



Being Patient-Centered Increases Our Patient Engagement

Guilford Medical Associates, P.A.
Ashley Corbean, Quality Assurance Supervisor

HIMSS[®]

NORTH CAROLINA Chapter

Guilford Medical Associates, P.A.



- Proudly serving the Greensboro, NC and surrounding communities for over 50 years
- 9 Internal Medicine Physicians, 3 Nurse Practitioners, 1 Pharm - D, 1 LCSW
- In-House Laboratory and Imaging Department
- 50 Support Staff
- 14,000 Active Patients
- PCMH, Level III Practice since 2012 (2011 & 2014 Editions)
- Patient Portal with Medfusion, located in Cary, NC since 2010

Guilford Medical Associates, P.A.

Objective 1

- Show value of PCMH Level 3 Accreditation

Objective 2

- Provide examples of the value for having a Patient Portal

Objective 3

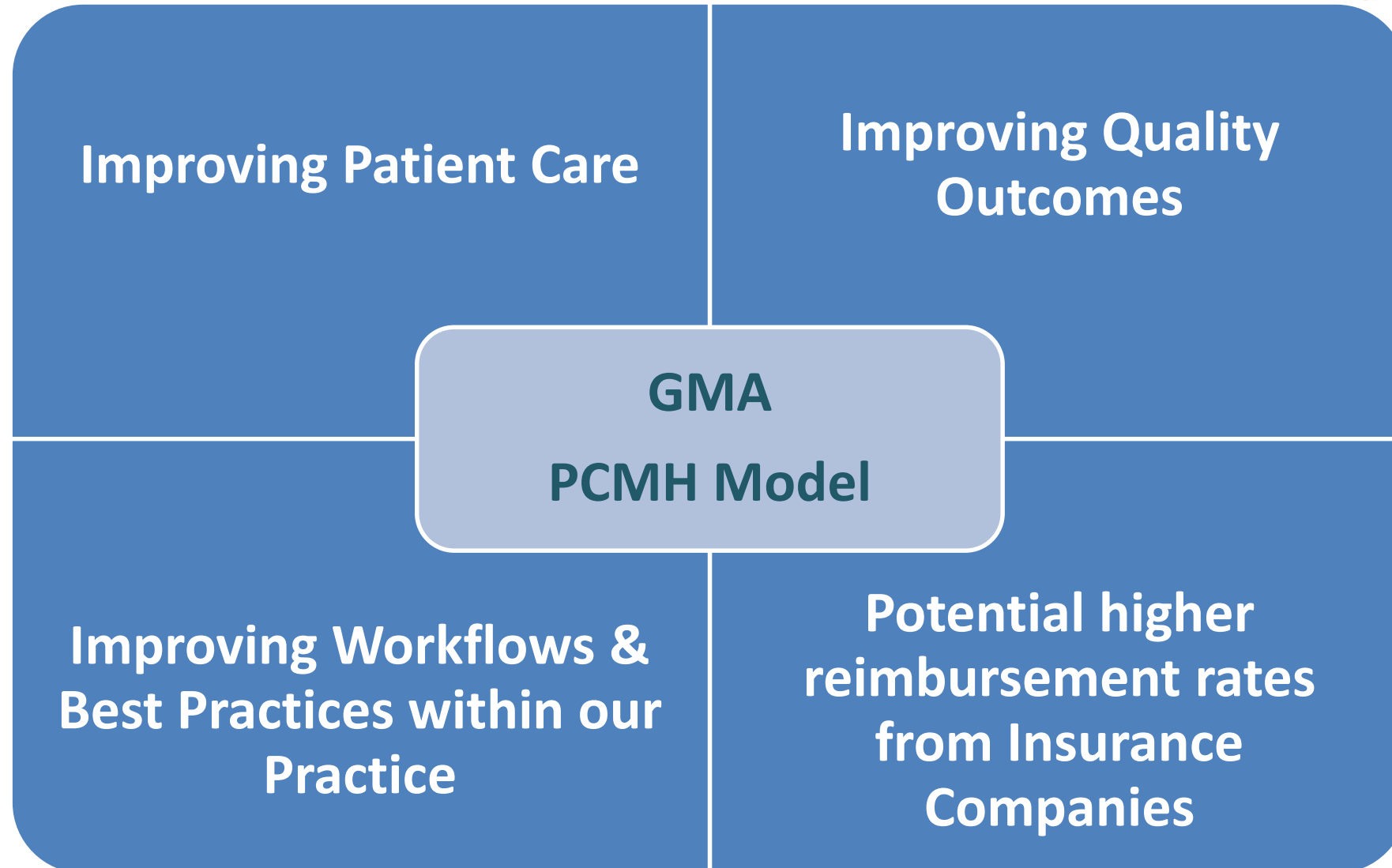
- Demonstrate successful use of patient surveys in increasing Patient Engagement

Objective 1: Show value of PCMH Level 3 Accreditation

Himss[®]

