

Patient portals - Access, viewing notes,
high uptake, but what's happening:
what are patients doing with it?

What about the Provider Portals?

The use of available data to nudge quality improvement.

MOPS

1 audit a year

Time spent on data collection and analysis

Little time left for reflection

Is this going to change behaviour?

Improve overall quality?

Information Sources





Compass Health Capital and Coast

Maori Health Overview (Practice Performance)

Ethnicity	Smoking Status (90%)	Smoking Brief Advice (90%)	CVD Risk Assessment	Flu Vaccinations (75%)	HbA1c < 64 (80%)	Retinal Screening (80%)	Imm Rate 8 Months (95%)	Imm Rate 2 Years (95%)
Data as at	14/07/2017	14/07/2017	14/07/2017	14/07/2017	14/07/2017	30/06/2017	10/07/2017	10/07/2017
Maori Patients	90%	93%	86%	56%	76%	90%	100%	100%

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Data as at	14/07/2017	14/07/2017	14/07/2017	14/07/2017	14/07/2017	30/06/2017	10/07/2017	10/07/2017
Pacific Patients	89%	84%	85%	64%	69%	91%	67%	100%

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Data as at	14/07/2017	14/07/2017	14/07/2017	14/07/2017	14/07/2017	30/06/2017	10/07/2017	10/07/2017
"Other" Patients	89%	96%	89%	65%	83%	91%	100%	93%

LTC % of total spent on Maori	Cornerstone Accredited	Shared Care Record	Overall Patient Satisfaction Survey	Maori Visit Ratio	ASH Per 1000 (Age standardised)	ED Per 1000 (Age standardised)	Maori Enrolled Patients	% Maori Enrolled Patients
30/06/2017	30/06/2014	30/06/2014	21/11/2014	30/06/2017	31/03/2017	31/03/2017	01/07/2017	01/07/2017
9.0%	P	Y	95.	1.1	42.3	71.7	990	8.7%

LTC % of Total spent on Pacific	Cornerstone Accredited	Shared Care Record	Overall Patient Satisfaction Survey	Pacific Visit Ratio	ASH Per 1000 (Age standardised)	ED Per 1000 (Age standardised)	Pacific Enrolled Patients	% Pacific Enrolled Patients
30/06/2017	30/06/2014	30/06/2014	21/11/2014	30/06/2017	31/03/2017	31/03/2017	01/07/2017	01/07/2017
9.0%	P	Y	88.	1.0	34.8	63.6	532	4.7%

LTC % of Total spent on "Other"	Cornerstone Accredited	Shared Care Record	Overall Patient Satisfaction Survey	Maori Visit Ratio	ASH Per 1000 (Age standardised)	ED Per 1000 (Age standardised)	"Other" Enrolled Patients	% "Other" Enrolled Patients
30/06/2017	30/06/2014	30/06/2014	21/11/2014	30/06/2017	31/03/2017	31/03/2017	01/07/2017	01/07/2017
82.0%	P	Y	89.	1.1	25.3	42.9	9859	86.6%

How is this practice doing for Maori?

On some broad measure – OK

On access perhaps not so well

Age standardised ED attendance and ASH rates are higher

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Intervention

Adoption of HealthCareHome model with more links to community services, more telephone and non face to face access, year of care planning.

Look at the same data in a years time, but also regular review of reports at team meetings

Current and Future State

Encourage GPs to use currently available sources of data to inform MOPS audits.

Make audit business as usual, continuous quality improvement

Democratise the information GPs have. Some are better served than others.

National Primary Care Data Warehouse – watch this space

WIIFM – the GP

Asynchronous
messaging

No telephone
hostage taking

Single handling
of messages

Single source of
truth

Time positive =
income positive

Chargeable

Enhances my
relationship with
my patients

Enhances
communication,
decreases risk

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Activity – Speaks to Autonomy

3029 active patients

31000 logins

Doctor or Nurse e-Consultation	282
Faxed Prescription to Pharmacy	563
Lab Result enquiry	66
Message to reception or manager	102
Repeat Prescription	1562
(blank)	
Grand Total	2575

Number of logins by individual patients

