

Voice of the Patient: Capturing the Needs and Concerns of Patients Regarding MyLVHN Patient Portal

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Voice of the Patient: Capturing the Needs and Concerns of Patients Regarding MyLVHN Patient Portal

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BACKGROUND

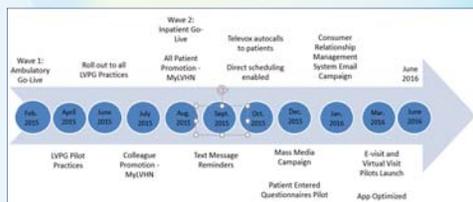
MyLVHN is a free, secure and easy-to-use patient website that connects patients with their personal health information (PHI). With MyLVHN patients can: schedule appointments, review medical information, request prescription renewals, pay or review bills for medical services, send and receive non-urgent messages from their LVPG health care provider.

Lehigh Valley Health Network (LVHN) made a record by activating 100,000 patients in MyLVHN within the first year.

- In addition to patients, brief interviews were conducted with practice managers/clinical coordinators of those LVPG practices
- Data was compiled and analyzed with the assistance of project manager and mentor to extract meaningful data for ongoing portal engagement strategies.

OUTCOMES

Time-line on MyLVHN

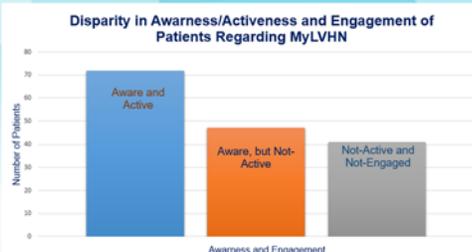


PURPOSE

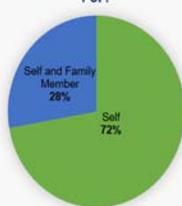
Patient engagement is one of the greatest predictors and catalysts to improving clinical outcomes, thus it plays a major role in helping LVHN reach its goal of Better Health, one of the Triple Aims (Better Care, Better Health and Better Cost) of LVHN. With patient engagement being one of the network goals for FY'17, it became crucial to listen patients to better understand their needs and keep them engaged in their own health. The prime objective of this project is to capture the voice of the patient and to discuss their concerns and needs to leverage MyLVHN, thus increase patient engagement.

METHODS

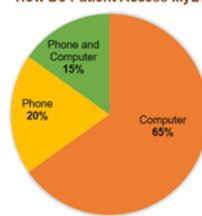
- Interviewed the Project Manager of MyLVHN in OE
- Surveys/Interviews were conducted with 161 patients (48 from primary care and 113 from specialty care) in waiting room of six LVPG practices in the duration of two weeks:
 - LVPG Cardiology-1250 Cedar Crest
 - LVPG Obstetrics/Gynecology-1245 Cedar Crest
 - LVPG Pediatrics-Center Valley
 - LVPG Internal Medicine-3080 Hamilton Blvd.
 - LVPG Rheumatology-3080 Hamilton Blvd
 - LVPG Internal Medicine- Muhlenberg



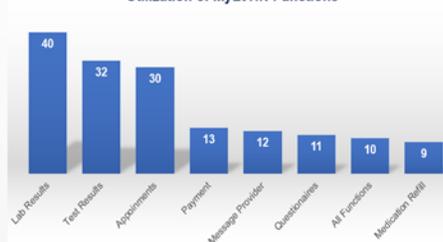
For Whom Does MyLVHN Users Use It For?



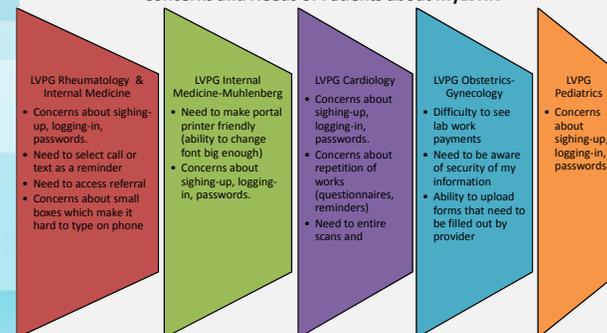
How Do Patient Access MyLVHN?



Utilization of MyLVHN Functions



Concerns and Needs of Patients about MyLVHN



DISCUSSION

- Although a significant number of patients are aware of MyLVHN, a good number of them are not active in the portal.
- Since a good number of patients use MyLVHN for their family, privacy and security needs should be made clear.
- A solution to engage patients in the portal is by attending their needs and concerns and update them about their health with ease and accuracy.

CONCLUSIONS

MyLVHN patient portal is an integral component of the FY'17 network goals and priorities. Understanding and reacting to the voice of the patients is a necessary responsibility of the project team when setting scope of project.

References

Demopoulos, James, Michael Sheinberg MD, and Lindsay Altmare. *AMGA Proposal Submission*. 26 June 2016. Narrative for AMGA Presentation.

Altmare, L. (2016, June/July). Personal Interview

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