

Krystyna Hommen, President and CEO Excelleris
Direct to Patient Reporting

CACMID – AMMI 2012 ANNUAL CONFERENCE (VANCOUVER)



back | | next

1

2010 Excelleris Technologies. All rights reserved. This information is considered confidential unless otherwise indicated.

Topics

- About Excelleris
- Background on Consumer Access to Health Care Information
- Direct to Patient Diagnostic Reporting
 - Provider Perspectives
 - Patient Perspectives
 - Provincial Perspectives
 - Bottom Line
- Patient Feedback
- Provider Feedback
- Question and Answer



back | | next

2

2010 Excelleris Technologies. All rights reserved. This information is considered confidential unless otherwise indicated.

About Excelleris

- **Genesis:**
 - LifeLabs and BC BioMedical created Excelleris in 1999 to address a common business need
- **Vision:**
 - To be the leading Health Care Information Distribution and Access service for providers, physicians and patients in the province of British Columbia
- **Key Corporate Facts:**
 - Service based business
 - Clients include Health Authority and Community Laboratories
 - Actively diversifying to meet the needs of our clients as they respond to business imperatives in Health Care



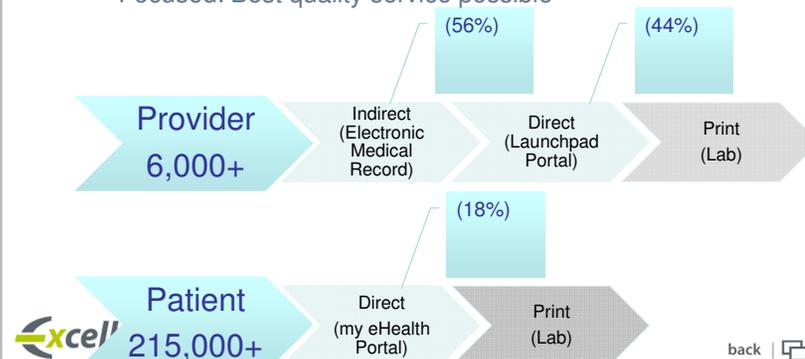
back | | next

3

2010 Excelleris Technologies. All rights reserved. This information is considered confidential unless otherwise indicated.

Excelleris Information Distribution and Access

- “Fast, Fabulous and Focused ”
 - Fast: Over 200 transactions/second at peaks
 - Fabulous: Broadest reach and range of capabilities amongst competitors
 - Focused: Best quality service possible



back | | next

4

2010 Excelleris Technologies. All rights reserved. This information is considered confidential unless otherwise indicated.

Direct to Patient Diagnostic Reporting Typical Provider Concerns

- Post-Examination Error
 - i.e. Dr. Michael Noble
 - <http://www.medicallaboratoryquality.com/2010/10/direct-to-patient-reporting.html>
- Privacy
 - Misdirected reports, i.e. Mr. John Smith, Ms. Wei Fung, Dr. John Smith
- Frightened patients seeking information from potentially unsuitable sources
- Inability of patients to interpret results
 - <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1831617/>
 - <http://www.aacc.org/publications/cln/2011/April/Pages/PatientSafetyFocusPortals.aspx>



back | | next

5

2010 Excelleris Technologies. All rights reserved. This information is considered confidential unless otherwise indicated.

Direct to Patient Diagnostic Reporting Typical Provider Benefits

- Avoid Litigation
 - Communication issues, i.e. failure to communicate are the 4th largest cause of malpractice lawsuits in radiology
 - <http://www.diagnosticimaging.com/radblog/display/article/113619/1839853>
- Improved Quality
 - 1% to 10% of clinically important abnormal test results are missed by providers, with potential adverse consequences for patients' health
 - <http://www.ncbi.nlm.nih.gov/pubmed/15791768>
 - http://www.cmpa-acpm.ca/cmpapd04/docs/resource_files/infoletters/2004/com_il0420_1-e.cfm



back | | next

6

2010 Excelleris Technologies. All rights reserved. This information is considered confidential unless otherwise indicated.

Direct to Patient Diagnostic Reporting Typical Provider Benefits (cont.)

- Rapid notification of results
- Reduction in workload
- Patients feel more involved
 - <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1831617/>
- Patients contribute to improved quality
 - Missed tests
 - Misdirected reports (i.e. wrong doctor, wrong doctor address)
 - Incomplete direction (i.e. copy to doctor missed)



back | | next

7

2010 Excelleris Technologies. All rights reserved. This information is considered confidential unless otherwise indicated.

Typical Patient Perspectives

- More than 90% of patients want access to diagnostic results, normal or abnormal
 - <http://www.ncbi.nlm.nih.gov/pubmed/11151807>
- Patients are becoming empowered partners in managing their own care, and are signing up for full featured Personal Health Records management systems, e.g.
 - TELUS HealthSpace
 - mihealth



back | | next

8

2010 Excelleris Technologies. All rights reserved. This information is considered confidential unless otherwise indicated.

Typical Provincial Perspectives: Ontario's Drummond Report

<http://www.fin.gov.on.ca/en/reformcommission/chapters/ch5.html#ch5-f>

- Recommendation 5-1:
 - Develop and publish a comprehensive plan to address health care challenges over the next 20 years.
 - The plan should set objectives and drive solutions that are built around the following principles:
 - The system should be centred on the patient, not on the institutions and practitioners in the health care system;
- Recommendation 5-34:
 - Require hospitals to make discharge summaries available electronically to other care providers (e.g., general practitioners, home care) immediately.
- Recommendation 5-35:
 - Switch to electronic delivery of laboratory test results to improve timeliness and efficiency, as well as support patient privacy.



back | | next

9

2010 Excelleris Technologies. All rights reserved. This information is considered confidential unless otherwise indicated.

