



**A portal co-designed by patients that promotes a
caring safely culture**

Vas Bakas

Operations Manager, myUHN Patient Portal

What is myUHN Patient Portal?

A secure website that allows UHN patients to access their health records in real-time.



Built in-house by the UHN Digital Team
Patients were included in all of the various stages of design and development.



Launched UHN-wide on January 30th, 2017
(www.myuhn.ca)

Sign in

Situational assessment → To build a patient portal that:

Follows UHN's primary value:
"The needs of patients comes first"

Allows patients to become more engaged in and knowledgeable about their care

Drives change towards a caring safely culture and helps reduce preventable harm

Action → Have patients participate in the co-creation, design, delivery and review of the website.



Development

Co-designed by over 120 patients, caregivers and staff supported by UHN leadership and executive teams

Development phase 2012: Patients were invited to participate in meetings and usability studies – once per month for 1 to 1.5 hours.

In areas where patients and providers were not aligned, focused retreats/meetings were held with leadership, staff and patients to hear directly from patients.

Beta testing phase 2014: Patients actively used website and provided team with feedback and suggestions for improvement so team could respond and make adjustments throughout.

Early adopter clinics 2015: myUHN launched in 7 outpatient clinics, allowing both patients and staff to experience the service being used and delivered in a clinical setting, while providing early evaluation of benefits and outcomes.

**Outcome from patient engagement in the process:
Patients lobbied for and got real-time access to their results and reports through myUHN**

Evaluation: Early adopter survey

Key notes:

- Patient engagement contributed to early success of myUHN: 48% uptake compared to 10 to 20% industry standard.
- 96% of users preferred real-time access, even if the results could be worrisome.
- **Significant impact on safety** –10% of myUHN users found documentation errors.
- Staff reported decrease in no-show rates, also an impact on safety.

How myUHN Patient Portal can improve care in your clinic

Results from the myUHN early adopter evaluation

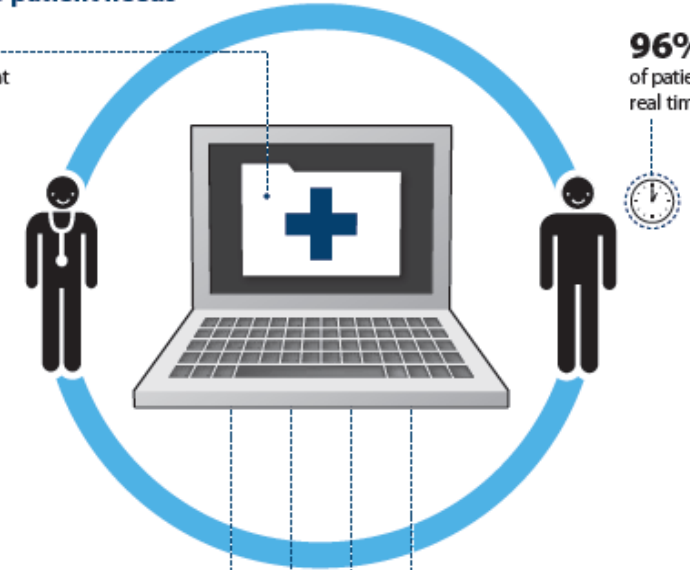
Respond to patient needs

89%

of patients want their health record online

96%

of patients prefer real time access



Enhance patient-provider relationship



97% of myUHN users and **65%** of staff report improved communication

98% of myUHN users and **83%** of staff report improved management of care



Support patient safety culture



15% of myUHN users found documentation errors

75% of staff believe myUHN contributes to patient safety

Empower patients



94% of myUHN users feel better prepared for appointments

98% of myUHN users feel better able to make decisions about their care

Improve clinical efficiency

myUHN can reduce:

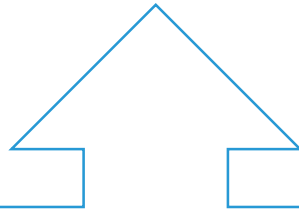
- calls to confirm appointments and request results
- appointment no show rates
- time patients spend waiting for printed itineraries

Source: myUHN Patient Portal Pre/Post Early Adopter Evaluation; data sources include clinic data, patient surveys (pre n=325; post n=450), staff surveys (pre n=48; post n=30)

Challenges and concerns



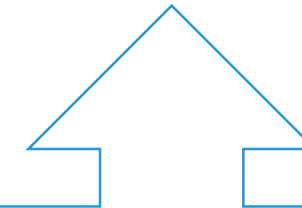
Clinicians



- Patients will misinterpret health information
- Real-time access will increase patient anxiety
- Increase in time spent answering questions about irrelevant details



Check-in staff and medical admins



- Increased calls to speak to doctor
- Increase in requests to book earlier appointments
- Speaking to patients who are upset as a result they saw in portal

Response: Resource development and in-person support

- Developed educational materials to support staff through this change
- Developed materials for patients to help manage their expectations
- myUHN phone and email support line available for both patients and staff who need help
- Perform regular in-services and check-ins for staff
- In the process of developing patient and staff educational videos
- Currently developing a patient education workshop about myUHN

Clinical Documentation
Tips to enhance communication with patients and caregivers

myUHN Patient Portal provides patients with access to their UHN health record, including test results, reports, appointments and clinical documentation. This brief guide provides tips to enhancing clinical documentation to support provider-patient communication.

