
Patient Engagement Series: 2014 Patient Portal Study

HIMSS Analytics

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Introduction

Patient Engagement has emerged as an area of great interest for a number of reasons, from improved patient outcomes to lower costs. The interest has been spurred on by governmental mandates as evidenced in Meaningful Use Stage 2 criteria. Indeed, evidence from the HIMSS Analytics® Database suggests many hospitals have been installing patient portals as one way to complement the organization's patient engagement efforts.

People actively involved in their health and health care tend to have better outcomes--and, some evidence suggests, lower costs.

While HIMSS Analytics has tracked patient portal utilization and vendor market share over the years, we have also developed the HIMSS Analytics EMR Adoption ModelSM (EMRAM) as a means to provide the market with some direction as to the role patient portals can play in achieving a fully functional electronic medical record (EMR)¹.

Yet there is much we don't know surrounding the market's perceptions and experiences with patient engagement efforts and patient portal technologies. This study was therefore designed to explore a myriad of issues surrounding these two concepts.

Focused on the insights of hospital information technology (IT) leaders, the report begins with an evaluation of the patient portal market and patient portal vendors from the HIMSS Analytics Database. The report then moves toward establishing the familiarity and experiences of health IT leaders with Meaningful Use Stage 2 patient engagement criteria.

The findings of this report generally paint a fairly positive picture of patient engagement efforts in hospitals. That said, the report highlights some very remarkable challenges hospital leaders will need to overcome in order to operate a successful patient engagement program.

¹ See the Appendix for a profile of the EMRAM stages.

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Appendix

US EMR Adoption Model SM			
Stage	Cumulative Capabilities	2014 Q1	2014 Q2
Stage 7	Complete EMR, CCD transactions to share data; Data warehousing; Data continuity with ED, ambulatory, OP	3.1%	3.2%
Stage 6	Physician documentation (structured templates), full CDSS (variance & compliance), full R-PACS	13.3%	15.0%
Stage 5	Closed loop medication administration	24.2%	27.5%
Stage 4	CPOE, Clinical Decision Support (clinical protocols)	15.7%	15.3%
Stage 3	Nursing/clinical documentation (flow sheets), CDSS (error checking), PACS available outside Radiology	27.7%	25.4%
Stage 2	CDR, Controlled Medical Vocabulary, CDS, may have Document Imaging; HIE capable	7.2%	5.9%
Stage 1	Ancillaries - Lab, Rad, Pharmacy - All Installed	3.2%	2.8%
Stage 0	All Three Ancillaries Not Installed	5.6%	4.9%

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N = 5449

N = 5447

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