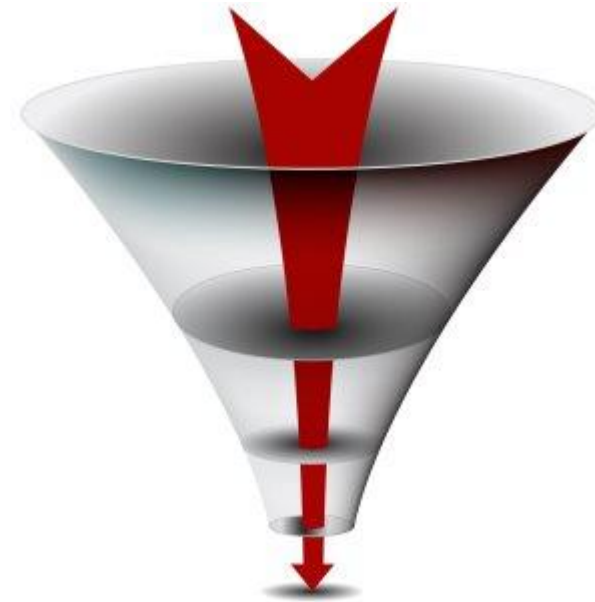
A large, irregular hole is punched through a wall made of reddish-brown bricks. The bricks around the hole are shattered and scattered in various directions, creating a dynamic and impactful visual. The hole itself is a deep, dark void, contrasting sharply with the textured brickwork.