NORTH CAROLINA *Chapter*

Objective 1: Show value of PCMH Level 3 Accreditation



Objective 1: Show value of PCMH Level 3 Accreditation

 **2017 Standards**
Concepts



*Team-Based Care and
Practice Organization
(TC)*



*Knowing and
Managing Your
Patients (KM)*



*Patient-Centered
Access and Continuity
(AC)*



*Care Management and
Support (CM)*

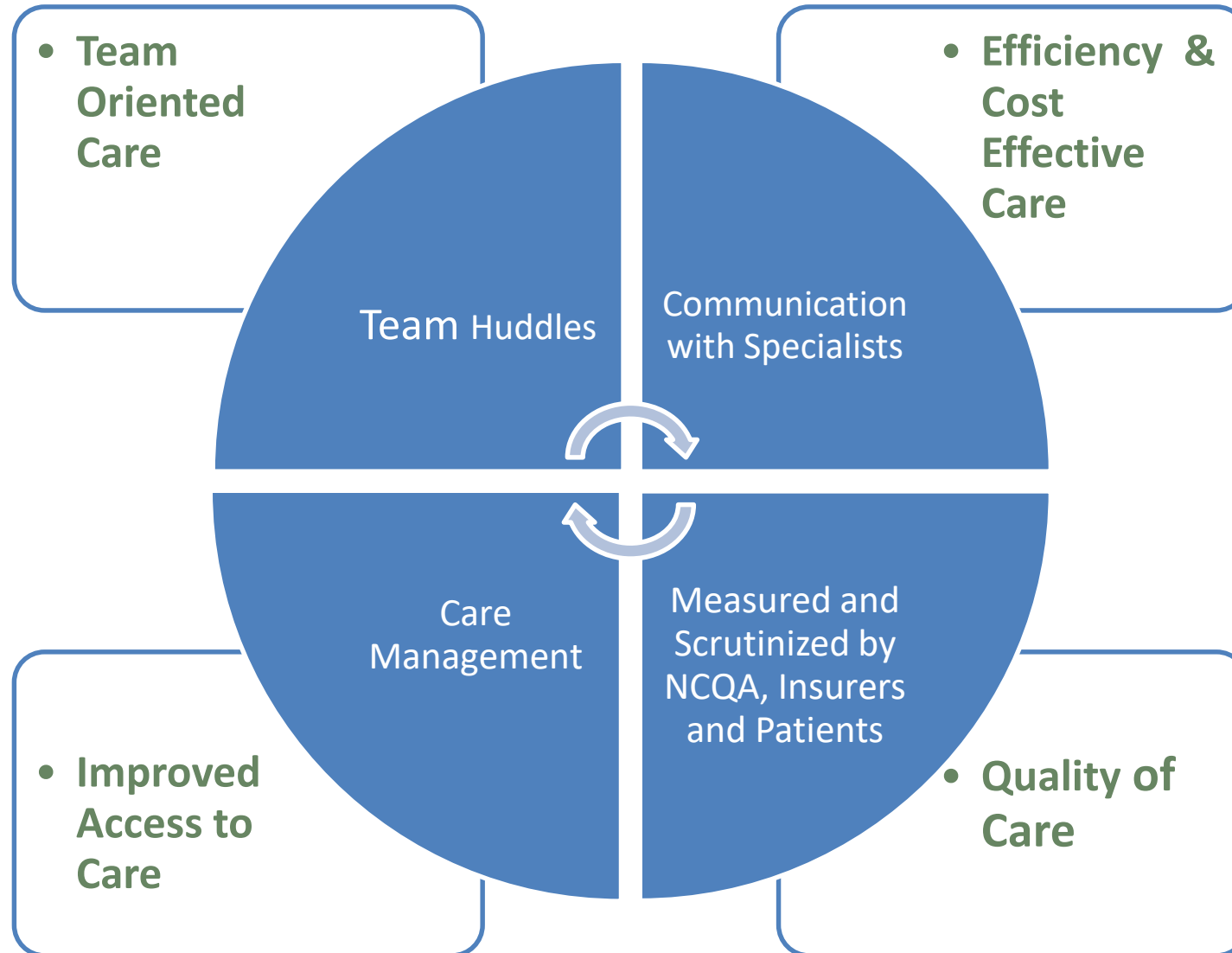


*Care Coordination
and Care Transitions
(CC)*



*Performance
Measurement &
Quality Improvement
(QI)*

GMA's Patient Centered Medical Home Model



Objective 1: Show value of PCMH Level 3 Accreditation

Improving Patient Care

Medfusion - Secure Electronic Message

Received from the Medfusion Web Portal Friday, April 06, 2018 4:52 PM

DJ, I just messed up the prescription renewal section--did not specify a pharmacy before I lost the page. I have been taking 75mg capsules prescribed by Dr. Johnson when I was seeing Dr. Smith and Dr. Johnson for pain/foot drop. We are leaving for the Fiji Islands Wednesday morning, and my prescription is ending (was filled 02/08/18). Could you please renew this? We now use Walgreen's. I would rather not try going off it on an international trip! Thank you!

Electronically signed by Donna D Jones RN on 04/06/2018 at 5:46 PM

Medfusion - Secure Electronic Message

I hope you all have a great trip. We have called in the RX for once daily but I did give you 90 days so you would not have to go to the pharmacy so often.

Thank you.

