My Chart in het Spaarne Gasthuis

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Vilkommen til Spaarne Hospital

vi forsøger at hurtigt at gå videre til det engelske sprog

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Content of the presentation

- About the Spaarne hospital
- Implementation Mijn Spaarne Gasthuis (MyChart)
- Why MyChart?
- Projectplanning
- Resistance against implementing Mijn Spaarne Gasthuis
- Taken actions to reduce resistance.
- Patient involvement
- Security and connection to the site
- Situation 5 months post go-live
- Current functionality
- Planetree
- Usergroup patients

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About Spaarne Gasthuis

Spaarne Gasthuis: Topclinical hospital

4	locations
900	beds
38.500	admissions
585.000	ambulatory visits
< 4.000	employees
325	physicians

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Epic in the Netherlands

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Implementation MyChart

Spaarne *ZIEKENHUIS*

Kennemer Gasthuis

Go live November 2011

Go Live Maart 2015

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Why did the Spaarne hospital start with MyChart?

- Patient safety
- Patient satisfaction
- Increase of quality
- Patient compliance, binding our patients and loyalty
- Cost reduction and increase revenu
- User satisfaction

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Projectplanning

- 1 Projectteam MyChart

- 2 Projectplan Communication

- 3 Projectplan ICT

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Projectplanning

1. Project team MyChart

Develop an implementation plan for implementing MyChart in the Spaarne Ziekenhuis at the end of 2011 so that patients have access in a safe, controlled and patient friendly enviroment to predetermined parts of their EPIC EMR
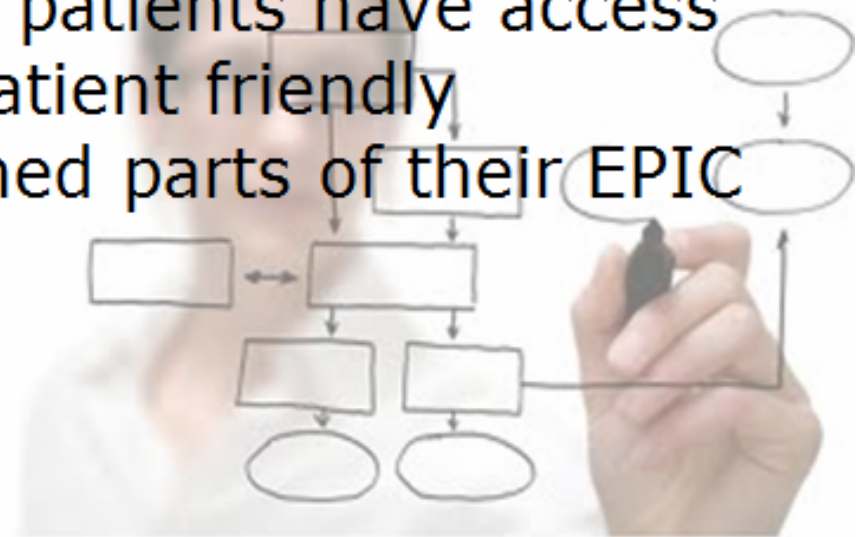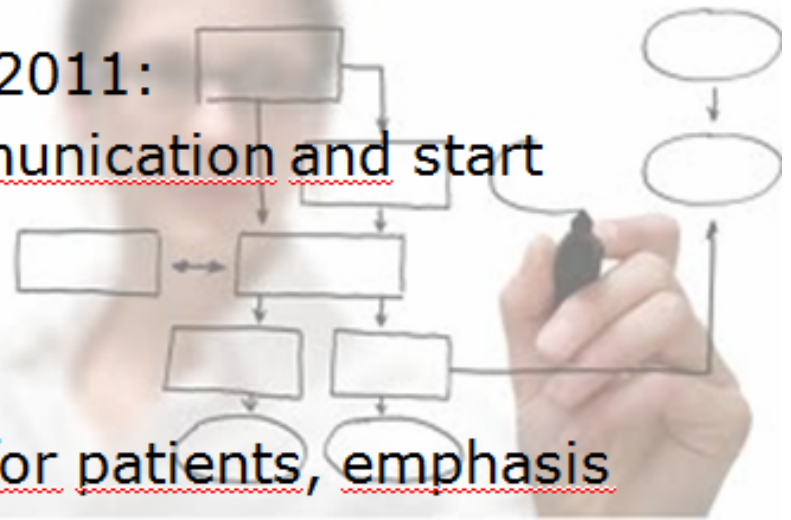
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Projectplanning