Clinical documentation is a vital part of quality care and patient safety at UHN. Please refer to UHN policies and professional practice guidelines on clinical documentation for more information.

Create notes and reports with awareness that patients have the right to see and can access their personal health record.

- Patient can access documentation through the portal and/or health record services

Create notes and reports with awareness that patient access can enhance patient-provider communication.

- Patient access to notes can assist with recall, reinforce teaching, improve clarity, and enhance trust
- Document patient information and education provided, agreed upon plans, and anticipated goals

Be sensitive to the patient, but do not omit or avoid important information that is relevant to their care.

Use factual, objective and descriptive statements.

- Describe what you observe and avoid adding your interpretation
- Provide examples and/or include quotes
- Include the patient's perspective and reasons

Don't include bias, blame, value judgments and discriminatory comments.

- Use neutral terminology when describing patient behavior
- Avoid easily misunderstood, misinterpreted, or non-approved abbreviations
- Don't include criticism of other care providers or family members

Avoid wordiness and consider using simpler language to make it easier for anyone who may view your documentation

See examples on the next page

Clinical Documentation
Tips to enhance communication with patients and caregivers

Examples of what to avoid and use

Instead of	Use
Patient was aggressive.	Client shouted and used offensive language.
The patient lied about his history.	Information provided by patient at odds with hospital record.
Patient denies smoking.	Patient stated she does not smoke.
Patient was upset.	Patient was crying with his head in his hands.
Patient is non-compliant.	Patient not adhering to medication due to concerns about side effects.
Monitoring recommended.	Patient agreed to monitor and record blood pressure.
Patient is a poor historian.	Patient cannot recall details with clarity or with confidence.

Examples of concise, plain language terms

Instead of	Use
accomplished	finished
anticipate	expect
ascertain	find out
concurrent	avoid
endeavor	start
initiate	try
initiate/initiating	begin, start

Information about myUHN during your stay in hospital

Thank you for registering for a myUHN Patient Portal account!

With myUHN, you will be able to see your UHN appointments and results online as soon as they are ready. You may see these results before your doctor has time to review them.

During your stay in hospital, your health care team will do many tests and assessments as part of your care and safety. When you sign into your portal account, you may see a lot of results and reports with strange names, for example:

- Confusion Assessment Method
- Braden Interventions
- Delirium Prevention and Management
- Morse Fall Scale

These are normal and list common steps in your care. But, some of them can be confusing, and you may have questions.

Your doctor or a member of your health care team may not be able to answer your questions right away. But, they will be happy to answer any questions you have when they come to your bedside.



How myUHN Patient Portal can improve clinic care



The needs of patients come first



94%
of patients prefer to see results as soon as they are ready

83%
of staff feel patients should decide how they want to access their results



76%
of staff believe waiting for results increases patient anxiety

Promotes Patient Engagement



94% of patients feel better prepared for appointments

92%
of patients feel better able to make decisions about their care



Supports Caring Safely



Nearly **10%** of patients found out of date or incorrect information.

Enhances Patient/Provider Experience

93% of patients and **76%** of staff



report improved communication



94% of patients and **80%** of staff report improved management of care



For more information

Search for "myUHN Patient Portal" on the UHN intranet for useful patient and staff resources.

Source: myUHN program evaluation and myUHN Support data
Patient Post-Survey: n=9827, Sept 2017
Staff Post Survey: n=783, Feb 2018

Post UHN-wide launch adoption and feedback

REGISTRATION AND ADOPTION

- **+62,000** patient users
(as of November 16, 2018)
- 63.5% adoption rate* (5x national standard)

“Thank you for giving me access to my health records. It helps me to be an active part of the team in my health care. I am a retired health care provider. I believe everyone has a right to their health records.” –*Patient at UHN*

“There were worries about increase in calls re: results and increase in patient anxiety, but my personal experience and impression has been favourable.” – *Staff at UHN*

Community Partners and Collaborations



Contact



myUHN Patient Portal



@myUHNPortal



**myUHN Support
Phone:
416 340 3777**

Website: www.myUHN.ca



**Email:
myUHN@uhn.ca**