Donna Jones, RN (DJ)

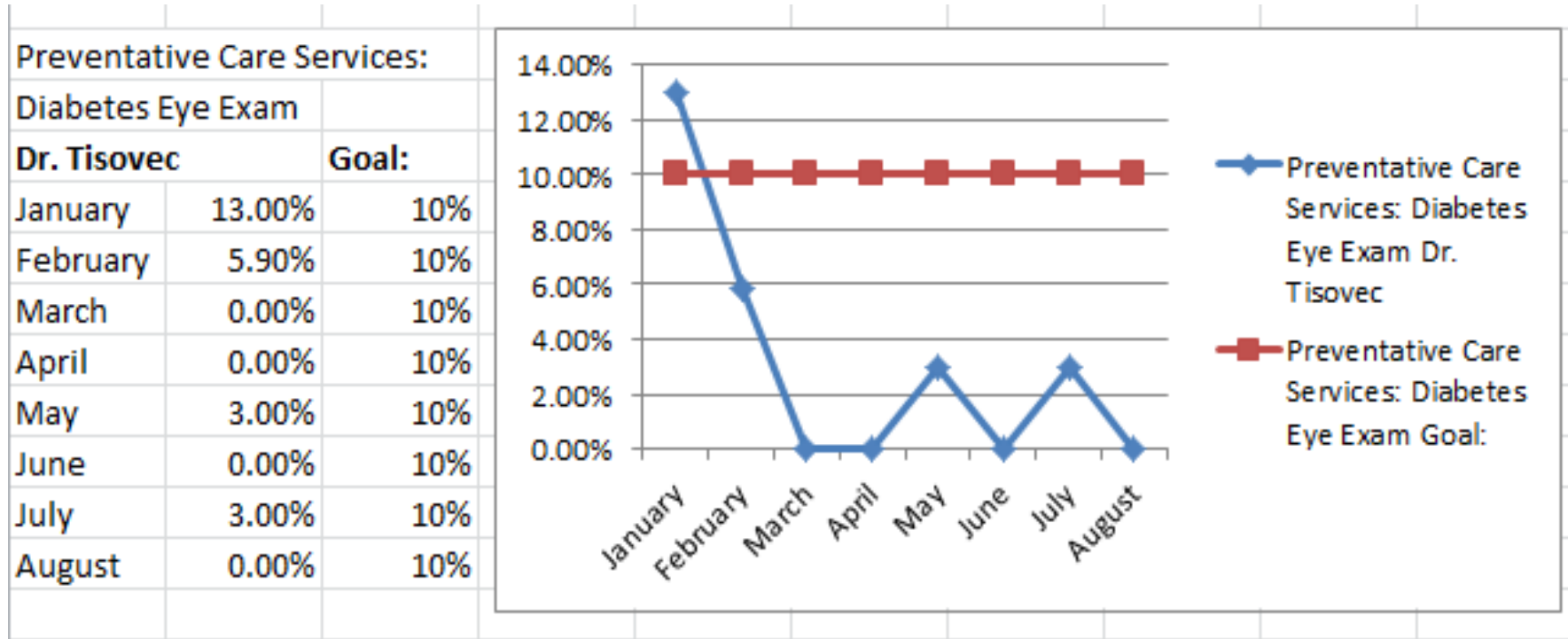
Message queued for Medfusion Member on Friday, April 06, 2018 at 5:54 PM

Patient Received Receipt, Delivery Confirmation from the Medfusion Web Portal **Friday, 04/06/2018 at 11:31 PM**

Objective 1: Show value of PCMH Level 3 Accreditation

Improving Quality Outcomes

Diabetes Retinal Eye Exam Results from 2012



Objective 1: Show value of PCMH Level 3 Accreditation

Guilford

Medical Associates, P.A.
2703 Henry Street, PO Box 14944
Greensboro, NC 27415
Office (336) 621-8911, Fax (336) 621-6322
Internal Medicine, Diabetes, Endocrinology & Metabolism

02/10/2015

Greensboro, NC 27410 USA

Dear Mr

Guilford Medical Associates is dedicated to providing the highest quality health care to our patients. We strongly believe that basic screening tests and exams are needed on a regular basis to keep you healthy and to detect problems as early as possible.

Our records show that you are now due for an **Eye Exam**:

Please call your Ophthalmologist to schedule your visit for this calendar year.

****If you had a recent Eye Exam, please contact your Ophthalmology Provider to have them send your record to our Practice****

Sincerely,

Ravisankar R Awa MD

Electronically signed by Ashley J Corbean on 02/10/2015 at 10:55 AM

Objective 1: Show value of PCMH Level 3 Accreditation

Medfusion - Secure Electronic Message

Subject: EYE EXAM

Please review Eye Exam Letter.

Thank you!

(end of message body)

Failure Notice 5 days

Message queued for sankar@ncat.edu; sankars5@aol.com on Tuesday, February 10, 2015 at 10:58 AM

Attachments: (1)

Letter; Eye Exam Reminder Letter (02-10-2015).pdf

Electronically signed by Ashley J Corbean on 02/10/2015 at 10:58 AM

Improving Workflows & Best Practices within our Practice:

Documenting Diabetic Eye Exams:



STANDARD OPERATING PROCEDURES (SOP)
Title: Documenting Diabetic Retinal Eye Exam Findings Workflow
Updated Date: 03/26/2018

GMA Best Practice: Capturing Diabetes Retinal Exam findings for patients with a Diagnosis of Diabetes Mellitus, Type 1 or Type II, and IGT (Impaired Glucose Tolerance).

Timeline: Current calendar year or prior calendar year. Exam will need to be annually if patient has had an exam findings positive for retinopathy.

