

Getting Patients Online

The Park Nicollet Experience



Ginny LaPorte, Product
Development and New
Offerings Specialist

MN e-Health Summit
June 28, 2007



Overview

- About Park Nicollet
- Experience with Patient Online
- What we are learning
- Patient and staff satisfaction
- Future of online services



Park Nicollet Health Services



St. Louis Park, Minnesota

An integrated care system including:

- Park Nicollet Clinics (26 clinics, > 500 clinicians)
- Methodist Hospital
- Park Nicollet Foundation
- Park Nicollet Institute

Integrated Medical Record (IMR)

- Methodist Hospital and all Park Nicollet clinics share information electronically



parknicollet.com

The screenshot shows the Park Nicollet Health Services website homepage. At the top, there is a navigation menu with links for Patients/Community, Health Professionals, Businesses, Media, Volunteers, and Job Seekers. The date Monday, April 23, 2007, is displayed in the top right corner. The main content area features a welcome message and a section for 'Learning' with a photo of a doctor and a patient. A sidebar on the left lists various health care services and a search box. On the right, there is an 'URGENT CARE' section with a list of locations and their approximate wait times, and a 'Patient Online' section with a 'Sign up/log in now' button. A red arrow points to the 'Sign up/log in now' button.

Park Nicollet

Patients/Community | Health Professionals | Businesses | Media | Volunteers | Job Seekers

Monday, April 23, 2007

URGENT CARE

Wait times are updated every 30 minutes, but can change without notice.

- Brookdale
- Burnsville
- Carlson Parkway
- Chanhausen
- Maple Grove
- St. Louis Park

Key: Approximate Waits

- 0-60 minutes
- 60-90 minutes
- 90-120 minutes or more
- Closed

Service Hours

Your medical information. Anywhere. Anytime.

Patient Online®

Sign up/log in now

Shop The Stores

Find a doctor or other provider (by name, clinic or specialty)

Search: enter a search word. GO

Our Organization

- Methodist Hospital
- Park Nicollet Clinic
- Park Nicollet Foundation
- Park Nicollet Institute

Partnership

Welcome to Park Nicollet Health Services, providing patients with a wide range of integrated health care services, including medical diagnosis and treatment, health education, self-care products, services and more. See additional information [about our organization](#).

Clinics | Hospital | Doctors | Community | Learning

In 2005, Park Nicollet Institute conducted more than 284 classes and conferences for patients, community members and health professionals. Researchers and patients participated in 225 active research studies.

Find a doctor

From South America to St. Louis Park

Park Nicollet's community outreach extends beyond Minnesota's borders. During one of his annual trips to Peru to provide free medical care, electrophysiologist Jeffrey Shultz, MD met John Rodriguez, a 25 year old father of two with a third child on the way. He also had a faulty heart valve that, if left untreated, would cause his death. Watch WCCO Channel 4's report about John's life-





Welcome to Patient Online

We hope you will find that Patient Online is easy to use. Please keep in mind that your record may contain unfamiliar medical terminology or descriptions. We have provided links to explanations whenever possible. If you have additional questions, we suggest you ask your clinician's nurse or your clinician at your next clinic visit.

Patient Online should not be used for urgent medical concerns. If you need immediate assistance, please call your clinic. If this is an emergency, please dial 911.

Front Desk

- [Personal Information](#)
- [Change Password](#)
- [Send a Message](#)
- [Start an E-visit](#)
- [My Inbox](#)
- [Preferences](#)

My Record

- [Allergies](#)
- [Immunization](#)
- [Lab and Reports](#)
- [Medications](#)
- [Problem List](#)
- [Clinical Notes](#)

Health Resources

- [Classes](#)
- [Health Information](#)
- [Park Nicollet Home Page](#)
- [The Stores @ Park Nicollet](#)
- [Preventive Care Schedule](#)
- [Park Nicollet Health News](#)
- [PNHS Health Library](#)
- [Healthwise Knowledgebase®](#)

Updates

No new updates.

Since last login:



My Record: Allergies & Intolerances

The information on this page lists your allergies and intolerances. Please note that substances are listed by their generic name, not their trade name. Click on "Report an Allergy" to add to this report.

Caution: If you need immediate assistance, please call your clinic.

