

Patient Perspective

How EMR/Patient Portal Access
Affects Quality of Care

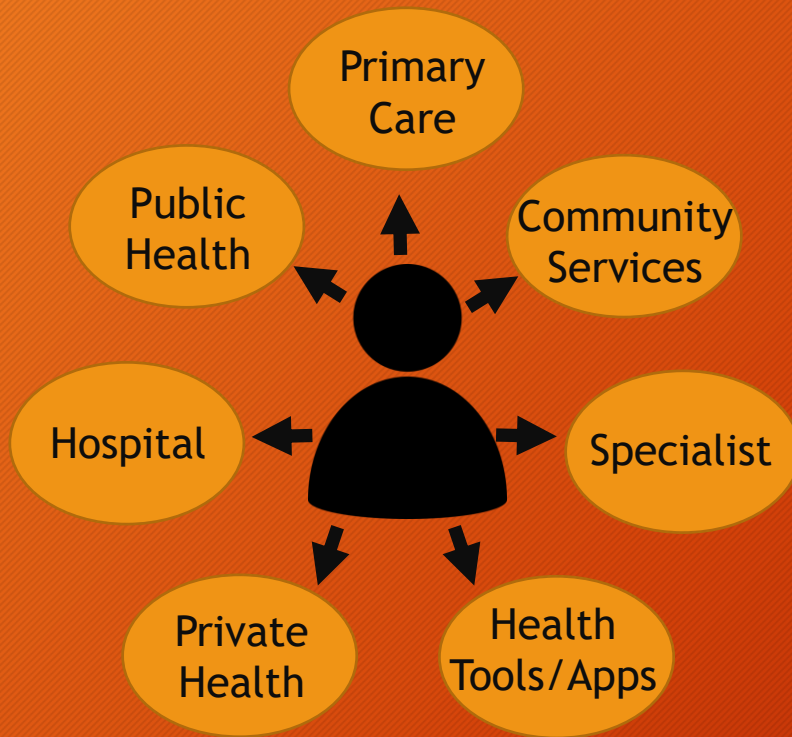
(Tracey Carr: May 31, 2017)

EMR Data as a Quality Driver

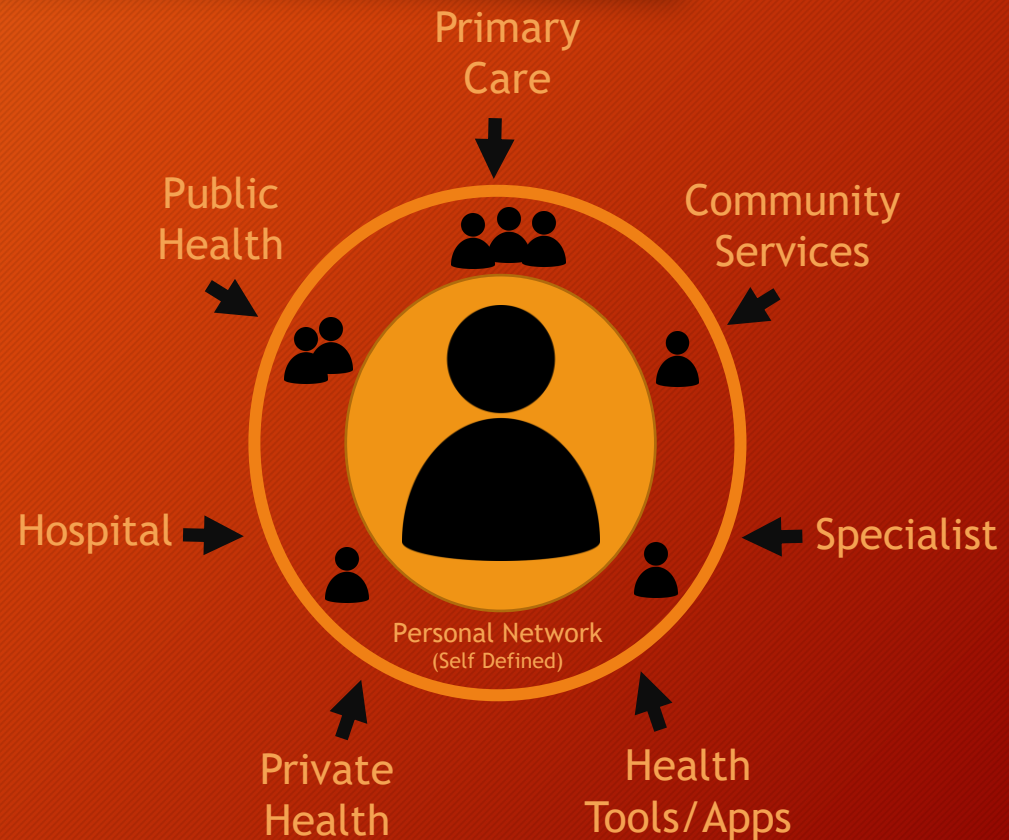
- **Accurate**
 - ✓ Up to date and comprehensive; requires meaningful use of EMR
- **Appropriately Contextualized**
 - ✓ Interpreted and acted on in context of person's life and priorities; not just about performance indicators or "evidence"
- **Accessible**
 - ✓ Shareable; requires data discipline in EMR
 - ✓ Shared with patients (and their self-identified network), and within/across relevant circle of care (health and community service sectors)

A Comment About Patient Portals

- ✓ Electronic Data Sharing
- ✓ Secure Messaging
- ✓ Appointment Booking



Provider-Oriented and Controlled



Person-Oriented and Controlled

Person-Oriented/Controlled Portal as Enabler of Quality Care

Patients
First

- **Access**
 - ✓ Ease of access to information (e.g. electronic data sharing)
 - ✓ Greater options for engagement that work in busy lives (e.g. secure messaging)
 - ✓ Enhanced flexibility for coordination (e.g. on-line booking)
- **Connect**
 - ✓ Patient data from home and personal network accessible to clinicians
 - ✓ Include relationships around patient that influence health and capacity
 - ✓ Data in patient's/caregiver's hands is with patient even if provider systems are not linked with each other
 - ✓ Person-control of data transcends privacy barriers that paralyze sharing between providers
- **Inform**
 - ✓ Share resources/educational materials electronically (support self-management and enhance capacity of personal network to support patient)
 - ✓ Electronic surveys (e.g. general or context-specific)
- **Protect**
 - ✓ Sharing of health data (medications, allergies, immunizations, lab results, consults, etc.) with patient/family and others promotes both patient safety and system sustainability

Thank You!

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