

CCMS Patient Portal

Version 1.0

Aging populations and lifestyle factors contribute significantly to the chronic disease and long term condition burdens around the world. With spiraling healthcare costs, many governments and healthcare providers are embracing a range of alternatives to reduce these costs – from prevention, through slowing the onset of disease, to reducing the cost of care. By supporting patients to self-manage their long term conditions, providers can deliver care more efficiently and effectively, and engage proactively with an informed, activated patient.

HSAGlobal can help healthcare providers achieve this goal. **CCMS Patient Portal**, a module of HSAGlobal’s Collaborative Care Management Solution™ (CCMS), is a patient health record stored on a secure web site that is accessible to patients, their caregivers and their interdisciplinary health care team. Provider companies that use CCMS can offer the Patient Portal to select patients as an option, storing the information in their CCMS database in a secure data centre.

Enable Patient Self-Management

A long term condition patient may use a variety of in-home devices, such as a glucometer and blood pressure monitor, to actively manage their condition. Using the Patient Portal, the patient logs in to a personalized home page on the secure site, and enters test results from their in-home device. The patient can view their results history to identify trends. The patient can also view the clinician-developed care plan, including problems, goals and interventions and the tasks that have been assigned to them; access educational information; and communicate with their care team. For the clinician this information can be viewed directly from within CCMS. The clinician accesses the patient’s entered results, updates the care plan on the Patient Portal, and assigns tasks back to the patient or their caregiver for action. The clinician may also enter results of other tests for the patient to see.

The Patient Portal site settings are configured once by the Clinician site administrator and a Service Provider partner during implementation of the CCMS project.

Connect Patients and Clinicians

CCMS Patient Portal benefits patients by supporting them in managing their condition, and provides a convenient, useful collaboration point with their clinician.

- Provides a common place to collect and share data with the clinician
- Provides more personalized healthcare – Patient Portal is tailored to their specific needs
- Reduces the number of office visits required for frail, elderly or chronically ill patients
- Aids patient self-management from the home
- Allows family members who may be helping the patient from a remote location to monitor care plan and tasks
- Facilitates interaction with clinician, preventing more “intensive” encounters

Improve Effectiveness of Patient Care

CCMS Patient Portal benefits healthcare providers by providing an integrated view of patient data, and enables improved care and proactive follow-up. Because clinicians and patients are using the same system to view the same data, interaction is efficient and relevant, and productivity increases.

- Reduces the number of in-office visits. Integration with CCMS allows the clinician to be proactive and identify patients that have problems, rather than routinely seeing patients that are managing well
- Reduces costs by decreasing the number of home care visits required
- Per user per month pricing provides a flexible method for revenue generation by providing access to family members
- Adds value and differentiation to a provider’s healthcare offering, when patient (client) has a choice of providers
- Delivers an overview of the patient at any point in time to see trends, with workflow and alerts for patients requiring timely corrective action
- Allows providers to care for suitable patients in a lower cost setting, ideally the patient’s home
- Allows providers to use lower cost resources. The patient and their family have ownership of their care.

The screenshot displays the 'Patient Health Record' interface for a patient named Joan Christmas. The interface includes a navigation menu on the left with options like Home, Results, Careplan, Links, Care Team, Settings, Contact Us, and Online Help. The main content area is divided into several sections:

- Case Overview:** Shows patient details: Name: Joan Christmas, Date of Birth: 2/01/1936.
- My Tasks:** A table listing tasks with columns for Due Date, Task, Patient ID, Patient Name, Source, and Status.

Due Date	Task	Patient ID	Patient Name	Source	Status
4/02/2009	Have rails put in bathroom	ZFVCYJ082708314638	Joan Christmas	David Hamilton	Not Started
24/04/2009	Smoking	ZFVCYJ082708314638	Joan Christmas	David Hamilton	In progress
- Episode of Care:** A table showing care episodes.

Episode ID	Effective From	Case Manager
2295	13/01/2009 8:33:00 p.m.	David Hamilton
- Latest Results:** Shows blood pressure and blood glucose results.
 - Blood pressure:** Date: Wednesday, 4 February 2009; Description: Blood pressure; Systolic: 120.00; Diastolic: 90.00.
 - Blood glucose - Random:** Date: Wednesday, 4 February 2009; Description: Blood glucose - Random; Comment: Routine test; Glucose level: 6.00.

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CCMS Patient Portal features a secure remote login for patients, test results entry pages, access to their care plan and assigned tasks, educational links and contact details for their care team. Implementation of the portal is straightforward for providers using CCMS.

Features and Functions

- Secure Remote login – The Patient Portal allows participating patients to remotely access parts of their clinical record from any internet-connected computer via a secure web site.
- My Tasks –The patient can view and update the status of assigned tasks in their care plan. This information can be immediately accessed by the care provider or Case Manager.
- Patient Results – The Patient Portal enables a patient to add, track and review a range of measurement results that the Care provider has discussed with them. The system displays an easily identifiable symbol to indicate whether the readings fall within acceptable ranges.
- Care Plan – The care plan feature enables the case manager or care provider to expose details of some of the care plan actions from the comprehensive patient care plan on the patient portal for the easy reference of the patient.
- Educational Links - Displays links relative to the patient’s specific health conditions.
- Care Team – Displays the contact details for those who are part of the patient’s care team.
- Contact Us – Enables the patient to send messages to the site administrator when in need of technical support.

Technology

The following technologies were used to develop the Patient Portal.

- Microsoft.NET
- MS SQL Server 2005
- HTML, JavaScript & AJAX

Devices

CCMS Patient Portal can be used by any device that runs Internet Explorer versions 6.x – 7.x.

Licensing

The CCMS Patient Portal is typically licensed as a separate module under the Provider company’s CCMS license agreement. The license is for a monthly subscription-based service based on user volume. Family members and other caregivers can be provided with additional “Caregiver Access” licenses if the Provider wishes to provide access to the Patient Portal to participate more fully in a patient’s care.

Special Features

There are benefits to entering results into the Patient Portal from self-monitoring devices. Increased benefits can come from automating the capture of that information. This is achieved by having a monitoring hub in the home receive the results from suitable devices and periodically send them to CCMS for addition to the patient’s medical record. Those results can then be reviewed by the patient through the Patient Portal. In addition, CCMS can be configured to alert the clinician, case manager or patient where results are outside the acceptable range to ensure prompt action is taken to address them.

At present these remote monitoring solutions need to be implemented individually for each device / hub type, but increasingly as manufacturers adopt the emerging standards for data content and communications protocols, we expect a range of potential solutions will be offered as standard CCMS options.

Implementation and Delivery

Implementation of the portal is simple and straightforward for our customers as it leverages Patient information already contained within CCMS. Once CCMS is implemented an organization need only answer a few questions that allow the Portal to be configured to meet the unique requirements of your care setting. This can be done as part of a CCMS implementation or at a later stage, if using a phased approach. Set up is managed by your Service Provider and ongoing maintenance is easily managed by the organization.

Training super users can be done in as little as a day with training for front line clinical staff requiring only a few hours. There is a requirement for training of those patients who will benefit from the Portal. This can be done during an existing patient appointment and is therefore cost effective for the organization and convenient for your Patients.

- One time set up
- Configured for your organisations unique needs
- Implemented with CCMS roll out or phased
- Minimal maintenance requirements by organisation
- Minimal time commitment for staff training
- Patient training integrated with existing appointments

Typically the Patient Portal is hosted and delivered by the local Service Provider. In special circumstances it can be made available as an on-premises application.

Collaborative Care Management Solution is a trademark of HSAGlobal. For more information, contact HSAGlobal or your local service provider today.

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