

E-Clinical Services at Kaiser Permanente

Dean F. Sittig, Ph.D.

Clinical Informatics Research Network
Kaiser Permanente



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C I R N



CLINICAL INFORMATICS
RESEARCH NETWORK

Overview

- Description of Kaiser Permanente
- Vision for E-Clinical Services Group
- Review of available services
- Challenges we are currently facing

E-Clinical Services Vision

From our members' perspective:

“Create additional ways I can interact with the people of Kaiser Permanente to give me the care, support and information I need, when, where and how I want it, so I can take better care of myself and my family.”

Four Elements of Our Vision

- **Enable Members** to partner with their physicians to do effective self-care, shared decision making, and self-management.
- **Build Relationships** with members to improve their health and quality of life

Four Elements of Our Vision

- **Maintain System and Information Reliability** so members can realize the benefits
- **Establish and Maintain Viability** so we'll still be around in 5 years to provide great care

Why a Personal Health Link?

- Patients want access to clinical data, transaction and communication services
- Clinicians have Clinical Information System
- Patients have Internet - Need a “place to go to get access

E-Clinical Services

- Access to portions of clinicians' EMR
- Send secure messages to clinicians
- Refill prescriptions
- Make appointments
- Review patient education material
- Participate in condition-specific support groups or “Chats”

Patient's Access to portions of clinicians' EMR



Personal Health Link

May 10, 2003 - Welcome, Ten Kpnw. [Back](#) [Home](#) [Help](#) [Sign Out](#)

- Health Record**
- [Health summary](#)
 - [Immunizations](#)
 - [Recent medical visits](#)
 - [View future appointments](#)
 - [Health record access log](#)

- Mail**
- [Inbox](#)
 - [Outbox](#)

- Services**
- [Contact your provider](#)
 - [Contact an advice nurse](#)
 - [Contact a pharmacist](#)
 - [Request an appointment](#)
 - [Update health record](#)
 - [Contact Membership Services](#)
 - [Web site feedback](#)
 - [KP Online](#)

- Administrative**
- [Change password](#)
 - [Change email address](#)
 - [Change address/phone](#)
 - [Terms and conditions](#)
 - [Wallet card](#)
 - [About referrals](#)

Health summary [Printer Friendly Page](#)

Name	Medical Record Number	Primary Physician	Clinic
Ten Kpnw	7173-97-98	Marlene Brannon, ISD	Montgomery Park

Current health issues ?

Health Issue	Date Noted
Chf Congestive Heart Failure Early-post-op Any Surgery	12/02/2002
Case/care Management	11/29/2000
Arthritis- Wrist	10/21/2002
Hearing Problems	10/21/2002
Long-term (Current) Use Of Anticoagulants	02/10/2003

My Notes:

Check with doctor about Physical Therapy.

[Click to edit...](#)

Current medications ?

Name	Instructions	Provider
MOTRIN 600MG TABLET #C		Michael Krall, M.D.
BACLOFEN 20MG TABS		Michael Krall, M.D.
PREDNISONE 5MG DOSE-PACK #21 TABS		Michael Krall, M.D.

May '03

- Pilot Phase
- 500 Users
- 17 PCPs
- Clinical trial with matched controls planned

Send secure messages to clinicians

To send a message to an advice nurse, click on the drop down list and select "Advice Nurse".

From: Ten Kpnw (7173-97-98)

Send to the office of: D (Primary Physician) ▾

Respond by: Electronic messaging
 Home Phone (503-123-4567 x111)
 Work Phone (360-246-2468 x222)
 Other (specify here)

Subject:

Question: (Maximum 5000 characters)

You can expect a response by the end of the next business day. You should not expect a

May '03

- Very few messages sent
- Character limit not a problem
- All messages go to a “pool” for triage
- Very few sign-up

Refill prescriptions

In 2002

- 38% of all sessions began here

- 95,000 patients

- Refilled 825,000 prescriptions

- 75% mailed to house

- 7.5% of all refills in NW

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Home Sign off Web site map Search

Change your region: Oregon/Washington

Get health advice Appointments/Rx refills Your plan Locate our services Mailbox

Rx refills

- About Rx refills
- Help

Refill a prescription for yourself or another member

Prescriptions to refill

For you

Health/Medical Record number: 21[redacted]43

1. Rx#

If you don't know your prescription number or need help refilling your prescription, please contact your pharmacy at the phone number shown on your prescription label. Your pharmacy's phone number is also listed in our [facility directory](#).