2. Plan communication

- Phase 1, May – September 2011:
  Internal communication

- Phase 2, September – October 2011:
  Emphasis on internal communication and start external communication

- Phase 3, 31 October:
 Go live! Website available for patients, emphasis on external communication

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Projectplanning

3. Plan ICT

- The realization of a highly available (24x7) hosting platform for MyChart, where the environment meets the ICT policy and Dutch laws and regulations (including NEN7510).
- It advise to use an authentication mechanism for patient access
- Advice on setting up an helpdesk for MyChart users

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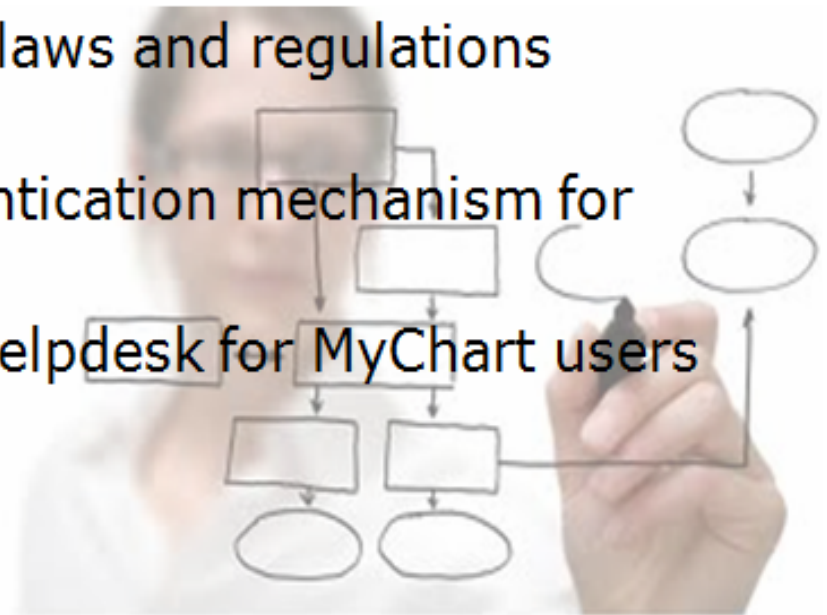
Resistance against implementing MyChart

- Patients don't understand what they see in their records, this will cause unnecessary anxiety for them and a lot of extra calls for us.

- I do not have the time to fill out problem list, history and medication in Epic, so it wont appear in MyChart

- I have studied for many years to become a physician not a typist.

- Most of my patients are old, they don't use the computer.

- We don't have the time to answer mails from patients all day

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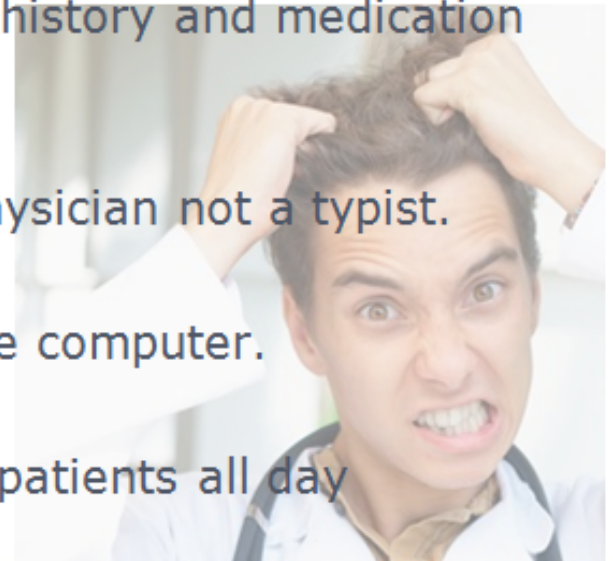
Resistance against implementing MyChart

- Even though I explained the result to the patient, when they see it in MyChart they forget what I told them and call me.