Allergies & Intolerances

Immunizations

Problem List

Substance	Reaction	
Medication Allergies & Intolerances (limited to 10)		Report an Allergy Send a question
PENICILLIN G POTASSI	HIVES	
ACETAMINOPHEN		
BELLADONNA ALKALOIDS	HYPERTENSION	
PAROXETINE HCL		
Other Allergies & Intolerances		Report an Allergy Send a question
IODINE, DYE		
SHELLFISH		
LATEX		



My Record: Immunizations

This chart provides you with a current record of your immunizations we have in our clinical system. Click on the date to get immunization details. If you have a question about an Immunization, use the [Send Message](#) form.

Pending Requests

- [Allergy Notification](#)
- [Allergy Notification](#)
- [Allergy Notification](#)

Am I due for an Immunization? [Immunization Schedule](#)

Click "Printer-friendly" version on the right side for an easy to read version of this same information.

Allergies & Intolerances

Immunizations

Problem List

Date	Type	Date	Type
DiphTetanus		Influenza	
19Jul2005	.Td		
19Jul2005	.Td		
8-Jul2005	.Td		
20Apr2005	.Td		
14Apr2005	.Td		
31Mar2005	.Td		
15Jun2004	DTaP		
15Jun2004	Hib Unspec		
Hepatitis			
19Mar2004	HepA		
		Travel	
		20Dec2005	Encephalitis
		19Mar2003	Yellow Fever
		Other	
		10Apr2006	.PapChTVerified
		2-Dec2005	RhoGam
		22Aug2005	Recombivax Hep B
		10Aug2005	HyperImmuneIG
		7-Sep2004	IPV

[Report an Immunization](#)
[Printer-friendly version](#)

