Saint Luke's Health System Patient Portal

April 11th, 2017

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Saint Luke's
HEALTH SYSTEM

- 10 hospitals and campuses, 65 counties in Missouri and Kansas, and beyond
- 10,600 employees
- 1,395 physicians
- 1,066 staffed beds
- 51,917 hospital admissions
- 7,671 home care/hospice admissions
- 170,071 emergency department visits
- More than 100 physician practices
- Eight convenient care clinics with 6 more opening by end of 2017

SLHS Application Solutions Group

- 1 of 5 divisions of SLHS Information Services (Non-Clinical Apps, Technology, Security, Healthcare Technology Mgmt)

- 7 managers, 88 staff and 11 short / long term consultants

- Primary responsibility of the EMR & Patient Revenue Cycle applications

- Support 38 Epic modules and 74 other applications

- Bimodal workforce includes vendor relationship for production support and maintenance

GAO Report – March 2017

United States Government Accountability Office

Report to Congressional Requesters

March 2017

HEALTH INFORMATION TECHNOLOGY

HHS Should Assess the Effectiveness of Its Efforts to Enhance Patient Access to and Use of Electronic Health Information

- Patients must often use multiple portals for their multiple providers, meaning they have to go through the sometimes laborious setup more than once and maintain multiple sets of login credentials.

- Longitudinal data across providers isn't available.

- User interface design is often poor.

- Each provider's portal may be set up to display a subset of the available information that may be inconsistent, such as one portal showing prescriptions and another not.

- New information is not always available consistently, such as recent lab results that may not be posted every time depending on which lab processed the sample.

- Source HISTALK

"There is no where you will be in Saint Luke's Health System that a provider can't see what has occurred with the patient"

Dr. Melinda Estes, CEO SLHS

	2012		2013				2014				2015				2016				2017			
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Inpatient Clinicals - Metro	Phase 1 *																					
Ambulatory Clinicals / Rev							Phase 2 *															
Inpatient Rev Cycle - Metro							Phase 3 *															
Critical Access																		Phase 4 *				

* is a go live event

Application Consolidations 52 overall down to 1

Patient Portals De-installed

Metro Ambulatory Clinical

Cardiology Amb Clinical

Metro Online Bill Pay

Regional Facilities Hospital x 3

1 Regional Clinic

Radiation Therapy Department

Urology Ambulatory

Wide Variation to availability
Wide variation of functionality
Poorly integrated into Clinical / Administrative Workflows
Low Adoption

Revenue Cycle Applications

	Phase 2	Phase 3	Phase 4	2018
	5	7	3	1
IDX Flowcast	x			
IDX Groupcast	x			
Practice Plus	x			
PDS (SLNC)	x			
PDS (MEI)	x			
Horizon Homecare		x		
Star		x		
Pathways Healthcare Scheduling		x		
Deliotte Rev Protect		x		
Deliotte Rev Recover		x		
Pathways Contract Manager		x		
Relay Health Estimator		x		
CPSI (ACH)			x	
CPSI (WMH)			x	
CPSI (HMC)			x	
GE Centricity (Rockhill)				x

Clinical Applications

	Phase 1	Phase 2	Phase 3	Phase 4	2018
	12	12	1	8	3
Physician Portal	x				
Horizon Care Record	x				
Horizon Patient Folder	x				
Horizon Expert Documentation	x				
Horizon Expert Orders	x				
Admin RX	x				
Horizon Emergency Care	x				
Horizon Medication Manager	x				
PICIS	x				
Horizon Surgical Manager	x				
Star Radiology	x				
Live Data	x				
Allscripts Touchworks		x			
Relay Health		x			
Next Gen		x			
Alteer		x			
eClinical Works		x			
Practice Partner (SLNC)		x			
Practice Partner (MEI)		x			
eNatal		x			
Ingenious Med		x			
Swearingen RMS		x			
QS1 (Outpatient Pharmacy)		x			
McKesson Enterprise RX		x			
Horizon Homecare			x		
CPSI (ACH)				x	
CPSI (WMH)				x	
CPSI (HMC)				x	
GE Centricity (ACH)				x	
Cerner (Green Hills)				x	
T System (ACH)				x	
T System (WMH)				x	
T System (HMC)				x	
Quality Compass					x
GE Centricity (Rockhill)					x
Varian (EMR Functions only)					x