- What if the patient sees the results before I had the chance to inform them about………….

- Patient will find their results online and will think the worst.

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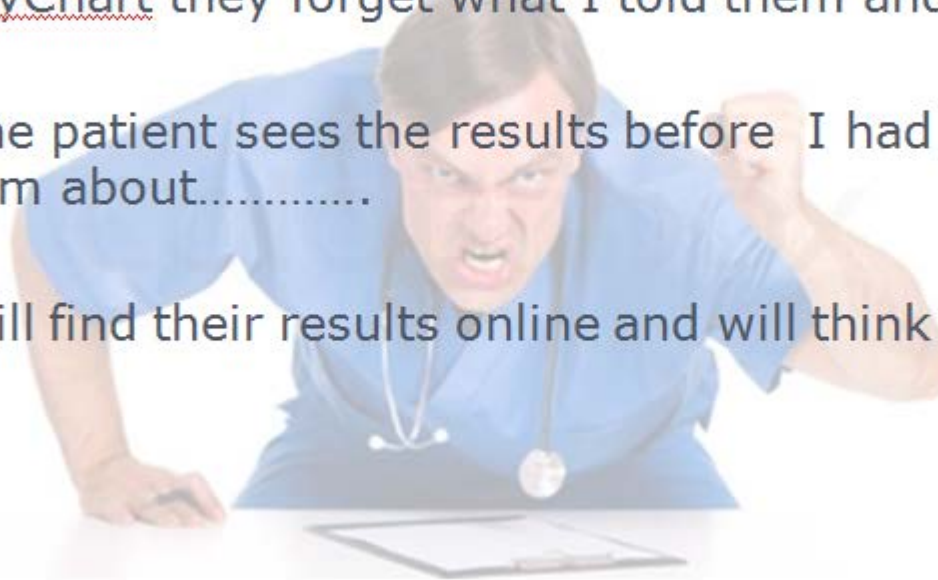
Taken actions to reduce resistance

Physicians:

- Participated in project team
- Validation sessions with physicians
- Involvement of the physician champions;
  - They conducted the discussions about the results release
  - They gave presentations in the physician staff meetings.

- **Involved the board of directors**;
  - when everything else failed; for the persistent anti MyChart ones.

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Taken actions to reduce resistance

Front desk employees:

- Participated in project team

- Presentations in managers meetings

- Validation sessions with front desk employees and managers.

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Taken actions to reduce resistance

General: getting people involved by producing a constant flow of information.

Internal marketing campaign

- Several drop in sessions for all co-workers
- Design of special MyChart folders with a summary of the functionality
- Lunch sessions in staff canteen, log in as a patient
- Placemats on all the trays in staff canteen
- Updates on progress on the project on the intranet
- Using co-workers as test-patients.

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Patient involvement

We involved the **Patient Advice Council (PAR)** from our hospital:

- Followed a presentation about MyChart
- Acted as test patients
- Were asked to give advice about content, lay-out, patient friendliness.

Staff from all departments, who were also patients in our hospital were asked as testpatients and were checking their own records:

- Were asked to give advice about content, lay-out, patient friendliness, but also, is it correct what you are seeing?

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Security and connecting to the site

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Security and connecting to the site

- **Basic**
  Username and password; mostly used when displaying well known personal information (such as name/address)

- **Average**
  Username, password and text messaging: mostly used when exchanging personal information between the end-user and the service provider when the authencity of the user needs to be accurate.