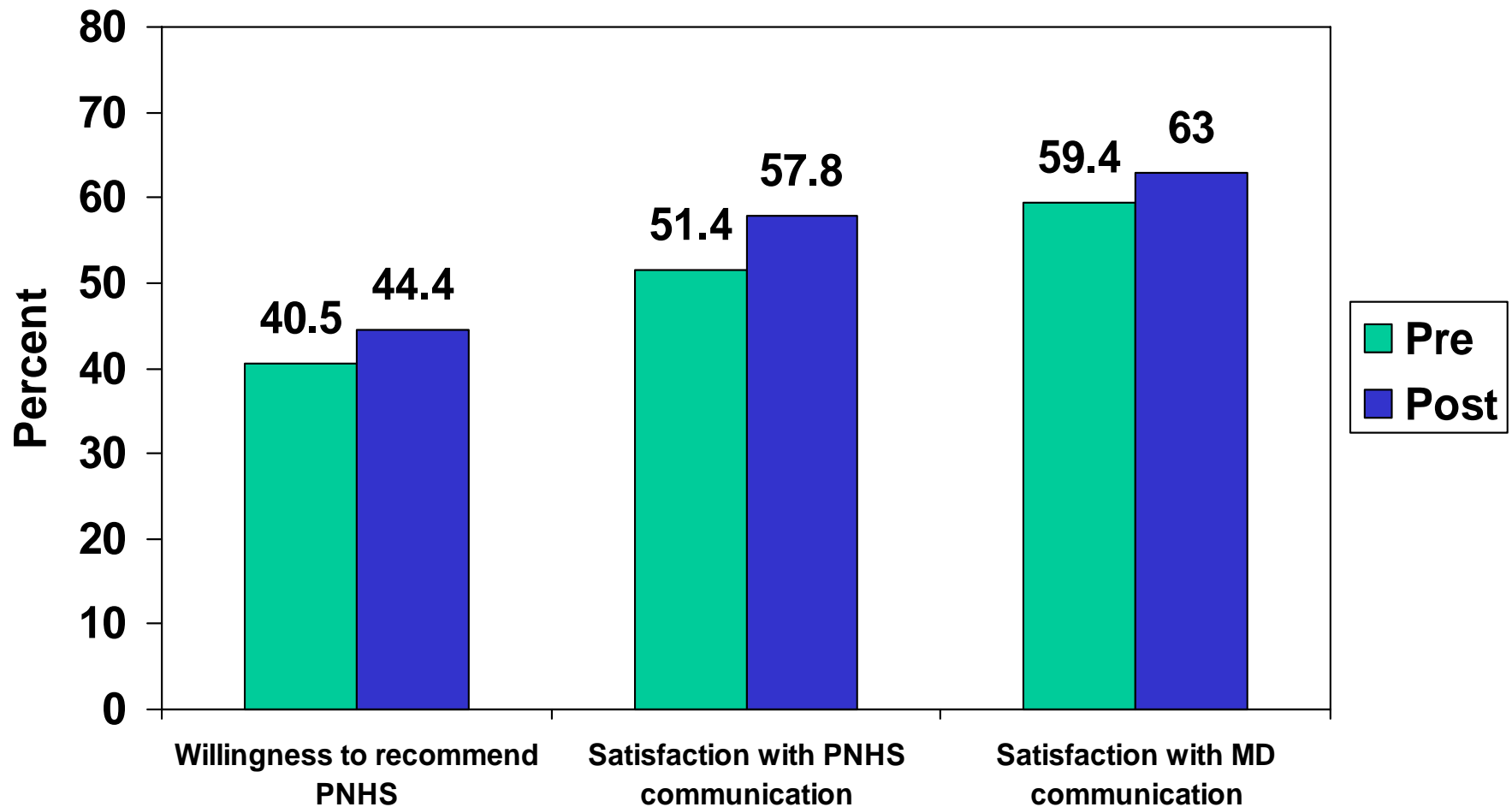
Patient Online Progress

2005	<ul style="list-style-type: none">• Pilots: Primary Care and Cardiology• 757 patients
2006	<ul style="list-style-type: none">• Clinics + 2 specialties• Trained: 613 staff and 296 clinicians• 13,000 patients enrolled
2007	<ul style="list-style-type: none">• Specialty departments• Over 17,000 patients enrolled• Phase II development



