

## Improving Patient Access Knowledge

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# Improving Patient Access Knowledge (IPAK)

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## Introduction

- Patient portals offer patients access to their health information online
- Physicians at LVHN have noticed that patients, especially those who are older, tend not to use the portal
- Research has shown that a significant portion of patients do not follow through with recommendations to enroll in the patient portal<sup>1</sup>
- Patient portals have the potential to promote patient empowerment, increase satisfaction with care, and perhaps even increase the timeliness, quality, and patient-centeredness of healthcare delivery<sup>1</sup>

## Objective

- Identify gaps and barriers in patients' access to online health information
- Help develop future programs and educational plans to improve access at Dale and Frances Hughes Cancer Center

## Methods

Literature review

- Total of 10 articles consulted

Develop survey

- Created using REDCap
- Web-based & paper formats

Future: Collect and analyze data

- Identify top barriers
- Examine by age, ethnicity, etc.

## Literature Review

- Main barriers to accessing online health information are lack of information or motivation, negative attitudes toward the portal, and computer related obstacles<sup>1</sup>
- Among older adults, privacy and security concerns and access to and ability to use technology and the Internet<sup>2</sup>
- Other factors found significant in portal use include gender, age, English language proficiency, insurance<sup>3</sup>, and income<sup>4</sup>
- Minorities and those without an educational degree were found to be less likely to enroll<sup>5</sup>

## Survey Design

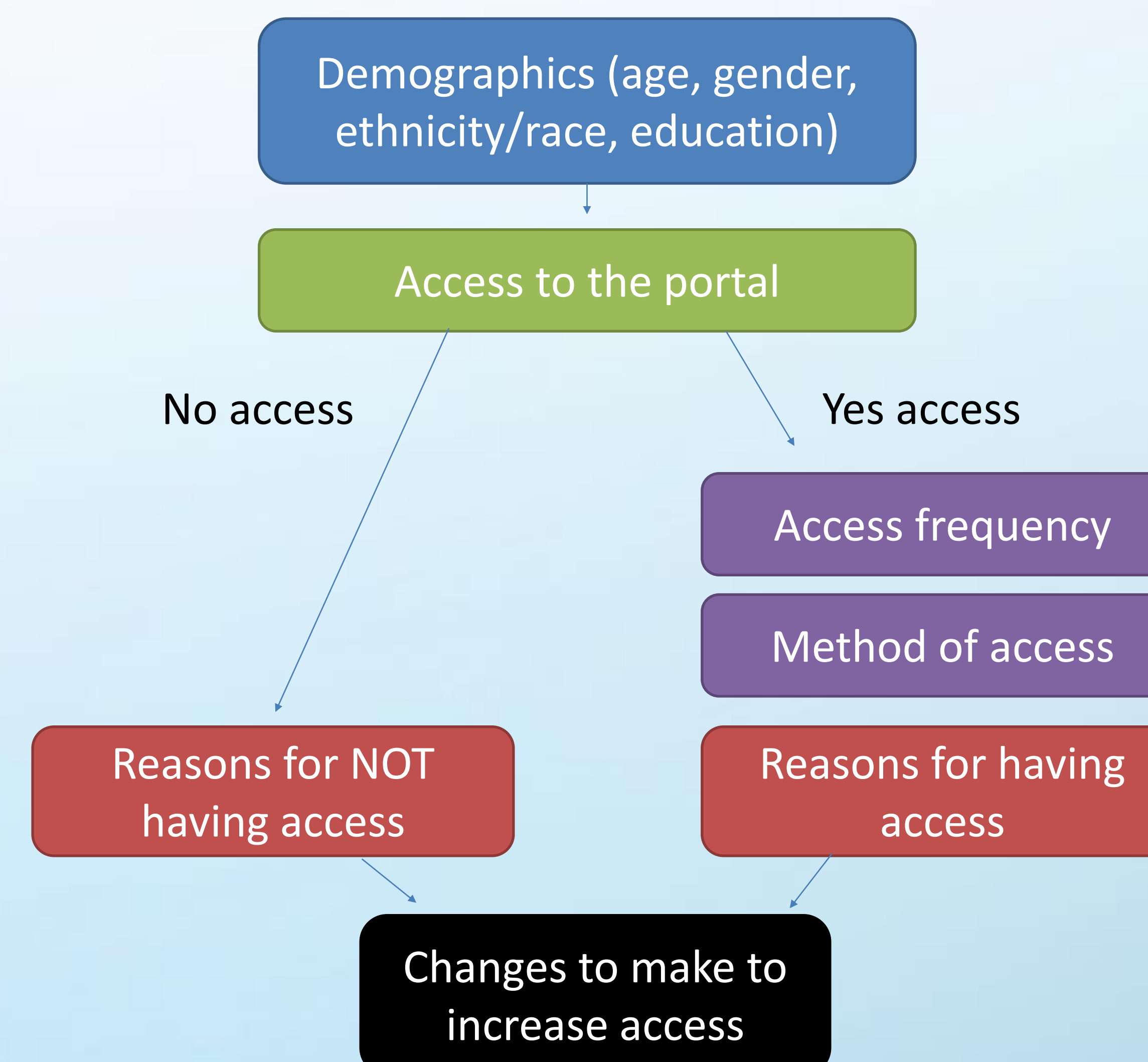


Figure 1. Overview of structure of survey questions

## Results/Conclusions

- Using findings from the literature review, a questionnaire was developed to elucidate patient attitudes regarding their patient portal use.
- The survey incorporates evidence-based considerations of barriers and motivators for patient portal use
- Results from the survey have yet to be collected as the project is still undergoing approval processes

## Next Steps

- Distribute survey to patients at Dale and Frances Hughes Cancer Center
- Collect data from survey and analyze results
- Identify barriers and motivators for patient access that exist
- Apply knowledge to develop educational plans and make improvements to patient access experience

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