- **High**
  Electronic signature; (Certificates)
  Delayed in development, planned to use for the Nationar EMR

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Security and connection to the site

Recommendation of the ICT department of the Spaarne Ziekenhuis

Double level authentication system:

The main reason for choosing this kind and level of authetication is the report of the NICTIZ (National ICT instute in Healthcare)

So the best solution is the **Average** DigiD-method, using username, password and textmessaging the patient.

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Go-live november 2011

- Press moment: activation of first official Mijn Spaarne Gasthuis patient

- Showing presentation film in the central reception area of the hospital

- Representatives of the PAR

- Testpatients

- Projecteam

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5 months post go-live

Decrease of number of new Mijn Spaarne Gasthuis patients per week.

- Sporadic patient contacts through Mijn Spaarne Gasthuis

- Decrease of enthusiasm under employees.

- Training before go-live forgotten, no routine in workflows

- Less recommendations to patients.

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5 month post go-live activities

- Appeal to the heads of outpatient departments

- Gave a boost to the employees of the centrale reception

- Presentation and short training for the inpatient receptionists.

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5 month post go-live activities

We arranged a whole day for the superusers of the doctor's assistants:

- Active Mijn Spaarne Gasthuis patient talked about his experience with the website.
- Physician told about the advantages from his point of view
- Together they made aplan of approach to incorporate the Mijn Spaarne Gasthuis activities to their workflow

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Current functionality

- Scheduling; making and cancelling of appointments
- PCP letters
- Results release; lab, pathology, radiology
- Messaging to care team
- Proxy acces
- Questionaires
- Operative procedures
- Allergies
- Medications

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Planetree award 2012

The Spaarne hospital won the Planetree award with MijnSpaarneziekenhuis.nl in 2012

Planetree is a care model which is based on 12 components and the general vision is: better care, healing environment and a healthy organization.

"Mijn Spaarne Ziekenhuis" was awarded mainly for the component: "Own choice and responsibility by given information and education.

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Planetree award 2012

Comment of the jury:

The Spaarne hospital has chosen an EPD with the knowledge of its viewing possibilities.

The hospital wants to be transparent and give the patient and his family as much responsibility for his treatment as possible.

This is hardly possible for patients in Dutch hospitals and seldom encouraged.

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User groups

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Usergroup patients

Purpose usergroup:

The usergroup ensures that the functionality, the content, the ease of use and the design of Mijn Spaarne Gasthuis connects to the actual and future demands and wishes of the patient population of the Spaarne Gasthuis

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Usergroup patients

Purpose usergroup:

Exchange of mutual knowledge and experience between users of Mijn Spaarne Gasthuis and between users of Mijn Spaarne Gasthuis and the Epic team.

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Activities user group patients

- Advising role concerning the configuration and the implementing of organization wide functionality as a result of periodically upgrades.

- Active role in testing when issues arise and before updates.

- Solicited and unsolicited advising of the projectlead Epic of Spaarne Gasthuis.

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Usergroup patients

Newsletter on the site:

- Purpose
- Criteria
- Interview
- How to respond

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Criteria user group patients

- Is a patient in Spaarne Gasthuis and currently under treatment with one or more providers.

- Is an active user of Mijn Spaarne Gasthuis

- Has the ability to rise above his/her own problems and is able to think and act solution oriented , to ensure the diverse interest of a wider group op patients.

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Interviews user group patients

- Reactions

- Committee

- Interviews

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User group patients

- 12 januari 2015 official installation

- Chairman/Secretary

- Representative of the CAR

- Started with 5 people, now 8

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User group patients

Advices so far:

- Results release from 28 days to real time release
- Updating of allergies
- Medication overview and possibillity to update
- Diagnose overview
- History overview

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Usergroup patients

These advices have been presented to the medical usergroup:

- Results release; from 28 days to 7 days
- Updating allergies: approved
- Medication overview : approved, update is not possible in Epic yet.
- Diagnose overview : approved
- History overview : approved

All functionality above will be implemented in two weeks from now.

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Questions?

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