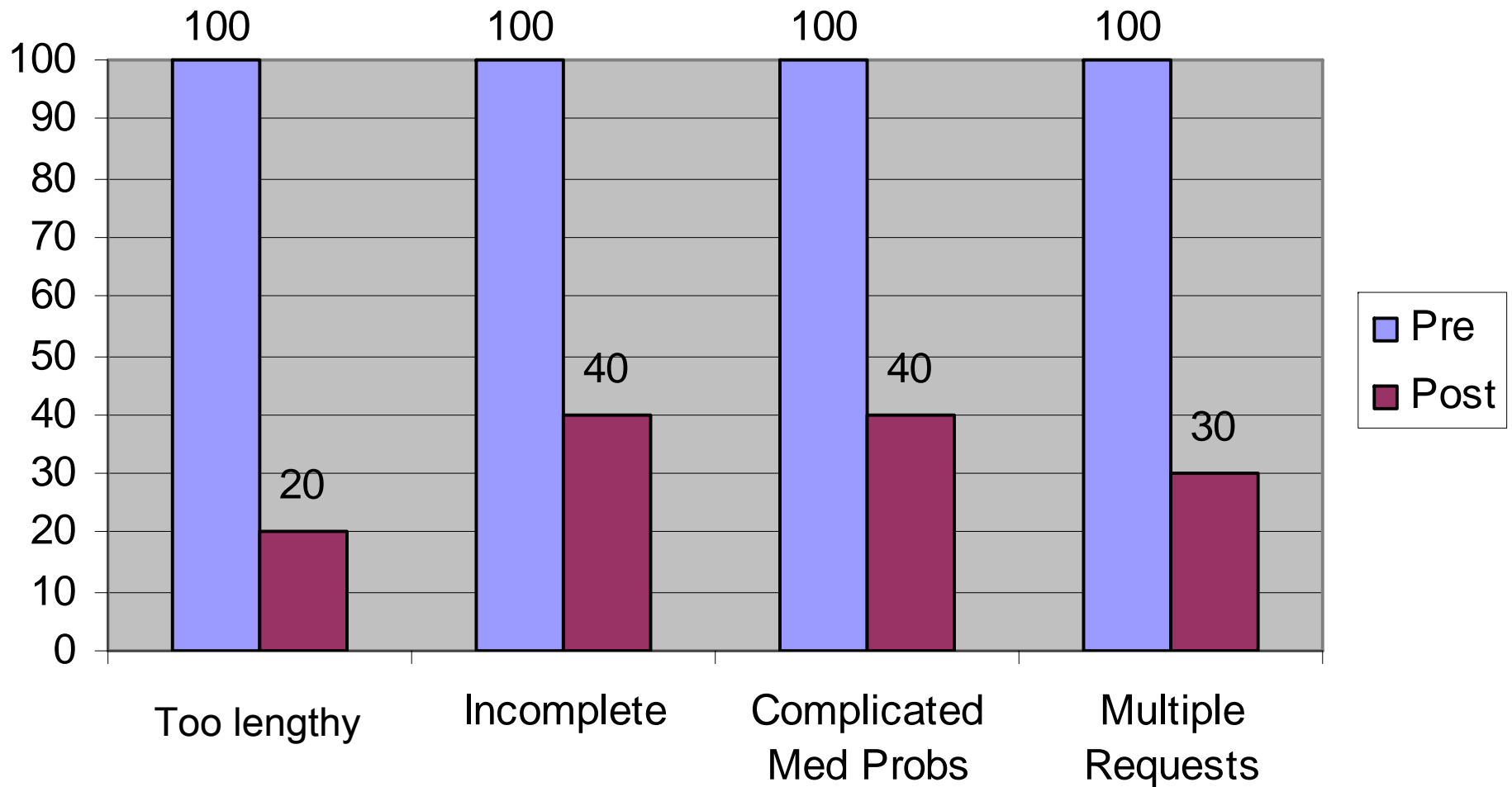
Patient outcomes - pre and post

(percent selecting highest category response)