| Clinical Functions	Administrative Functions	Billing Functions
Access to Lab Test Results (Ambulatory)*	Message Provider*	Message Billing Office*
Access to Radiology Results (Ambulatory)*	Request an Appointment*	Request Insurance Update
Trend Lab Test Results	Directly Schedule Appointment*	View Statement*
Notifications of Results*	Upcoming Appointment List*	Pay Bill*
Summary of Health Issues*	Cancel Appointment*	Setup Payment Plan*
Current Medication Listing*	Notification of Appointment*	Setup Paperless Billing*
Refill Meds from SLHS Outpatient Pharmacy*	After Visit Summary - Ambulatory	Collect Co-Pay*
Notification of Medication Ready*	After Visit Summary - IP / ED	eCheckin for Appointment*
Request Refill of Medications*	Download CCD	Pay as Guest^
Leaflet about Medication	Request Record Release	
Allergies*	Receive Electronic Record Release	
Immunizations*	View Who Viewed Patient Portal Record	
Growth Charts	Request Amendment to Record	
Health / History Questionnaires*	Health Reminders*^	
Patient Care Goals^	Living Will / Adv Directives^	
*Denotes available in Mobile Platform	eVisit available in SLHS via 3rd party application	
^ Coming soon	Additional online scheduling avaiable for "new" patients to SLHS via 3rd party application	

Proxy and Security Settings

- Minor children are not allowed access to MySaintLuke's, only at age of 18

- Parental proxy – custodial parents / legal guardians
    - Full proxy access from Birth through age 11
    - At age 12, proxy data is limited to: Allergies, Appointments, Immunizations, School Forms, Messaging, Claims information/bill payment for the guarantor (excluding restricted self-pay accounts, Behavioral Health and OB/GYN providers)
    - Parental proxy expires at age 18 and new adult proxy must be established

- Adult proxy is granted by the patient at one of our clinic locations
    - Proxy access can be deactivated at any time by patient
    - Proxy access must be renewed every 3 years

- Accounts that have 2 years of no activity will be deactivated
    - Will be prompted to reactivate on next visit to a SLHS location