Workflow:

- **HAVE REPORT IN CHART:** If their last eye exam is already documented and up-to-date (within 12 months) and we HAVE the report; **you do not do anything to the flowsheet.**
- **NEED EYE EXAM:** If they need an eye exam, you do not document on the flowsheet (unless they decline); you place an order for the eye exam even if they decline so we have the documentation in their chart.
- **NEED REPORT:** If the patient has recently had an exam and we do not have the report in the chart; send a coordination of care letter to the MD that completed the exam & QI department will document on the flowsheet when we get a copy of the report. Make sure you document on the letter where you are sending the Care Coordination letter to.
- **Documentation:** Our EHR vendor GE has very specific workflows for documenting Diabetic Eye Exams and if every step is not documented correctly, the patient will not appear in the numerator for our Quality Improvement reports. Please pay attention to the flowsheet and do not "update" or "override" what the QI department has documented. Please review the screenshots below of QI's workflow so you understand what is involved:

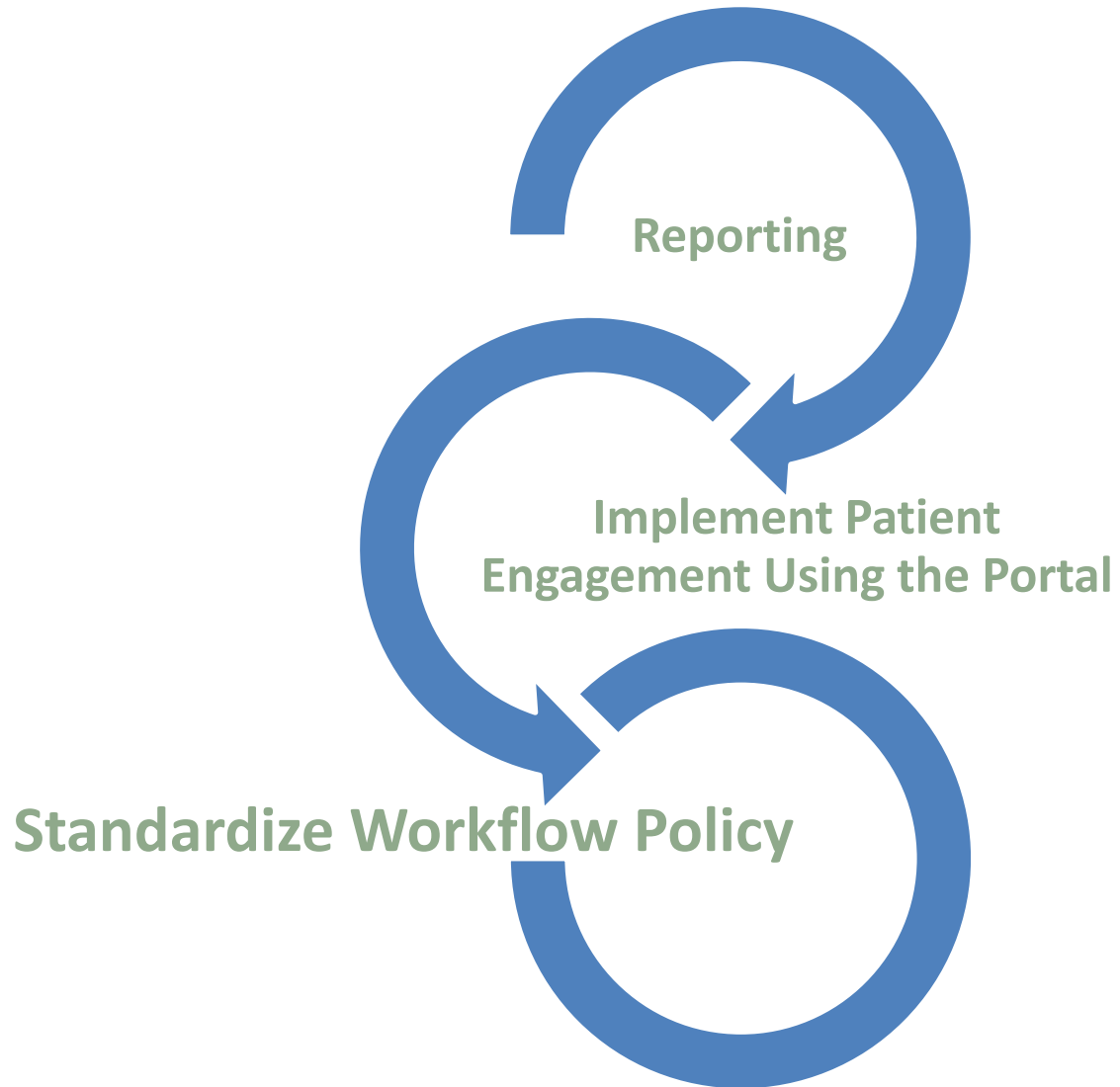
Report is appended & "Diabetic Eye Exam" encounter is selected. Provider is changed. DOS is changed.

Workflow: Review eye exam consult report to document correct findings. Choose from dropdown and document results. Document when exam was completed. Click ODERS, select Diabetic Eye Exam Superbill, Check all three boxes for 'Diabetic Eye Exam', 'Diabetic Eye Exam Complete' and 'Diabetic Eye Exam Findings'. Add Diabetes diagnosis to orders. Sign Orders and Document.