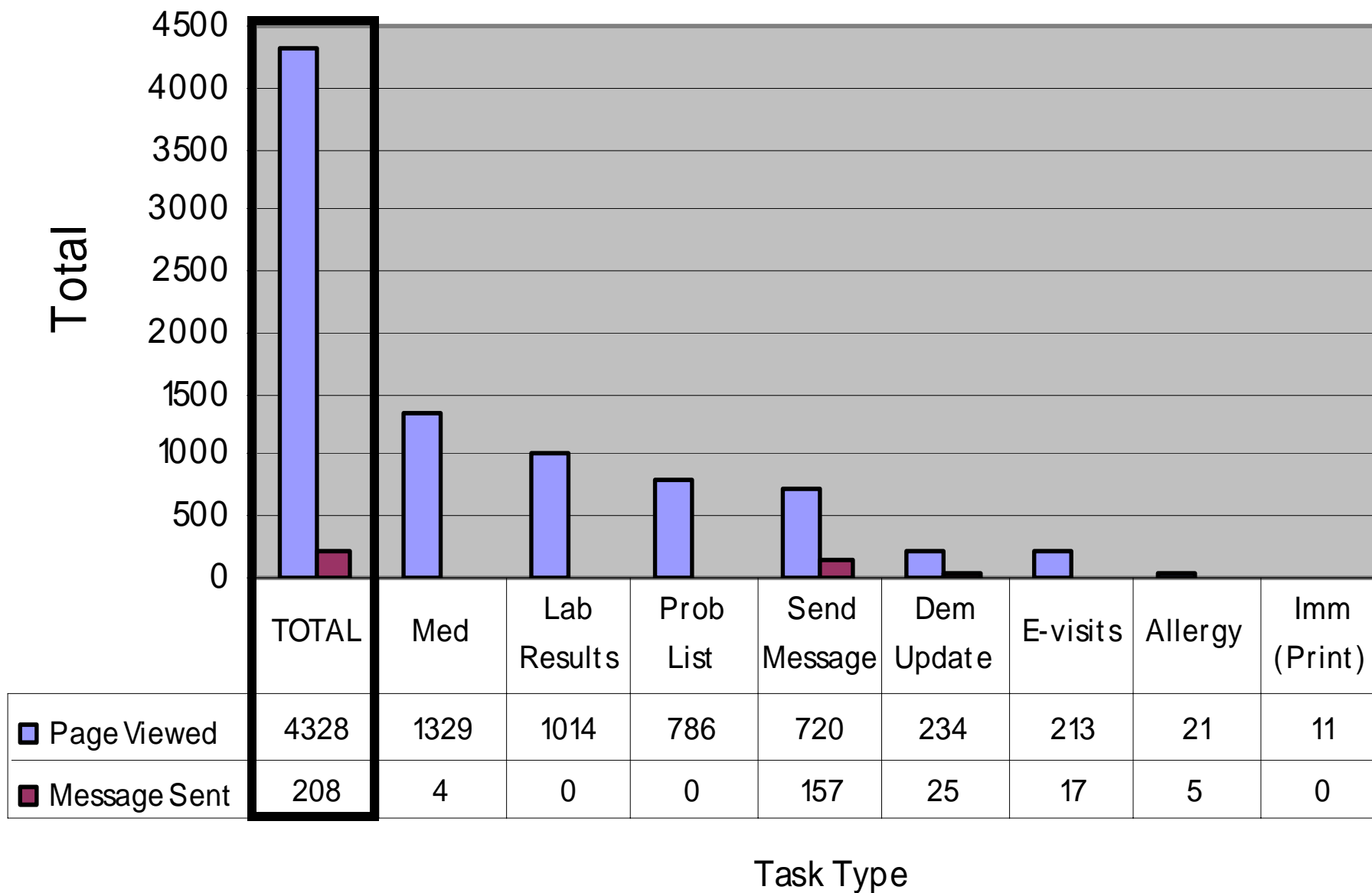


Clinician E-visit concerns decline

(percent selecting somewhat or very concerned)



