

Improving Patient Access Knowledge

Xinyi He

Krista Bott MD

Lehigh Valley Health Network, krista.bott@lvhn.org

Sean Quinlan-Davidson MD

Lehigh Valley Health Network, sean.quinlan@lvhn.org

Follow this and additional works at: <https://scholarlyworks.lvhn.org/research-scholars>



Part of the [Oncology Commons](#)

Let us know how access to this document benefits you

Published In/Presented At

He, X., Bott, K., Quinlan-Davidson, S. (2021, August). *Improving Patient Access Knowledge*. Poster Presented at: LVHN Research Scholar Program Poster Session, Lehigh Valley Health Network, Allentown, PA.

This Poster is brought to you for free and open access by LVHN Scholarly Works. It has been accepted for inclusion in LVHN Scholarly Works by an authorized administrator. For more information, please contact LibraryServices@lvhn.org.

Improving Patient Access Knowledge (IPAK)

Xinyi He, Krista Bott MD, Sean Quinlan-Davidson MD

Lehigh Valley Health Network, Allentown, Pennsylvania

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 portal¹
- 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 delivery¹

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 obstacles¹
- Among older adults, privacy and security concerns and access to and ability to use technology and the Internet²
- Other factors found significant in portal use include gender, age, English language proficiency, insurance³, and income⁴
- Minorities and those without an educational degree were found to be less likely to enroll⁵

Survey Design

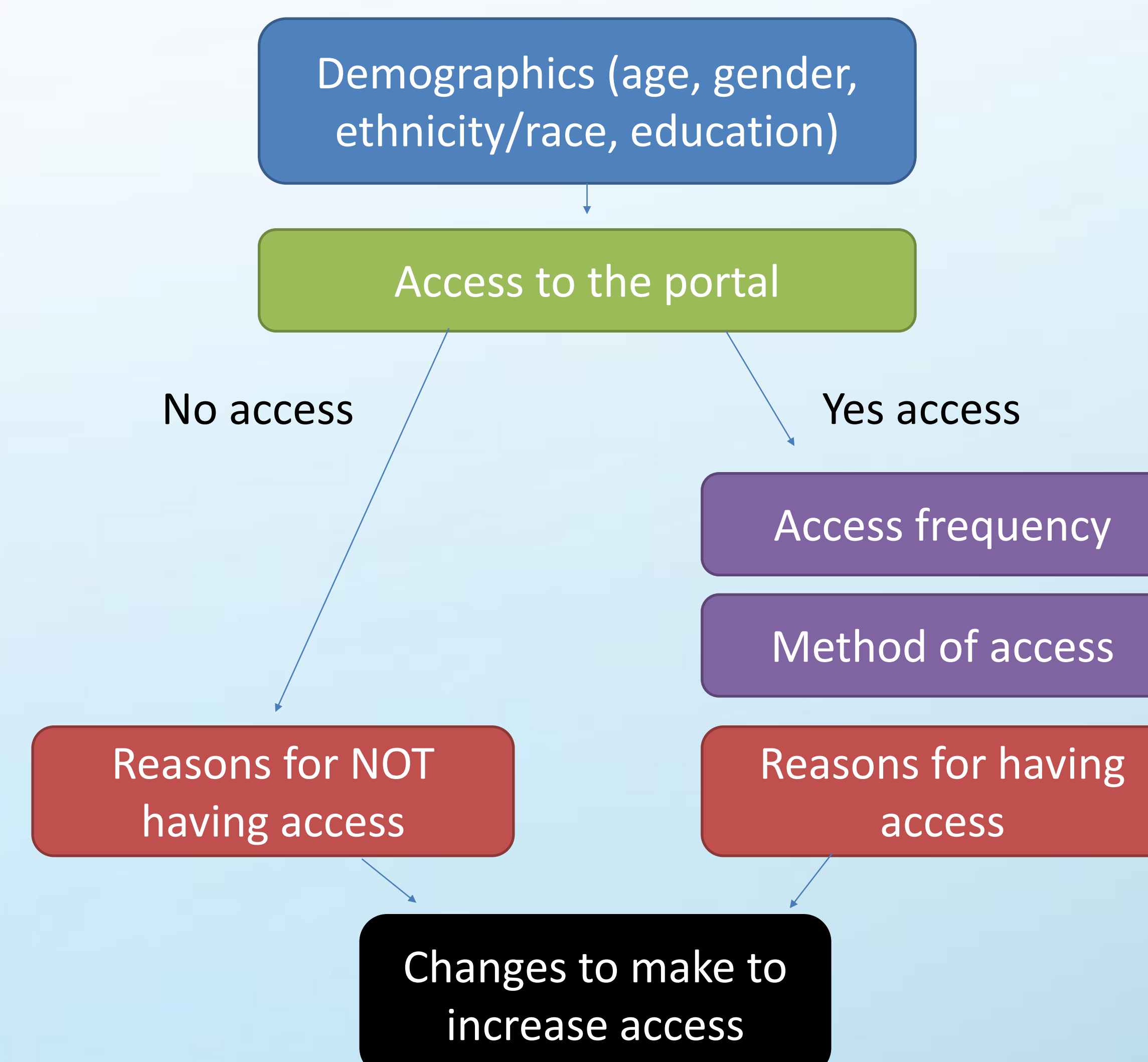


Figure 1. Overview of structure of survey questions

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

References

1. Goel, M. S., Brown, T. L., Williams, A., Cooper, A. J., Hasnain-Wynia, R., & Baker, D. W. (2011). Patient reported barriers to enrolling in a patient portal. *Journal of the American Medical Informatics Association*, 18(Supplement 1), i8-i12. <https://doi.org/10.1136/amiainl-2011-000473>
2. Sakaguchi-Tang, D. K., Bosold, A. L., Choi, Y. K., & Turner, A. M. (2017). Patient Portal Use and Experience Among Older Adults: Systematic Review. *JMIR Medical Informatics*, 5(4). <https://doi.org/10.2196/medinform.8092>
3. Ancker, J. S., Barrón, Y., Rockoff, M. L., Hauser, D., Pichardo, M., Szerencsy, A., & Calman, N. (2011). Use of an Electronic Patient Portal Among Disadvantaged Populations. *Journal of General Internal Medicine*, 26(10), 1117-1123. <https://doi.org/10.1007/s11606-011-1749-y>
4. Aljabri, D., Dumitrascu, A., Burton, M. C., White, L., Khan, M., Xirasagar, S., Horner, R., & Naessens, J. (2018). Patient portal adoption and use by hospitalized cancer patients: a retrospective study of its impact on adverse events, utilization, and patient satisfaction. *BMC Medical Informatics and Decision Making*, 18(1). <https://doi.org/10.1186/s12911-018-0644-4>
5. Sarkar, U., Karter, A. J., Liu, J. Y., Adler, N. E., Nguyen, R., Lopez, A., & Schillinger, D. (2011). Social disparities in internet patient portal use in diabetes: evidence that the digital divide extends beyond access. *Journal of the American Medical Informatics Association*, 18(3), 318-321. <https://doi.org/10.1136/jamia.2010.006015>