FLWSHEET: Once the document is signed, Diabetic Eye Exam findings will display on the flowsheet.

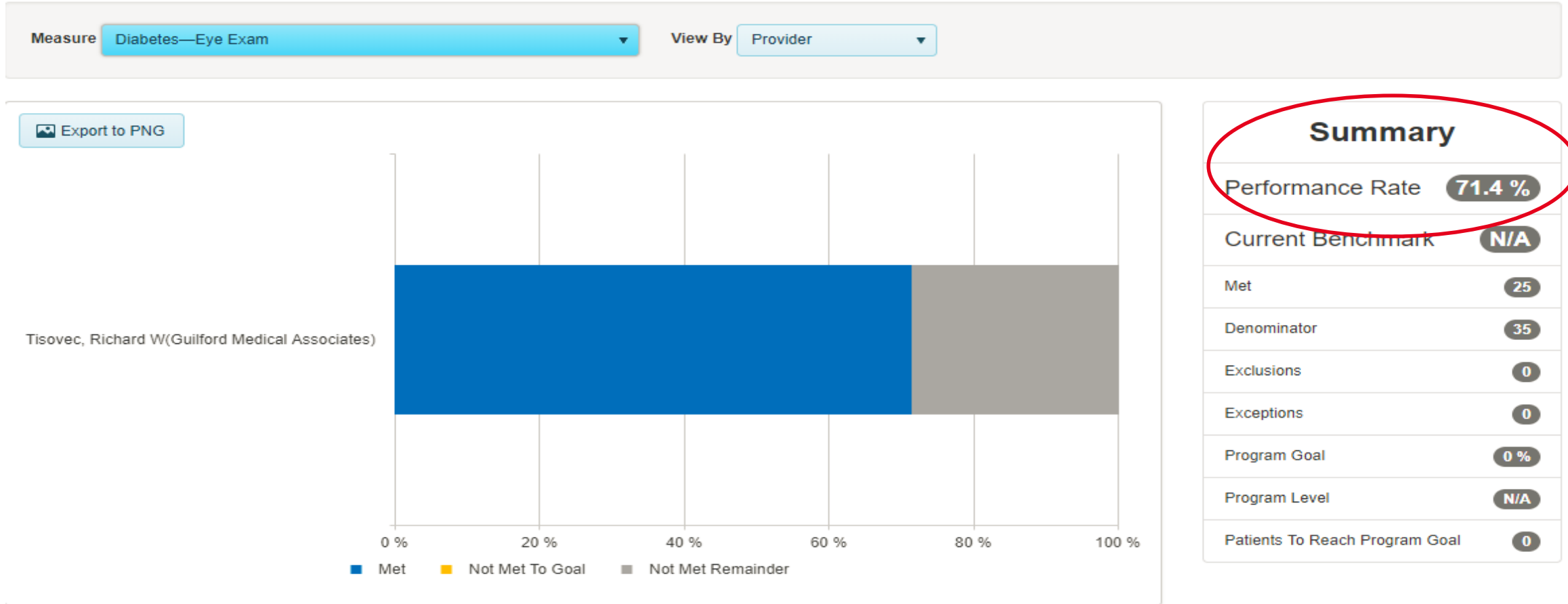
| Months | 1/2015 | 10/2014 | 7/2014 | 6/2014 | 5/2014 |
|--------------|---------|---------|---------|---------|---------|
| BP SYSTOLIC | 110 | 120 | 124 | 140 | 112 |
| BP DIASTOLIC | 68 | 70 | 70 | 80 | 74 |
| PULSE RATE | 80 | 72 | 72 | 64 | 92 |
| PULSE RHYTHM | regular | regular | regular | regular | regular |
| RESP RATE | | | | | |
| HEIGHT | 66.75 | 66.75 | 66.75 | 66.75 | 66.75 |
| WEIGHT | 198 | 197 | 199.13 | 205 | 209 |
| BMI | 31.24 | 31.09 | 31.42 | 32.35 | 32.95 |
| TEMP ORAL | | | | | |
| DIAB EYE EX | | | | | done |
| DMEYEEXRES | | | | | no diab |

Improving Workflows & Best Practices within our Practice:



Objective 1: Show value of PCMH Level 3 Accreditation

Improving Quality Outcomes: Diabetic Retinal Eye Exam Results from 2017



Objective 2: Provide examples of the value for having a Patient Portal

HIMSS

NORTH CAROLINA *Chapter*

Objective 2: Provide examples of the value for having a Patient Portal



[Home](#) [About Us](#) [Medical Staff](#) [Medical Services](#) [Patient Information](#) [General Information](#) [Contact Us](#)



 Patient Portal

Login

 Send a Message

Send Now

 Schedule an Appointment

Schedule

 Make a Payment

Pay Bill

Objective 2: Provide examples of the value for having a Patient Portal

medfusion

Reporting Dashboard

Guilford Medical Associates, P.A.