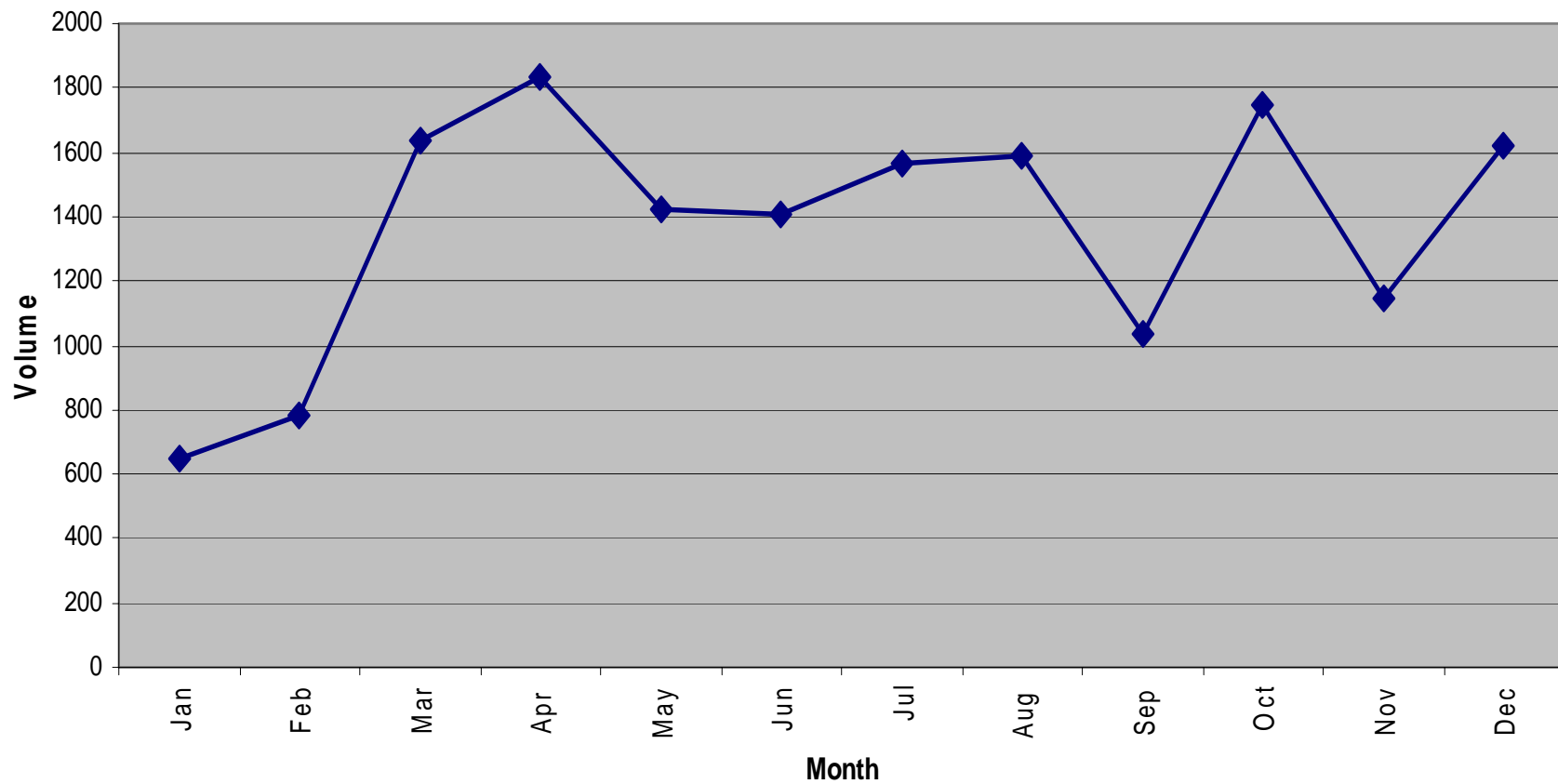
Pilot results: Viewed vs Messages



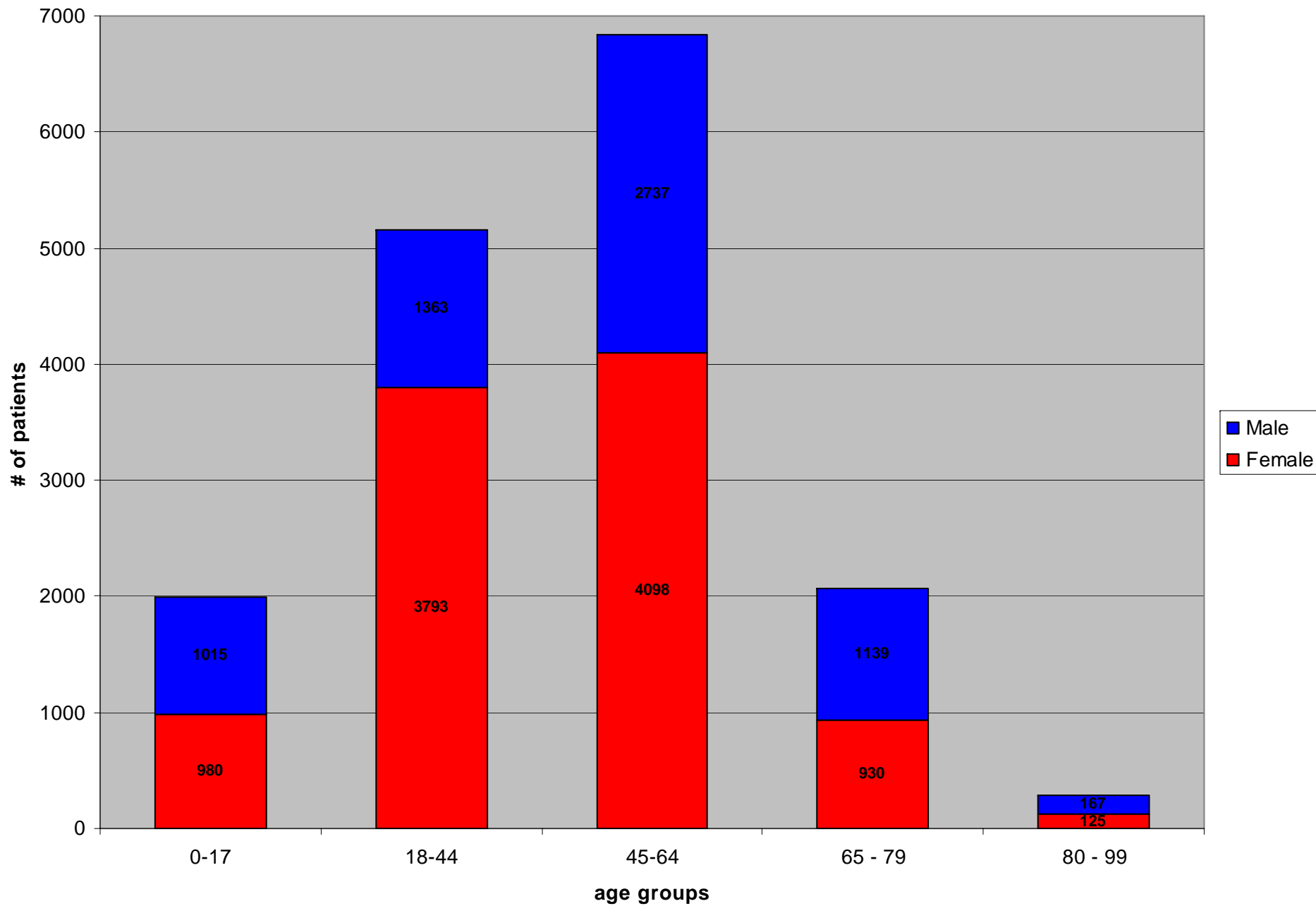
Patient Demand for Online Access

Patient Online Membership Requests

Jan.- Dec. 2006



Patients Enrolled by Gender and Age as of April 2007



Efficiency gains

- Phone tag reduced
- Staff cycle time reduced with POL vs. phone
 - Pre-POL = 3.8 min avg.
 - POL = 1.5 min. to send a response
- Work is eliminated – immunization requests
 - Pre-POL = 3 min. avg/request
 - POL = zero min





Patient comments

“I appreciate the e-visit option. I didn’t have to sit on hold, drive through snow, and bring all the kids in with me to see the doctor for an annual sinus infection.”

“This is a great service. I travel out of town often and am not able to access my mail where test results come. I love being able to go online and find my test results immediately. For travelers this is a real plus!”

“I can communicate with my doctor quickly and easily from anywhere. Plus, if I’m not in a private place, I don’t have to worry about someone overhearing a phone conversation.”



Nursing Supervisor Comments

"Patient Online reduces some of the phone tag for patients, since we are communicating online and not leaving voicemail messages."

"The care team and MI have found Patient Online to have minimal impact in their daily work. It's easy to fit into our daily routine."





Clinician Comments

“I truly feel this is a way PNC can “wow” patients and many are happy to hear about it.”

MD, Internal medicine

“Patients are commenting they appreciate the online availability.”