ACCESS

PATIENT PORTAL

- UNPLANNED CARE
- Getting further up the pipeline of acute demand

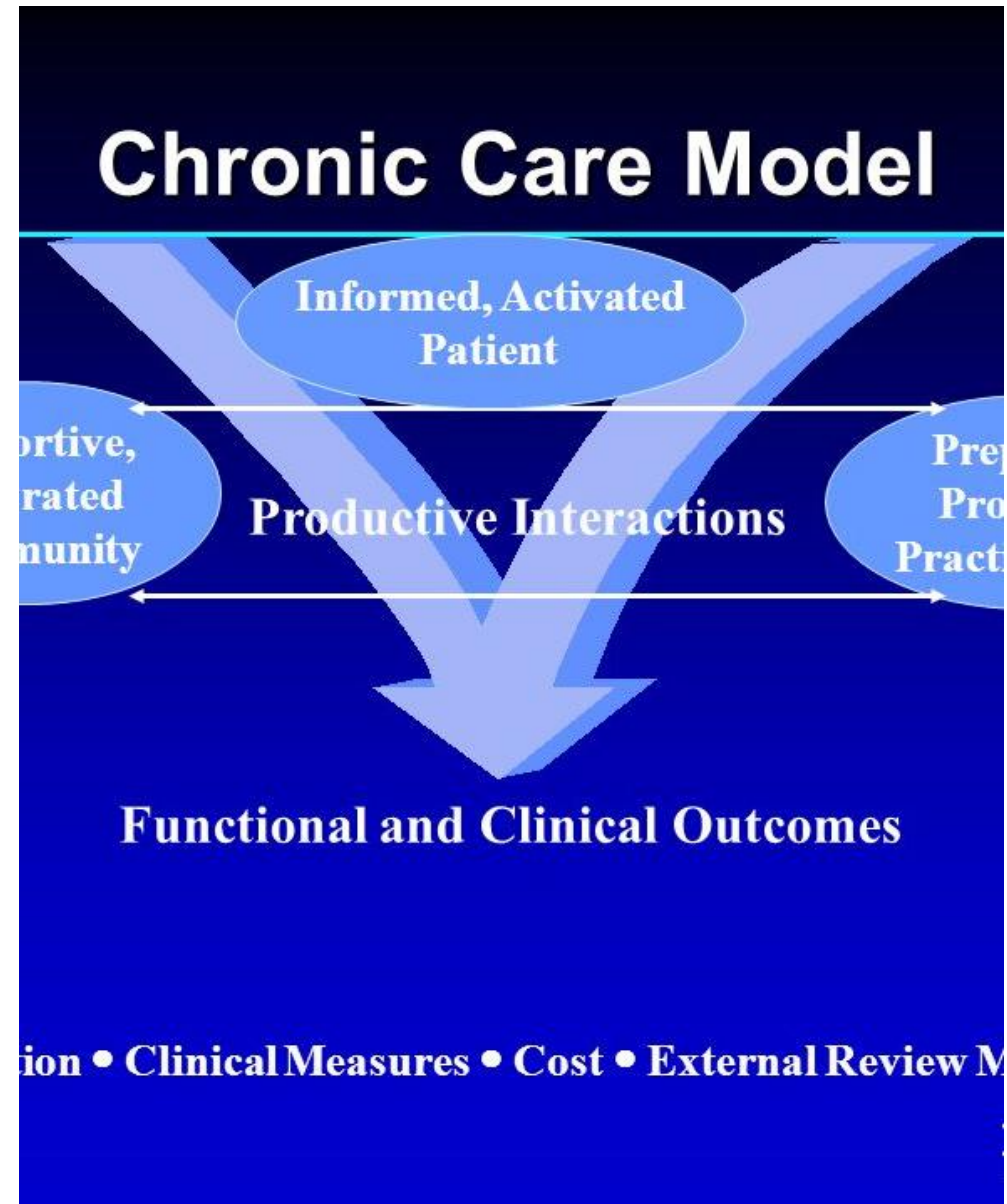
DEMAND

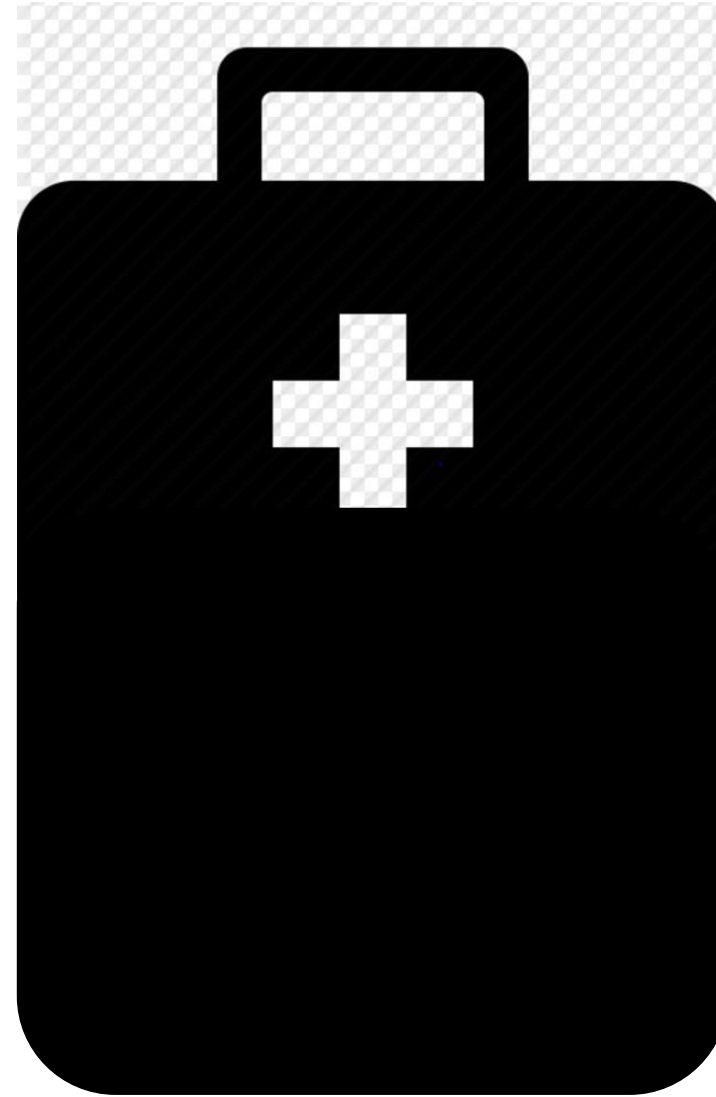


CAPACITY

PATIENT PORTAL

- PLANNED CARE
- Informed, Activated Patients
- Productive Interactions