 Print Report

SUMMARY



TOTAL PORTAL PATIENTS

10,819 

38 This month
64 In February
63 In January

ALL PORTAL PATIENTS



-  Activated from invitation : 76%
-  Patients who created account : 24%

79.6% of our Patients have registered for our Patient Portal.

medfusion

Guilford Medical Associates, P.A. Portal Dashboard

TOTALS BY SOLUTION

VIEW LAST 12:

QUARTERS

MONTHS

WEEKS

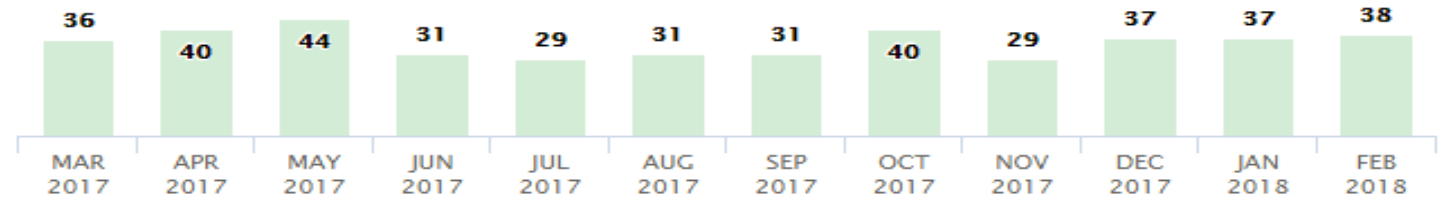
DAYS



423 *i*

**ON-LINE BILL PAY
TRANSACTIONS**

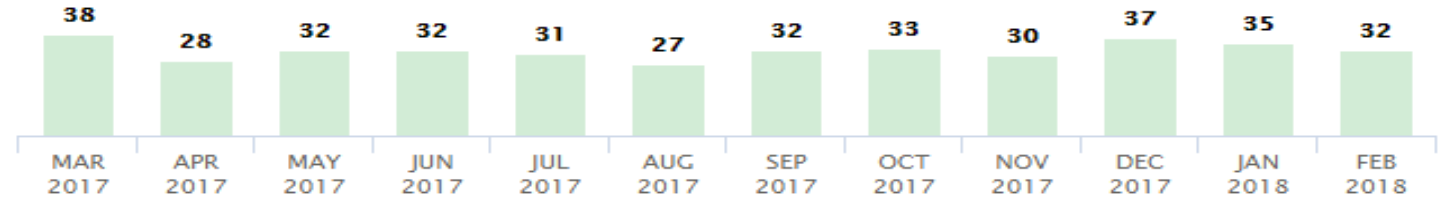
\$23,028 *i*



387 *i*

**BUDGET PLAN
TRANSACTIONS**

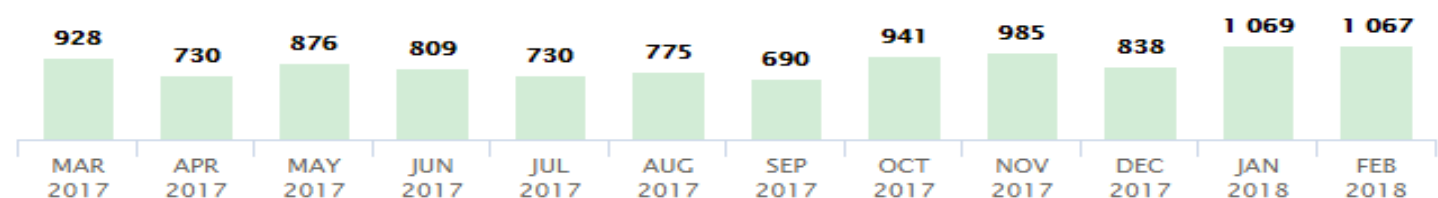
\$12,110 *i*



10,438 *i*

**VIRTUAL CARD SWIPER
TRANSACTIONS**

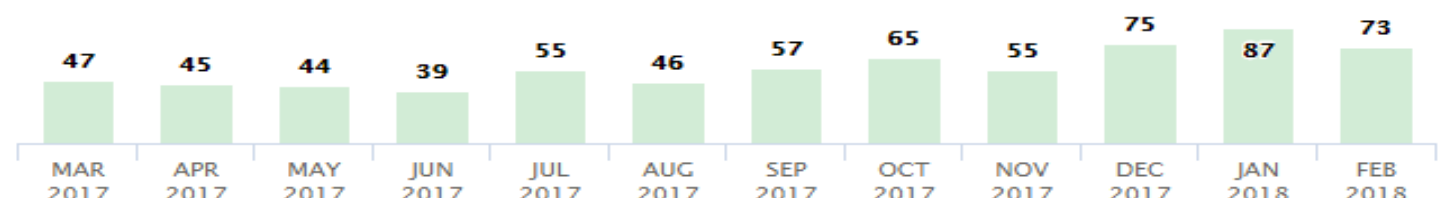
\$454,344 *i*



688 *i*

PAY NOW TRANSACTIONS

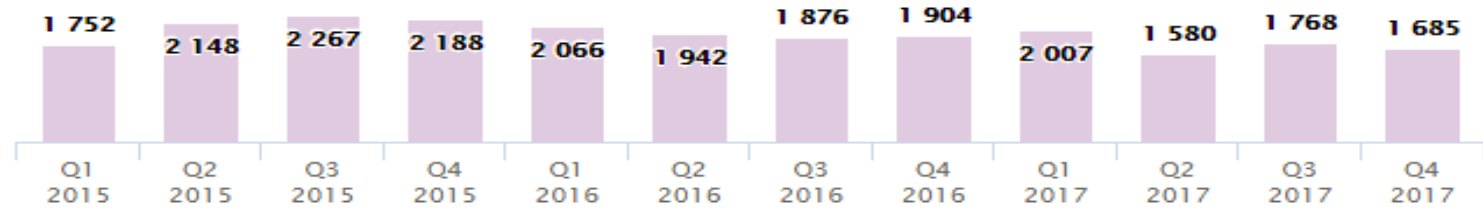
\$39,166 *i*



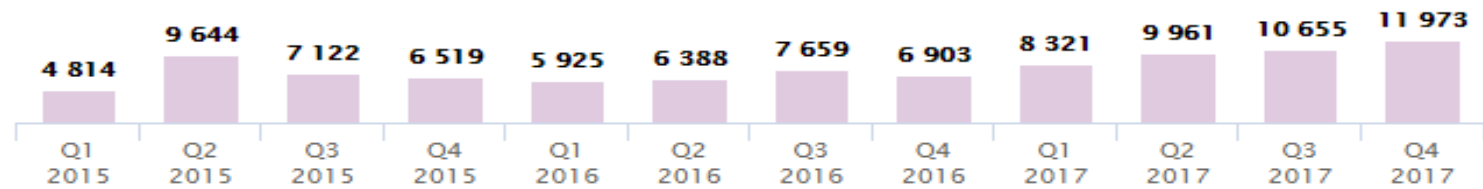
Guilford Medical Associates, P.A. Portal Dashboard