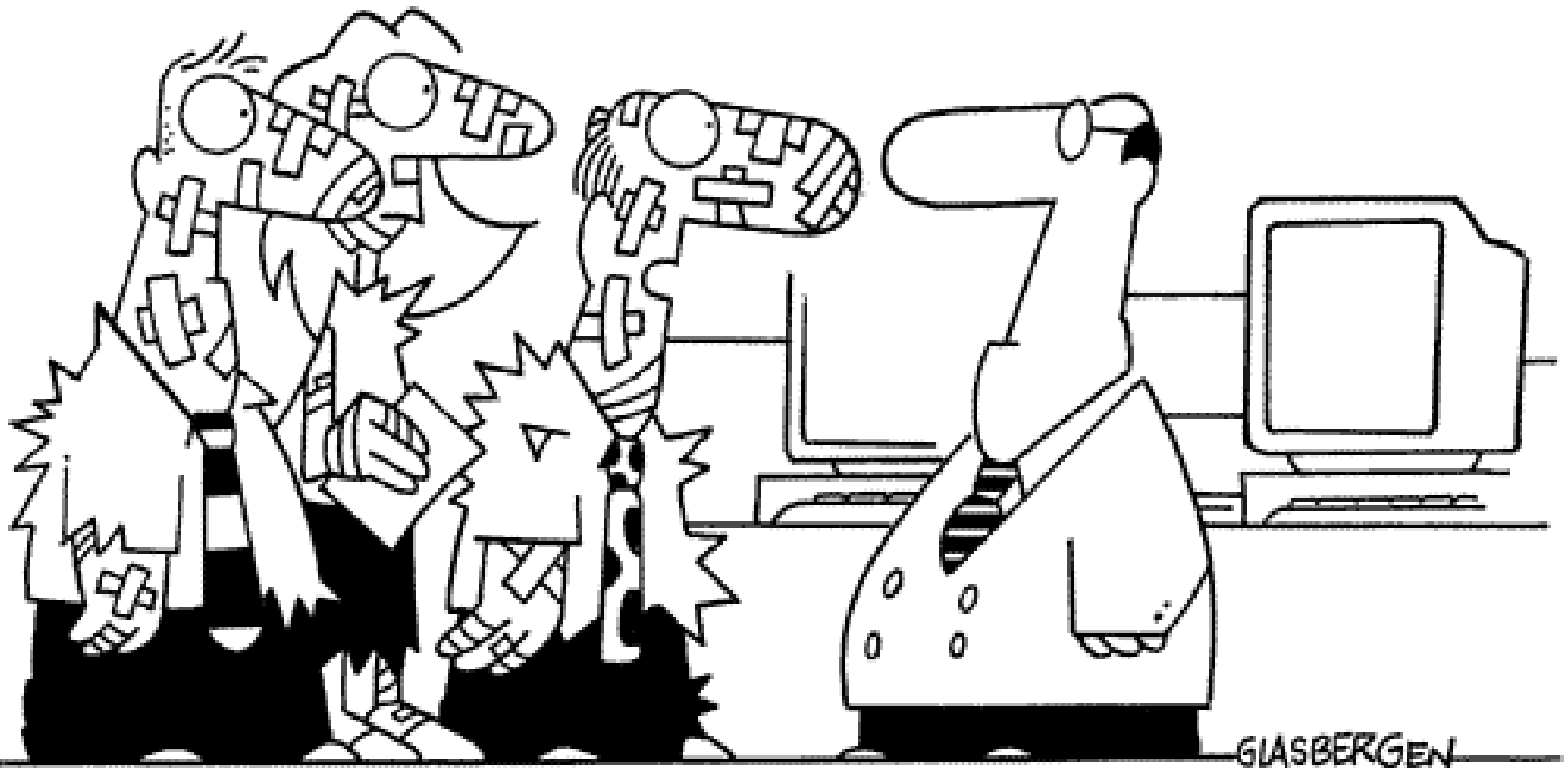
MD, Internal medicine

“POL is a great option not only for patients to access their medical records, but also for patients and clinicians to dialogue about non-urgent medical issues.”

MD, Internal Medicine and Pediatrics



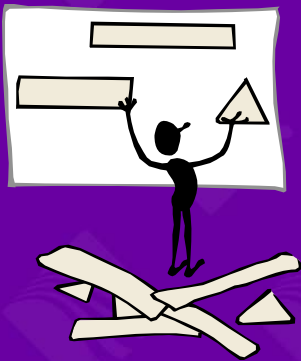
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**“Frankly sir, we’re tired of being
on the cutting edge of technology.”**

Key Learning's

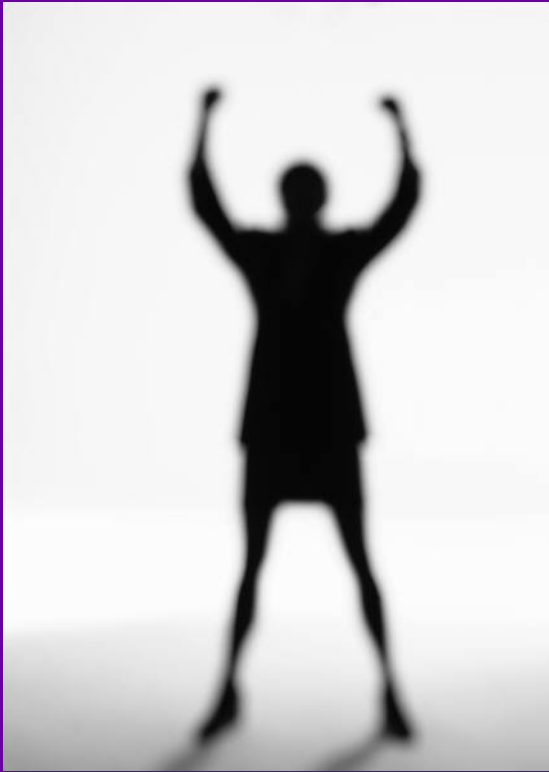
- Leadership
- Dedicated cross functional team
- Customer Support area that supports patients and staff
- Internal and external marketing
- Change management strategies
- Create seamless workflow following existing protocols



Future of Online Services at Park Nicollet

1. To make online services an integral part of healthcare, creating a stronger partnership with our patients via these online services
2. Focus on chronic disease management
3. Advance our current product to meet our patient's requirements for online services





Success is a continuing thing.
It is growth and development.
It is achieving one thing and
using that as a stepping stone
to achieve something else.

- John C. Maxwell

