



Health IT Wins!

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WIN!: Burgess Health Center triples Centers for Medicare and Medicaid Services (CMS) Patient Portal participation requirements.

Who: Burgess Health Center

When: Reporting period of April – June 2014

Where: Health Information Management, Registration, MedSurg, OB and IT

Why: To meet threshold of Electronic Health Record (EHR) Incentive Program Measure #6, Part 2: More than five percent of all patients who are discharged from the inpatient or emergency department of an eligible hospital or Critical Access Hospital (CAH) during their reporting period view, download or transmit to a third party their information.

What: Burgess Health Center created a process to reach participation goals of 18 percent for Patient Portal.

- All staff stakeholders involved in meeting participation numbers
- Nurses, house supervisors, unit secretaries, Health Information Management (HIM) and registration learned how to set up a patient portal account regardless of where the patient was presented
- Tri-fold brochures created for patient education
- Scripts created to demonstrate how to log-in to the Patient Portal account
- Staff walked patients through the process of logging in to the account and opening a visit to view the information
- Process of logging/viewing account information was mostly completed by nurses as part of the discharge workflow
- Patients provided a worksheet to document account information to take home with them
- Patient refusal of an account is documented in the EHR for reporting and follow up purposes