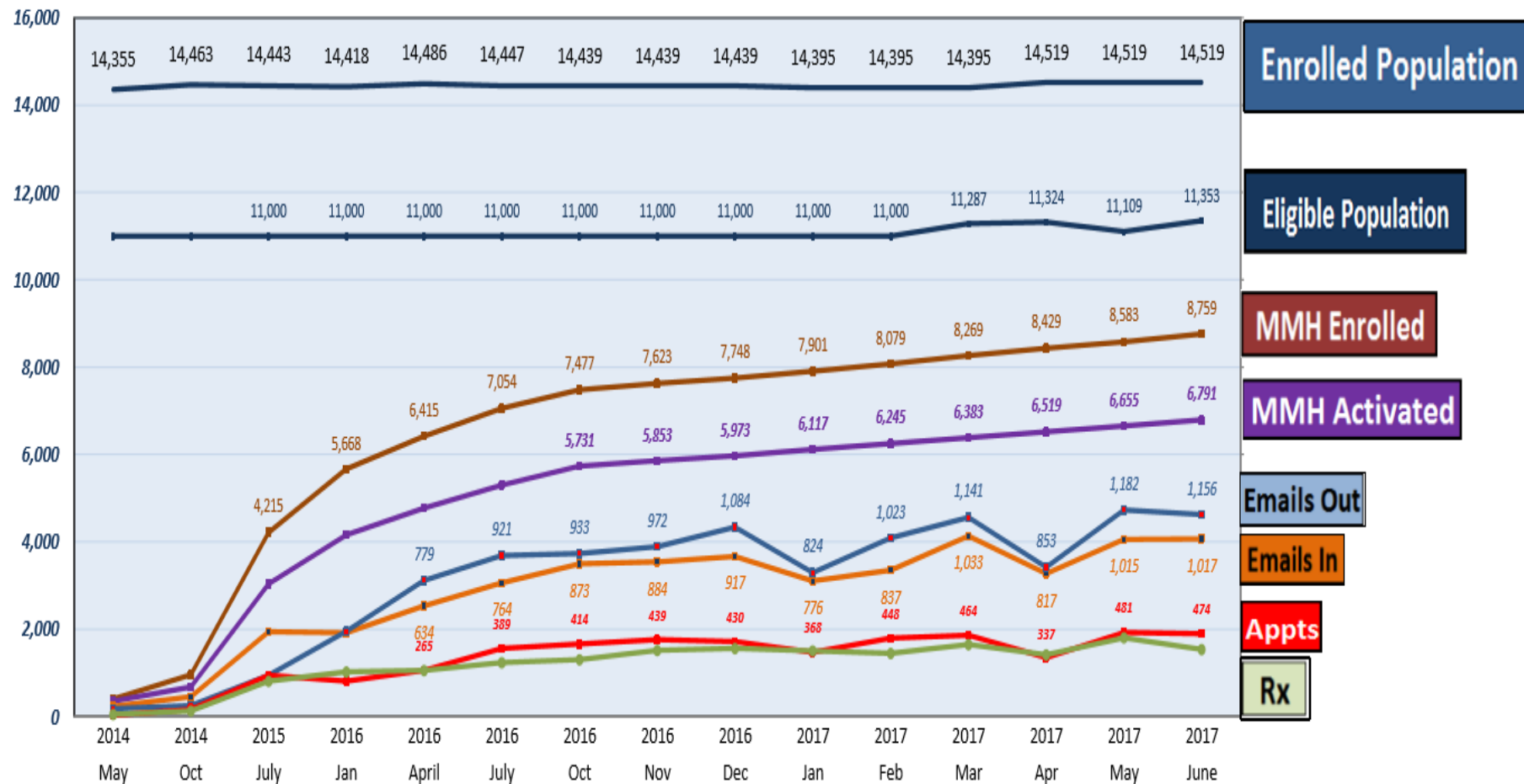




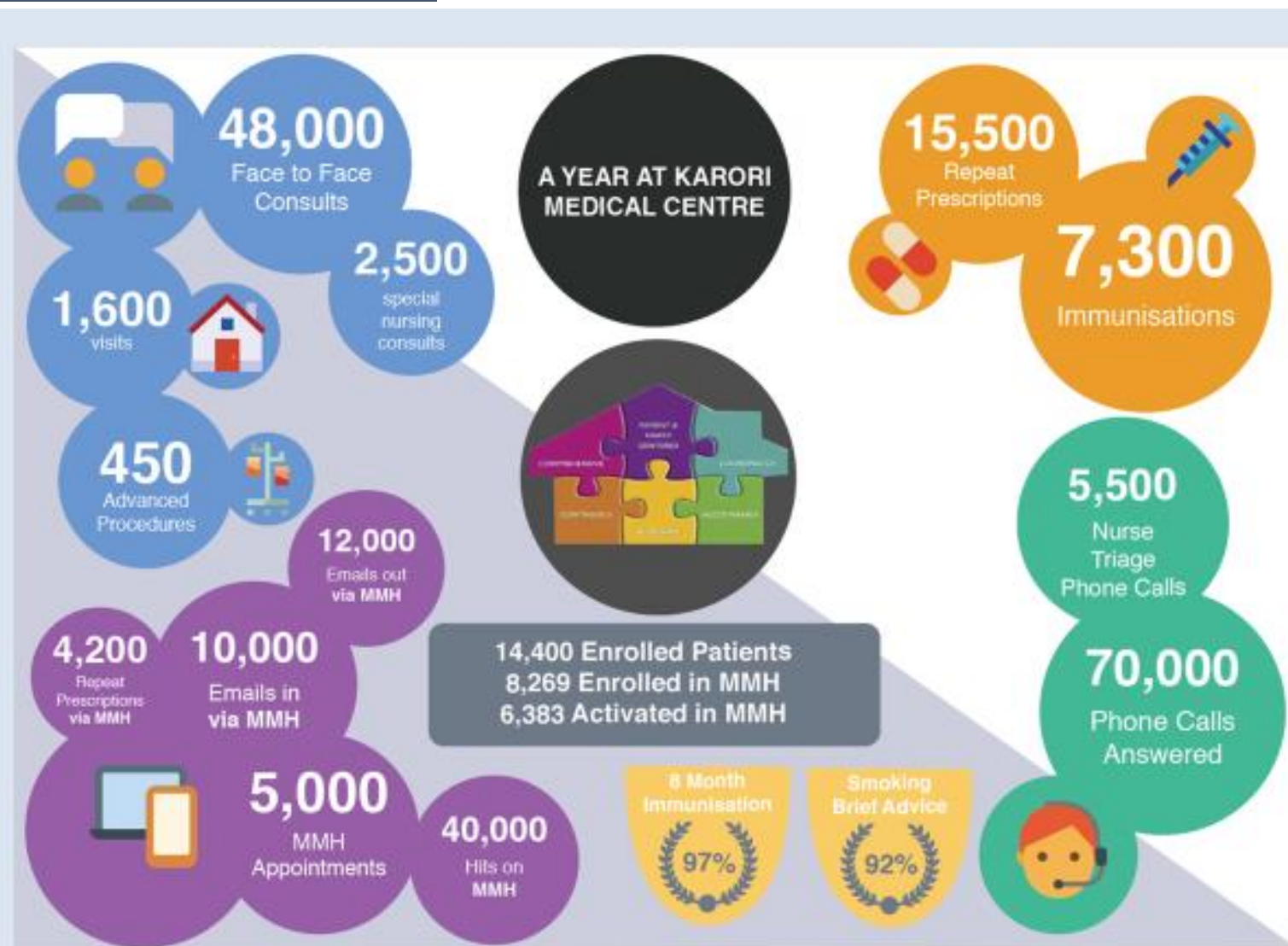
PATIENT PORTAL



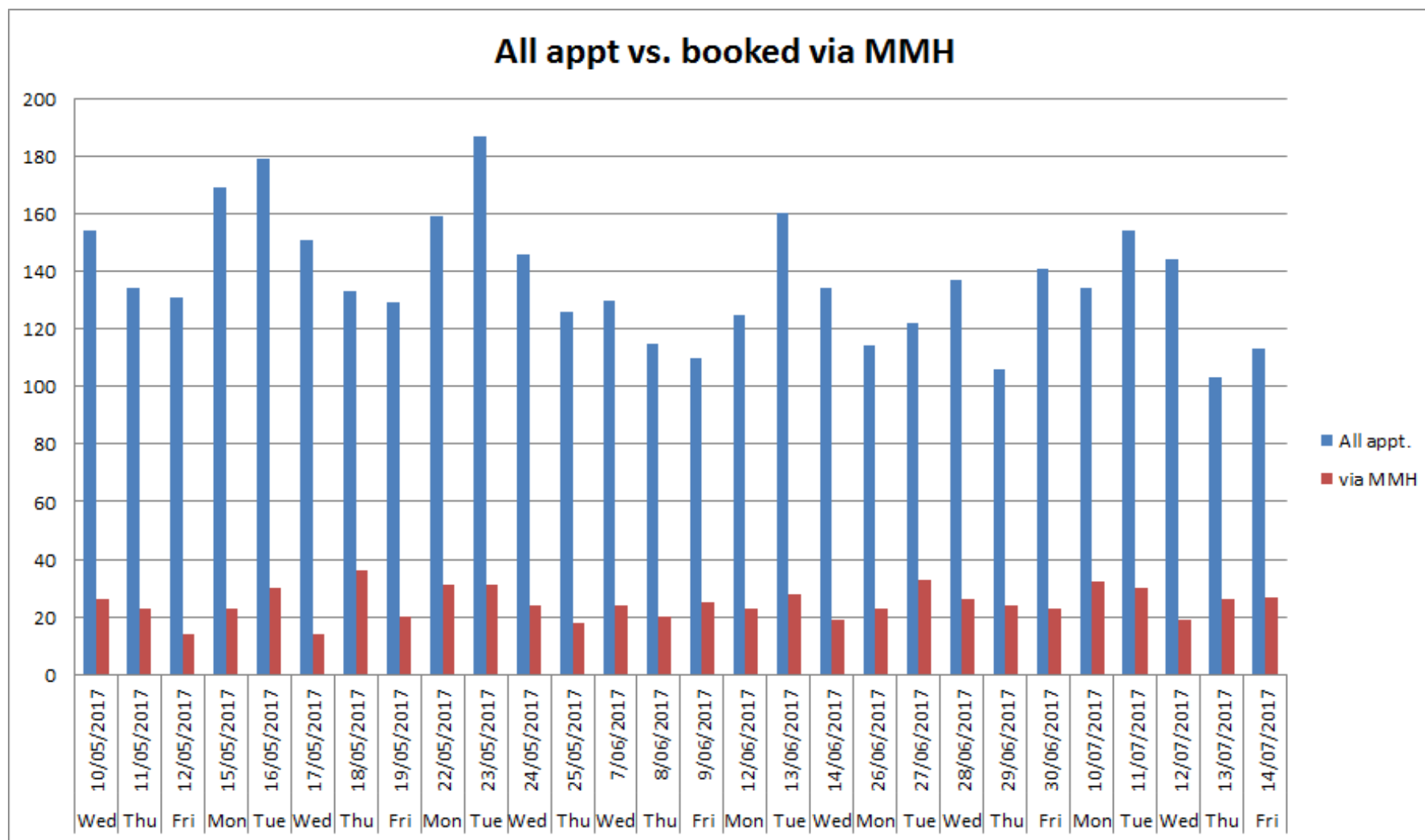
THE UPTAKE



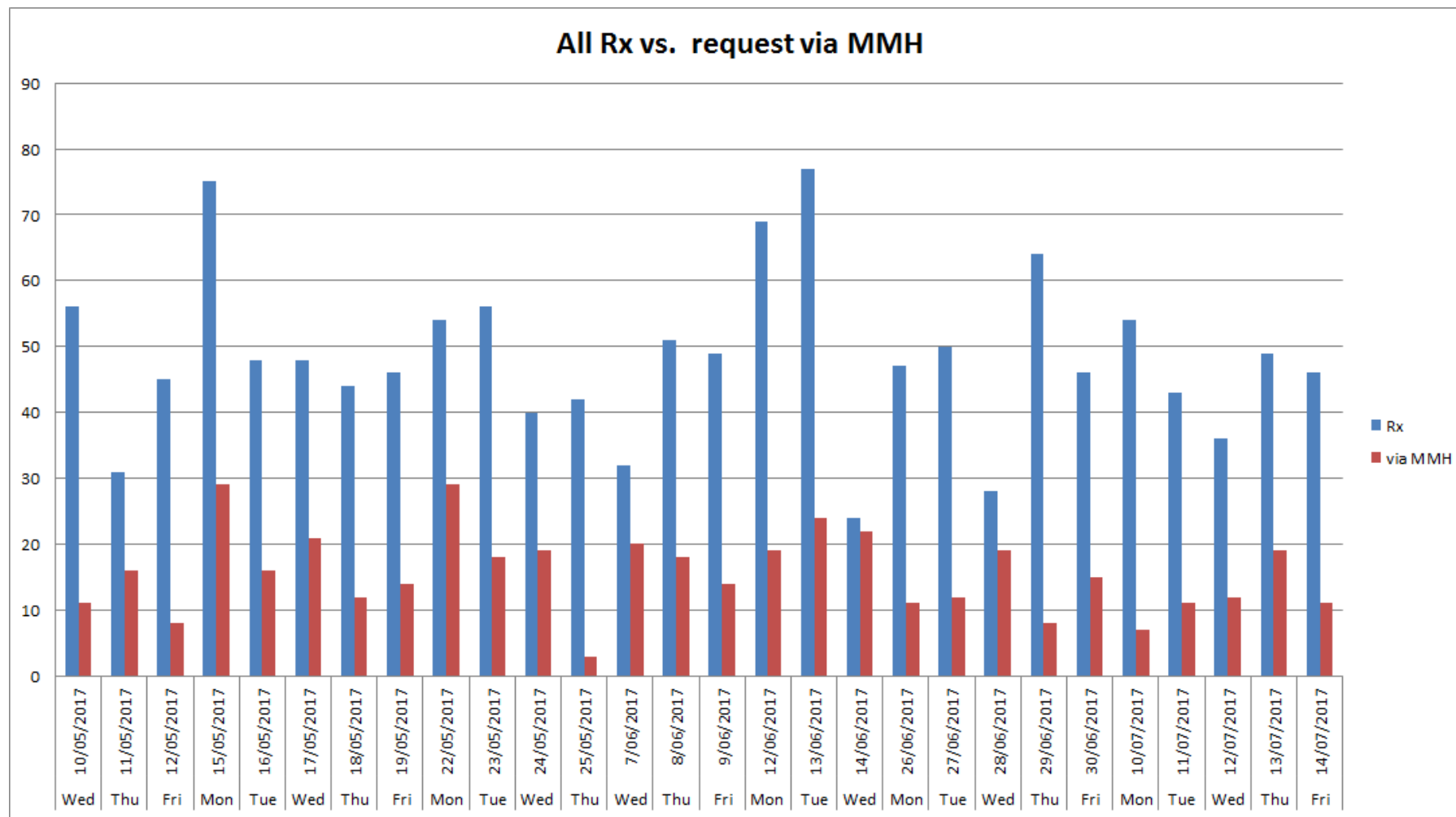
THE ACTIVITY



THE ACTIVITY

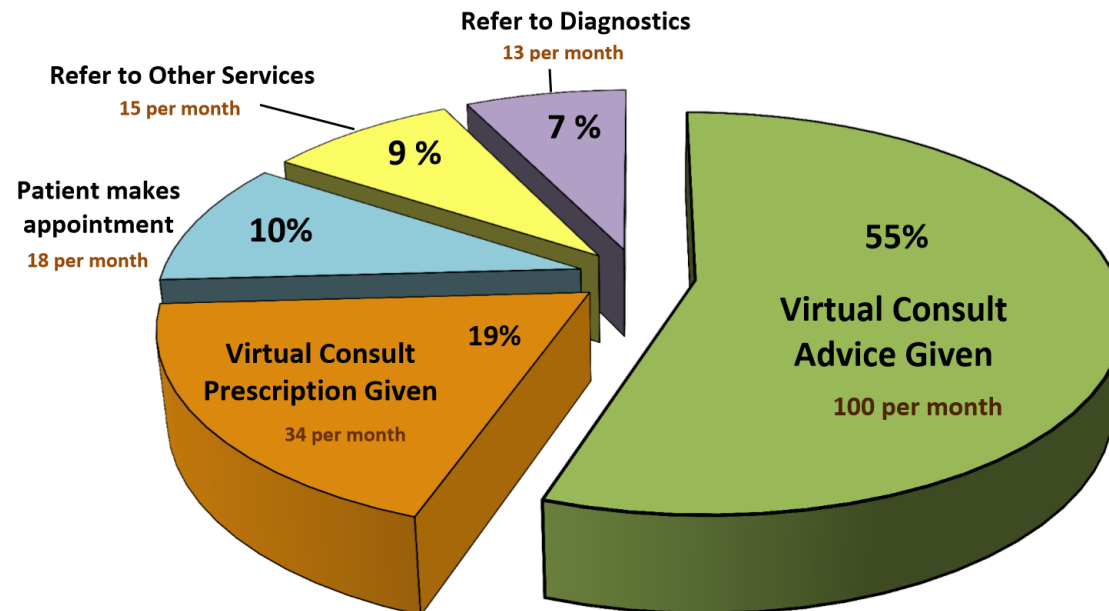


THE ACTIVITY



THE ACTIVITY

Virtual Doctors Services via Manage My Health



Data collected over five months from February to June 2017

WHAT PATIENTS THINK

Karori Medical Centre uses a website allowing patients to get advice and check records online

BECKIE WILSON

Last updated 05:00, May 31 2016



KEVIN STENT/FAIRFAX NZ

Charles Stewart is a fan of the Manage My Health website offered by Karori Medical Centre that allows patients to view their own medical records via the "patient portals" system.

WHAT PATIENTS THINK

- Brings the Patient much closer to the Doctor
- I feel much more part of the Medical Centre Team
- Builds trust between the Dr and Patient
- The ability to read your patient notes after a consultation because I don't always remember everything the Dr told me during the consultation
- Booking appointments is quicker and easier as you are able to see all the times available

WHAT PATIENTS THINK

- Getting lab results is way easier and less stressful than ringing the surgery
- I can log on any time I want without feeling like I am inconveniencing anyone.
- Saves travel time and money
- ManageMyHealth has made my experience at the Drs easier and faster
- Helps keep a feeling of control