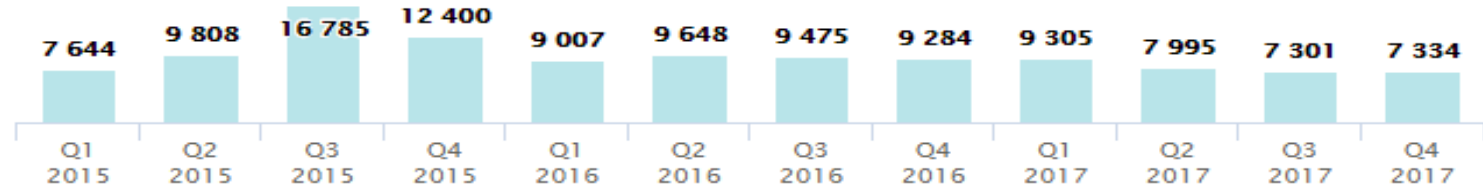
23,183 i
SECURE MESSAGES SENT BY PATIENT



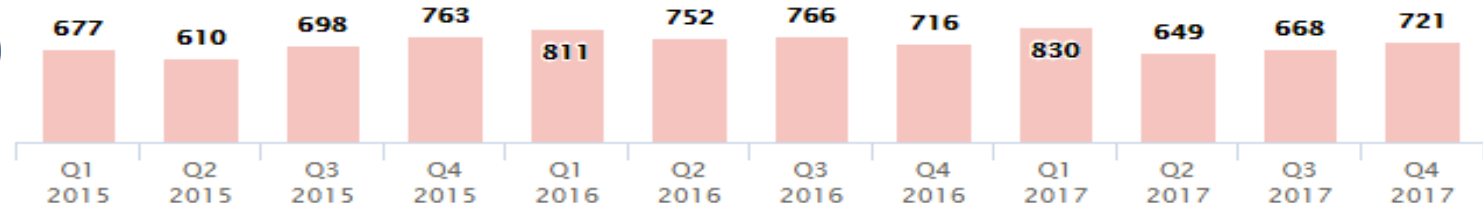
95,884 i
VIEW, DOWNLOAD, OR TRANSMIT



115,986 i
SECURE MESSAGES FROM PRACTICE



8,661 i
ASK A STAFF QUESTIONS



Guilford Medical Associates, P.A.

Name on card *

Cardholder same as Patient

Patient Name *

Patient Date of Birth *

Patient Account Number

Credit Card Type * Choose One ▼

Card Number *

Credit Card Expiration * Choose One ▼ / Choose One ▼

Amount *

CVV Code *

Card Holder Zip Code *

Service Location * Choose One ▼

Email Address *

Sign In

Just need to pay a bill?

Pay a bill

Submit Payment

Help with Portal



Objective 3: Demonstrate successful use of patient surveys in increasing Patient Engagement

Himss[®]

NORTH CAROLINA *Chapter*

Objective 3: Demonstrate successful use of patient surveys in increasing Patient Engagement

