



FACT SHEET: 2009 Physician Group Incentive Program Patient Web Portal PCMH Initiative New for 2009

Initiative Overview

The purpose of the initiative is to implement a patient portal system that will allow providers to manage and interact with their patients online. The patients will be able to access their medical records online, and the provider will be able to send reminders and health care literature, and conduct e-visits.

Objectives

- Patients will be able to participate in e-visits, schedule appointments, and log test results online
- Patients will be able to complete portions of their personal health records, request prescription renewals, and review test results online
- Providers will be able review patient test results and receive “alerts” when the results indicate a need for clinical intervention online
- Providers will be able to participate in e-visits, and send automated care reminders and health education materials online

Initiative Criteria

- It is expected that all initiative tasks be completed within **four years**
- Practice Units may implement tasks in any sequence they choose

Incentive Design

All PCMH (Patient Centered Medical Home) Initiatives will have three phases that correspond to incentive payment periods:

Year I

- **PO Planning Phase:**
First incentive payment:
PO to provide self-assessment and an implementation plan
- **Initial Performance Phase:**
Second incentive payment:
Each Practice Unit will implement one task

Year II and thereafter

- **Ongoing Performance Phase:**
 - Two incentive payments per year for subsequent years of PO participation
 - Practice Units will implement 3 tasks per year, minimum one task per payment period

Initiative Tasks

- 12.1 Available vendor options for purchasing and implementing a patient portal system have been evaluated
- 12.2 Assessment has been conducted regarding liability and safety issues involved in maintaining a patient portal; and policies and procedures are developed that allow for a safe and efficient exchange of information (e.g., develop a policy around incorporating electronic communications into a patient's permanent hard-copy record.)
- 12.3 Capability is in place for patients to request appointments electronically
- 12.4 Capability is in place for patients to log, graph and analyze results of self-administered tests (i.e., daily blood glucose levels)
- 12.5 Capability is in place to alert providers of self-administered patient data that indicates a potential health issue
- 12.6 Capability is in place for patients and doctors to participate in e-visits
- 12.7 Capability is in place for providers to send automated care reminders, health education materials, links to community resources, educational websites and self-management materials to patients electronically
- 12.8 Capability is in place for patients to create a personal health record
- 12.9 Capability is in place for patients and providers to review test results, registries and electronic medical records online
- 12.10 Capability is in place for patients to request prescription renewals electronically

Metrics

TBD

Results

TBD