THE COST

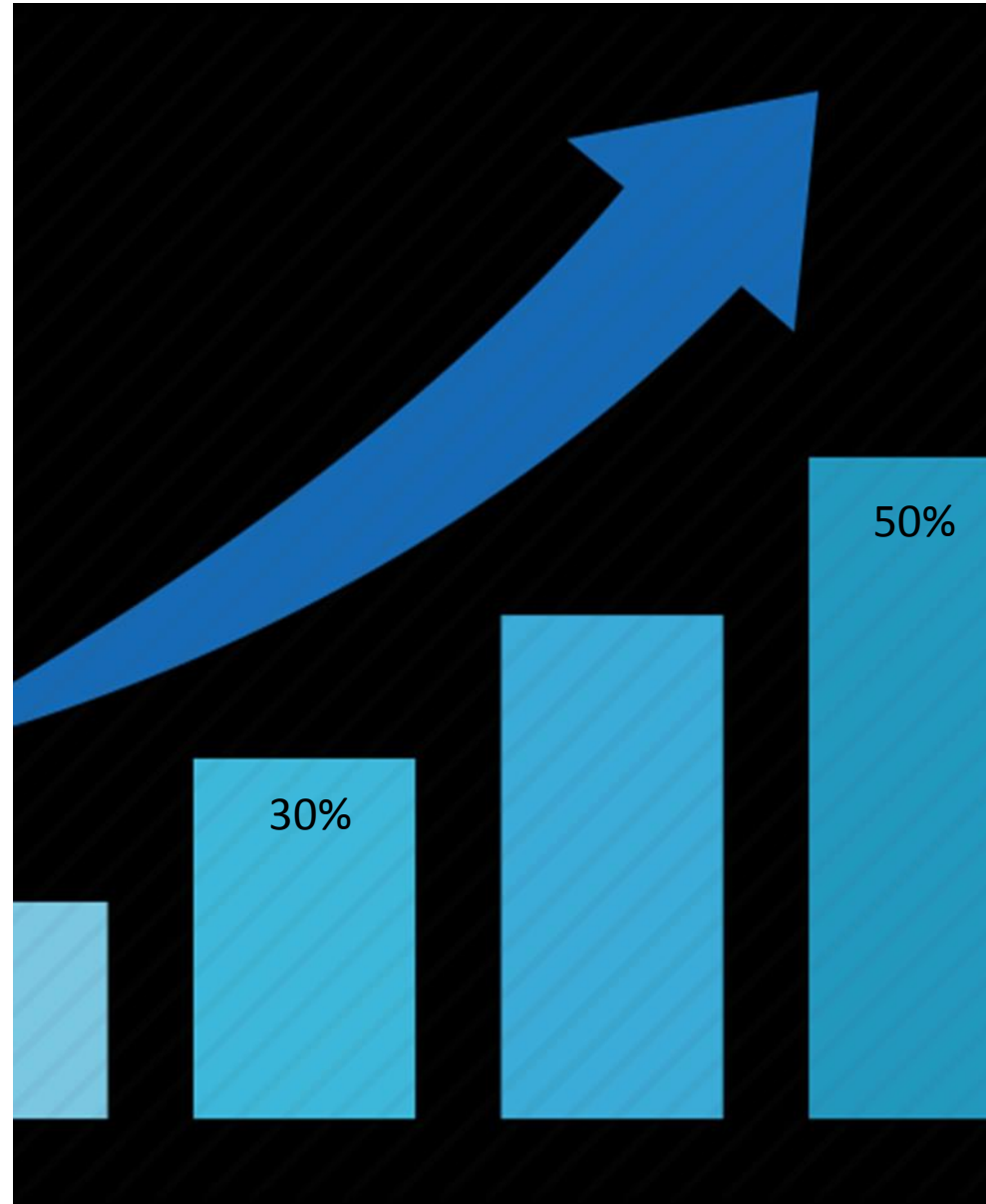


THE VALUE



THE FUTURE

- Activities based performance



THE FUTURE

- E-CONSULTATION
- VIRTUAL
CONSULTATION