WSH cloud

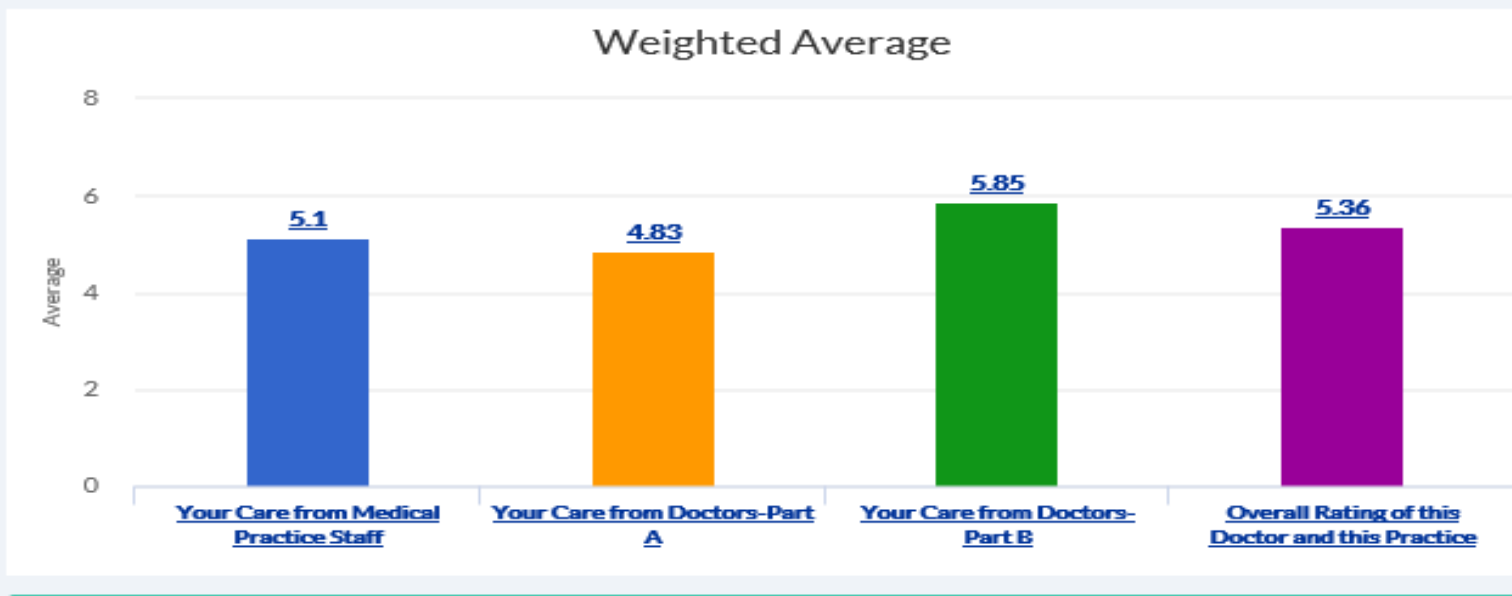
(gfdad

Dashboard Survey ▼ Profile

From: 2018-01-01 ▼ To: 2018-03-16 ▼

Survey Details

Survey Analysis



WSH cloud

medfusion

Objective 3: Demonstrate successful use of patient surveys in increasing Patient Engagement

The Good

- Patient Engagement
- Timely Access & Response

The Bad

- Failing to ensure all patient needs are met in a timely manner

The Action

- Policy and Procedures
- Standardized Workflows

Objective 3: Demonstrate successful use of patient surveys in increasing Patient Engagement

Patient Survey Feedback: “The Good”

GMA Patient Portal Access 24/7: Have you used this tool to contact the office? Is this way of communication easy to use to contact the office?

- “Yes the GMA patient portal is easy and the best way for me to communicate with the Office. I can depend on the responses in a very reasonable time. Using the Patient Portal, I receive very prompt response to the staff following up with my test results.”

Positive results: Sending results to patients after their visits engages patients to access their portal. Replying to patients portal messages in a timely manner engages patients, making it convenient for patient access 24/7.

Objective 3: Demonstrate successful use of patient surveys in increasing Patient Engagement

Patient Survey Feedback: “The Good”

Please tell us about anything that was done well or anything that could have improved the care services you received at your most recent visit.

“My Provider asking ‘How can I help you?’ is an effective question. I have never had a doctor ask that before. He is kind, concerned, good listener and direct – great qualities in a physician. I was provided practical feedback and focus on my Healthcare options.”

Positive results: Patient Surveys engage patients to convey their recommendations.

Objective 3: Demonstrate successful use of patient surveys in increasing Patient Engagement

Patient Survey Feedback: “The Bad”

Please tell us about anything that was done well or anything that could have improved the care and services you received at your most recent visit?

“I was mailed a form with requesting completion of this form to bring back with me to my visit which took time and effort to complete. The person who brought me back prior to seeing doctor put my forms in HER MOUTH to type. She then dropped the paper in an overfilled box on the floor, with my info exposed. Why did I take my time to complete this form if it is not going to be used?I am concerned about safe care of patient’s info. Aside from this, my Dr. is very professional and caring. Very thorough, best doctor I have had.”

Positive Result: Updated our Shred Policy. Improved Training Staff and New-Hires.

Improving Workflows & Best Practices within our Practice:

STANDARD OPERATING PROCEDURES (SOP)

Title: **Shred Bin; Paper & Electronic Media (HIPAA)**

Implementation Date: **1/22/18**

Patient Survey
Feedback:
“The Action”

Gather Patient
Feedback

Implement Shred
Policy

Standardize
Training

The Importance of Patient Engagement

Purchasing and implementing any technology at your organization is only the first step towards realizing value.

Engaging your patients helps you:

1. Show your patients you care about more than just their health.
2. Increase bottom line revenue collections for the practice.

Your patient experience partner should offer best practices, road maps and resources that you need to help you market your patient experience platform to your patients.

Guilford Medical Associates, P.A.

Contact Information:

Ashley Corbean

Quality Assurance Supervisor

acorbean@guilfordmedical.com

Office: 336-544-4748

Ryan Egloff

Account Executive

ryan.egloff@medfusion.com

Office: 919-882-2845