- Accounts expected to have suspicious activity will be temporarily deactivated

Mobile Users vs. Web Users
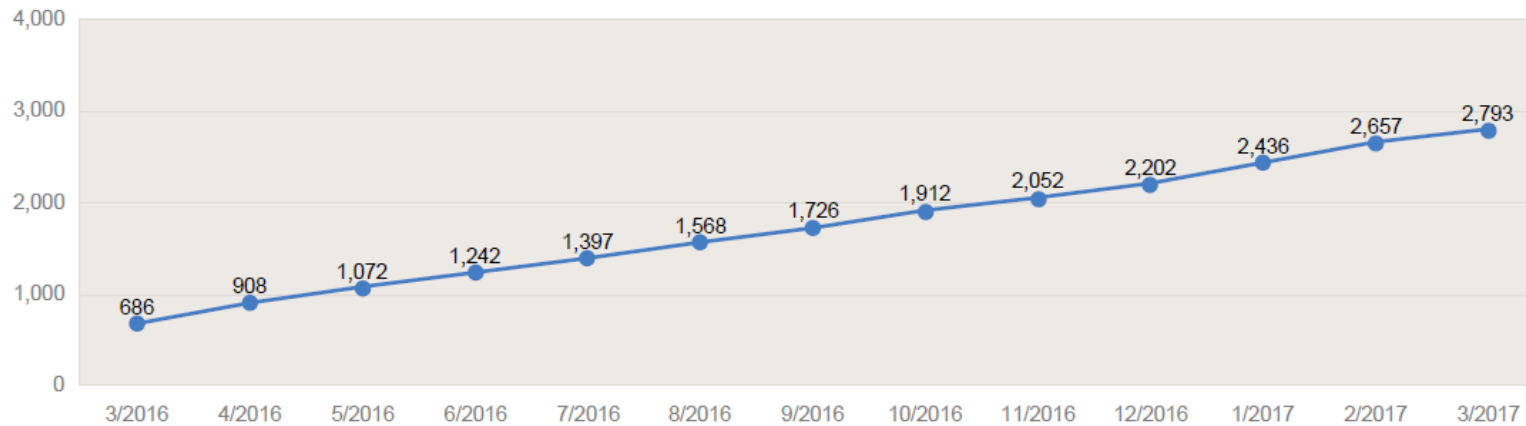
4x increase of mobile users in 1 year, but only 4% of total users
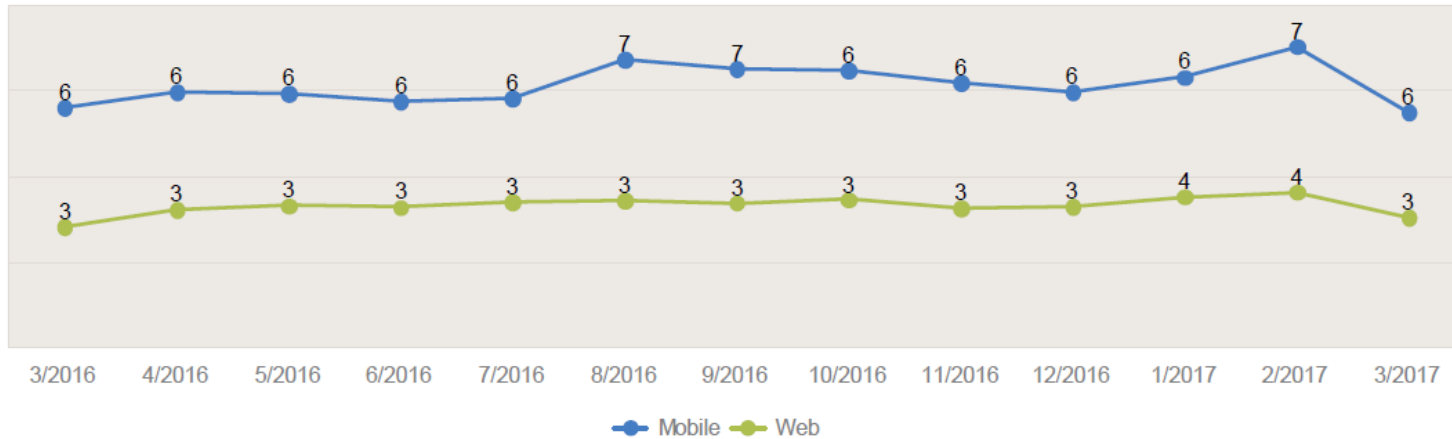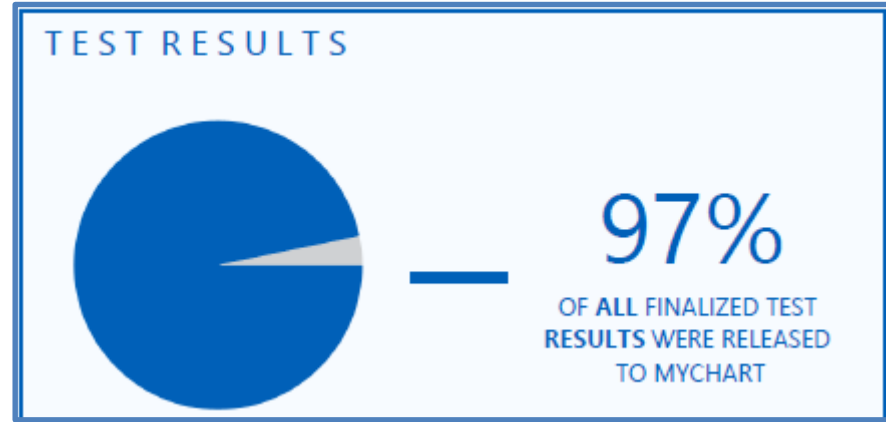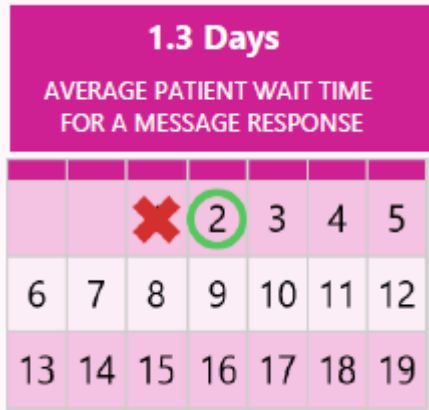
Mobile users interact with MSL 2x as much

Working to increase accessibility to mobile platform, integrate 3rd party functions and offer unique mobile only features such as wayfinding

	Oct 16	Nov 16	Dec 16	Jan	Feb	Mar
Total MyChart Users	67,359	70,564	73,893	77,458	81,024	85,109
Patients Logged In	20,279	20,453	25,284	27,908	25,813	28,801

1.3 Days
AVERAGE PATIENT WAIT TIME FOR A MESSAGE RESPONSE

	❌	②	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19

TEST RESULTS

97%
OF **ALL** FINALIZED TEST **RESULTS** WERE RELEASED TO MYCHART

	Oct 16	Nov 16	Dec 16	Jan	Feb	Mar
Appointments Scheduled Online	194	160	170	281	389	482
Appointment Requests	597	535	577	926	854	961

	Oct 16	Nov 16	Dec 16	Jan	Feb	Mar
Medical Advice Requests	3,948	3,981	4,139	5,150	4,973	5,927
History Questionnaires Submitted	377	355	402	767	814	1,663
General Questionnaires Submitted	900	918	890	964	943	1,604
Patient-Entered Clinical Updates	562	378	945	1,373	1,004	2,267

$2,787,135
COLLECTED THROUGH MYCHART

17.0% OF TOTAL SELF-PAY   **COMMUNITY SELF-PAY AVG: 8.6%**

March '17 had 9,000 payments

"A negative split is when the second half of the race is ran faster than the first half of the race. We have finished the first half of our race and we need to run a negative split."

– Dr. Melinda Estes – CEO SLHS

What's Next?

Innovation

Growth

Integration

Prepare for new payment models