Typical Provincial Perspectives: BC Ministry of Health Service Plan 2012/13 - 2014/15

<http://www.bcbudget.gov.bc.ca/2012/sp/pdf/ministry/hlth.pdf>

- Goal 4: Improved innovation, productivity and efficiency in the delivery of health services.
 - Objective 4.1:
 - Optimize supply and mix of health human resources, information management, technology and infrastructure in-service delivery. A high performing health system is one that uses its resources in the best way possible to improve health outcomes for patients and the broader population. To be sustainable, we must ensure that the health system has enough of, and the right mix of health professionals to provide the services that will meet British Columbians' needs now and in the future. We must also ensure that health care providers are appropriately supported by information management systems, technologies and the physical infrastructure to deliver high quality services as efficiently as possible.



back | | next

10

2010 Excelleris Technologies. All rights reserved. This information is considered confidential unless otherwise indicated.

Direct to Patient Diagnostic Reporting: Bottom Line

- This is not a passing fad
- Patients continue to sign up and continue to use Excelleris' *my ehealth* service in BC

Baseline Data		January 2012		February 2012		March 2012		April 2012	
Momentum # of users	Volume # of uses	Momentum # of users	Volume # of uses	Momentum # of users	Volume # of uses	Momentum # of users	Volume # of uses	Momentum # of users	Volume # of uses
154,740	103,972	187,846	122,273	198,470	128,806	209,311	138,572	218,780	135,429

- Similar services are being investigated and or deployed in other provinces
- Tools and technologies exist to reduce privacy risk
- Report re-design an obvious opportunity and challenge
 - Standards are key – but system wide adoption is challenging

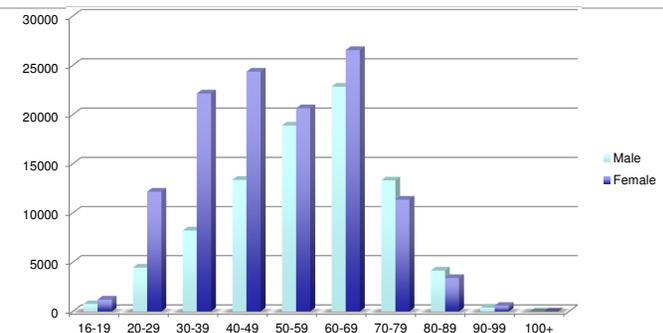


back | | next

11

2010 Excelleris Technologies. All rights reserved. This information is considered confidential unless otherwise indicated.

my eHealth Registrations by Age and Gender



- Largest single age group of registrants is 50-70 for both male and female
- Female has larger % of younger registrants
- Male has larger % of older registrants



back | | next

12

2010 Excelleris Technologies. All rights reserved. This information is considered confidential unless otherwise indicated.

BC Provider Feedback

- “I tell it to all my patients, promotes shared responsibility, prevents/reduces missed result follow up, more timely than the previous postal result service.”
- “It's all good; it would be worthwhile for patients to be able to see my annotations on those labs in the future (so that they know what I am thinking – e.g. that the Hct being abnormal is nothing to worry about!).”
- “Bring on the EHR/Patient portal!”
- “I've been widely encouraging my patients to enroll. It's a very valuable tool. I'm a strong advocate for patient portals and, with government sadly lagging farther and farther behind, this is one such portal that we CAN offer.”



back | | next

13

2010 Excelleris Technologies. All rights reserved. This information is considered confidential unless otherwise indicated.

Provider Feedback, (cont.)

- “It informs and empowers patients. I actually find the conversations get focused on the issues faster and at a much higher level. In many cases I can say to carry on, call me IF the lab results are unexpected, thereby reducing unnecessary visits to say that their latest TSH, lipid levels, etc, are fine. Makes my clinical life easier!”
- “It allows patients to ask questions on issue/concerns that THEY have, which are often on issues that I would not have focused on. Addressing their issues has strengthened the connection we have.”



back | | next

14

2010 Excelleris Technologies. All rights reserved. This information is considered confidential unless otherwise indicated.

Provider Feedback (cont.)

- “Many of my patients travel. It allows access to the background of lab data otherwise unavailable.”
- “Strong positive feedback from patients who feel more engaged in their care, thereby increasing the likelihood of active participation and more positive outcomes.”
- Enough said. Two thumbs up! Now if we could only offer a REAL portal, with access to a Medical Summary, etc. Maybe even some day having ability for patient to input data; e.g. home BP measurements, weights, glucometer readings, etc. etc.....



back | | next

15

2010 Excelleris Technologies. All rights reserved. This information is considered confidential unless otherwise indicated.

Patient Feedback

facebook

Aaron Danger Cruikshank [posted on My ehealth's Wall](#)

"So... let me get this straight... If I sign up, I can get my lab results from you guys online at no charge? That's awesome!"

Reply to this email to comment on this Wall post.

[View Post](#)



back | | next

16

2010 Excelleris Technologies. All rights reserved. This information is considered confidential unless otherwise indicated.

QUESTION AND ANSWER



back |  | next