

# Increasing Portal System Utilization among Patients of a Community Health Center

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# Introduction

- Overview
  - Background, methods, results, discussion, recommendations
- Who is Adelante Healthcare?
- Needs assessment



# Background

- What is an online patient portal?
- The importance of the patient portal
- Currently, less than 5% of the patient population is utilizing this service
- Previous efforts to get patients to sign up for the system



# Methodology

- Patient survey
  - Questions whether patients have previously heard of the patient portal
  - If they have signed up, but did not use it, they are asked to provide a brief explanation on why they don't use it
  - Patients are asked to rank which services are most important to them, and which features would they ideally like to have access to on the patient portal
- Survey conducted at Surprise and Gila Bend over 4 days

# Results

- 61 English surveys were collected over the four day period
- 53 of which were completed and valid for interpretation
- Spanish survey invalidity
- Out of the 53 completed surveys only 2 patients indicated that they were familiar with the patient portal but never signed up to use it

# Results

- The ability to “send and receive secure messages to/from your provider” was ranked #1 as the most important feature by 52.9% of the patients (27 out of 51 patients)
- The ability to “request medication renewal” was indicated as the most important feature by 19.6% of the population (10 out of 51 patients)
- 11.7% (6 out of 51 patients) indicated that the ability to “complete, submit, and renew online forms” was the most important feature

# Results

- The ability to “request personal health records (PHRs)” was ranked as one of the top three features by 43.1% (22 out of 51 patients)
- Features that were frequently ranked among the top three most important features were “make payments online”, “update account information” and “view statements online”

# Discussion

- Gender imbalances in the survey sample could have been a source of biased results
- Problem with only having English speaking patients in the survey sample
- Location of different sites and how the survey sample might not have been a great representation of all the sites
- Further research opportunities



# Recommendations

- Add the top 3 features indicated by the patient population as most important in order to increase utilization
- Incentivize patients to use the portal system
- Sign-up patients directly during the office visit
- Option of online tutorial so patients can learn how to use the portal on their own
- Address providers' attitudes regarding the patient portal

# Conclusion

- Shift in technology and importance of patient portal
- Different communities have different needs
- Providers being patient advocates and empowering patients to take charge of their own health



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