Back Start over Continue

Make appointments

The screenshot shows the Kaiser Permanente website interface. At the top left is the Kaiser Permanente logo. Navigation links include Home, Sign off, Web site map, and Search. A dropdown menu for 'Change your region: Oregon/Washington' is visible. Below this are tabs for 'Get health advice', 'Appointments/Rx refills' (which is selected), 'Your plan', 'Locate our services', and 'Mailbox'. The main content area features a large blue box with the heading 'Appointments' and a sub-link for 'Help'. To the right of this is a photograph of a woman holding a baby. A large blue box contains the text 'Send us an appointment request'. Below this is a warning: 'Important: If you think you have a medical or psychiatric emergency, call 911 or go to the nearest hospital. Do not attempt to access emergency care through this Web site. Need to know what a medical or psychiatric emergency is? View help for more information.' Another blue box below that says: 'If you have an urgent symptom or you want to speak with a nurse, do not use this Web site. Instead, please call your local Kaiser Permanente facility.' At the bottom of the main content area, it says 'Member: DEAN SITTIG' and 'Request or cancel nonurgent appointments in Dental, Eye, Family Practice, Internal Medicine, Pediatrics.' On the left side, under 'Related links:', there are four links: 'Health encyclopedia', 'Drug encyclopedia', 'Recommended tests & shots', and 'Contact a professional'.

In part of 2002

- 33,000 scheduled in N Cal region
- 125,000 total transactions: review, cancel, make
- 11% of total
- 41% very satisfied

Review patient education material

The screenshot shows the Kaiser Permanente website interface. At the top, there is a navigation bar with links for Home, Sign off, Web site map, and Search. Below this, there is a section for "Change your region: Oregon/Washington" and a row of buttons for "Get health advice", "Appointments/Rx refills", "Your plan", "Locate our services", and "Mailbox". The main content area features a large blue banner with the text "Learn about health topics" and three colored squares (orange, yellow, and red). Below the banner, there is a section for "National Organization for Rare Disorders, Inc." with the "healthwise" logo and the tagline "for every health decision". The main heading is "Asperger's Syndrome" with a sub-heading "General Discussion". The text describes Asperger's syndrome as a neuropsychiatric disorder, mentioning symptoms like inability to understand others' feelings, abnormal single-mindedness, lack of verbal skills, insensitivity to social cues, withdrawal, and obsessive interests. It notes that many clinicians believe it is a sub-type of autism with a later onset and that the exact cause is unknown.

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Home Sign off Web site map Search

Change your region: Oregon/Washington

Get health advice Appointments/Rx refills Your plan Locate our services Mailbox

Health encyclopedia

- Search encyclopedia
- Asperger's Syndrome
- Synonyms
- Disorder Subdivisions
- Related Disorders List
- General Discussion
- Symptoms
- Causes

Learn about health topics

National Organization for Rare Disorders, Inc.

healthwise®
for every health decision®

Asperger's Syndrome

General Discussion

Asperger's syndrome is a neuropsychiatric disorder. Children with this disorder experience the inability to understand the feelings of others, abnormal single-mindedness, lack of verbal skills, insensitivity to social cues, withdrawal and obsessive indulgence in special interests. Many clinicians believe that Asperger's syndrome is a sub-type of autism that is differentiated by a later onset (i.e., it is usually not recognized before 30 months of age) and by the fact that speech generally is not delayed, as it often is in children with autism. The exact cause of Asperger's syndrome is unknown.

In 2002

- 12% of user session
- Healthwise content
- No login required

Condition-specific support groups

The screenshot displays the Kaiser Permanente website's message board interface. At the top left is the Kaiser Permanente logo. To its right are navigation links: Home, Sign off, Web site map, and Search. Below these are five main navigation buttons: Get health advice, Appointments/Rx refills, Your plan, Locate our services, and Mailbox. On the left side, there is a blue sidebar titled "Message boards" containing a list of links: Main categories, Our posting policy, Our moderators, Update profile and preferences, Change screen name, Search our boards, and Help. The main content area features a large blue header with the text "Main categories" and "Welcome deanforrest!". Below this header are two columns of links. The left column is titled "Health and wellness" and lists: Anxiety, Asthma, Cancer, Depression, Diabetes, Diet and nutrition, Heart health, Kid's health, Painful conditions, Pregnancy, Tobacco use, and Women's health. The right column is titled "Using the message boards" and lists: Help me find it and Practice posting messages. Below these columns is a section titled "Social (nonmedical) issues" with a link for Announcements and feedback.

Challenges Faced

- Clinicians reluctance to include patients
- IT reluctance to consider new technology
- Clinicians resistance to e-mail
- Logistics of giving out User ID & Passwords
- Integration of stand alone functions with Personal Health Link
- Methods of providing appropriate proxy access to care givers

Thank you!

Dean.F.Sittig@kp.org

Clinicians Reluctance to Include Patients in Care Process

- Which (if any) parts of the record to show?
 - Problem list: suicide risk, morbid obesity, felon
 - Laboratory test results: which ones, how soon?
 - Progress notes: