

my UnityPoint

The Patient Portal Journey at UnityPoint Health

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UnityPoint Health® System Profile

Mission: Improve the health of the people and communities we serve

Vision: Best Outcome Every Patient Every Time®

At UnityPoint Health we provide care in nine regions throughout Iowa, western Illinois and southern Wisconsin in our hospitals, clinics and home health settings. As the nation's 13th largest nonprofit health system and the fourth largest nondenominational health system in America, UnityPoint Health keeps people at the center of all we do.

unitypoint.org



20 Hospitals

290+ Clinics serving our communities

18 Community Network Hospitals

18 UnityPoint at HomeSM Locations

12 Affiliated Partners

4 Accredited UnityPoint Health Colleges



30,736 Team Members

1,077 Staff/Employed Physicians

10,494 Nursing Related Roles

4,000+ Volunteers



\$4.4B Total Projected Revenue

\$7B Economic Impact



\$284.5M Community Impact

Service area of 2,085,258 people

208,406 ACO covered lives*



1,543,447 Unique patients seen across our clinic, home care and hospital settings

843,135 Unique patients seen in clinics

679,633 Unique patients seen in hospitals

20,679 Unique patients seen in home care



20,268 Births



96,958 Surgeries

6.2 million+ Total Patient visits

2,149,307 UnityPoint Clinic® visits

316,261 Hospital visits
(outpatient and inpatient)

488,561 Emergency visits

611,189 UnityPoint at Home visits

427,507 Home Care

153,560 Home Hospice

4,808 Hospice Inpatient Unit

1,380 Palliative Care

13,218 Pediatrics

7,536 Infusion

3,180 Specialty Pharmacy



* Doesn't include Medicaid MCOs or Medicare Advantage ACOs

Updated August 2017

Top features in Action



Portal Development Timeline

Epic MyChart Patient Portal Technology

• March 2014

- *Beginning*
- Mirrored our previous FMH Portal
 - Immunization records
 - Limited visit history

• September 2016

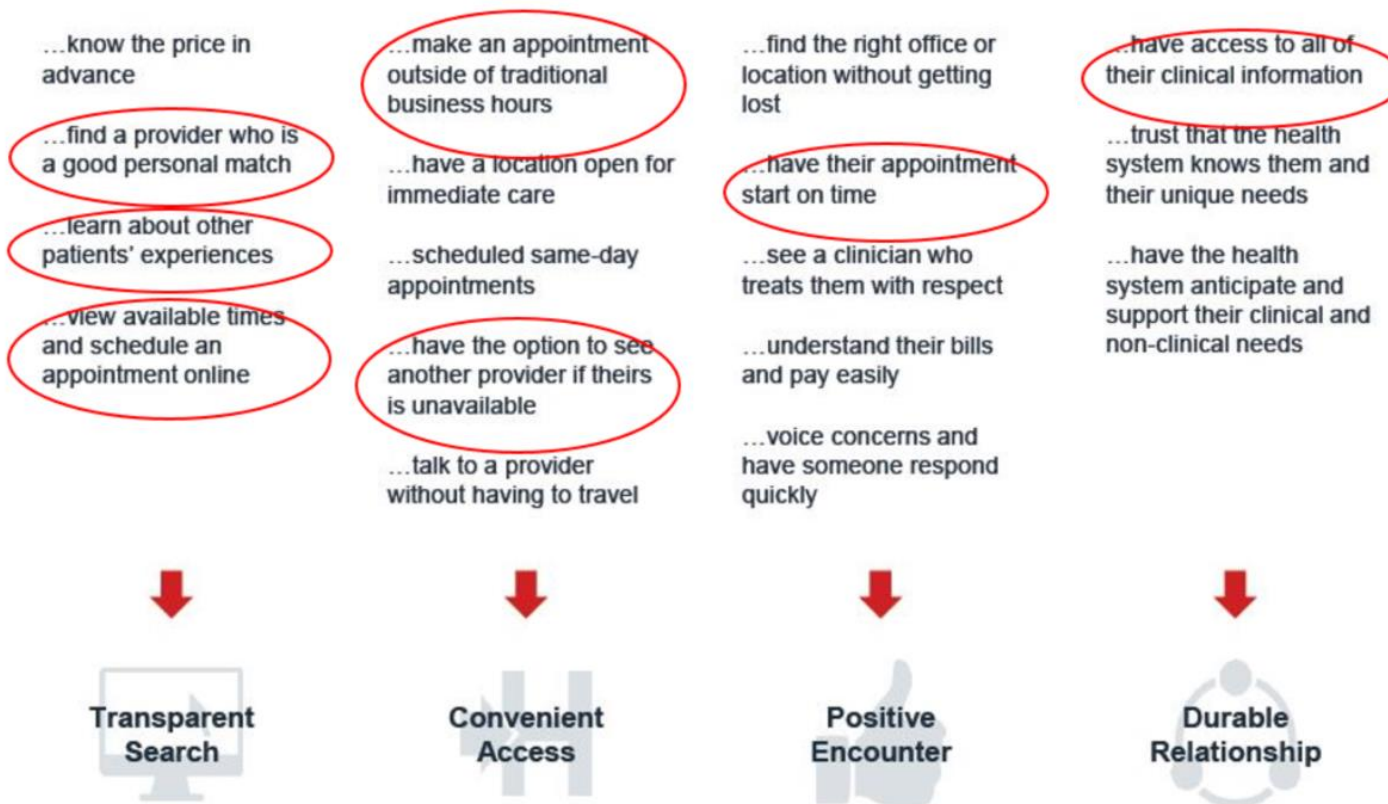
- *Enhancements*
- Letters
- Direct Scheduling
- Health Maintenance
- Pt Entered Flowsheets

• July 2017

- *Upgrade*
- E-Check in
- Advanced Directives
- Team Scheduling
- Fast Pass
- Plan of Care

Patients are Consumers

Consumers Expect That They Will Be Able to...



Source: Competing on Consumer Experience, Advisory Board. Interviews and analysis.

All Signs Point to Portal to meet needs

- Send Messages to Care Team
- Receive Automatic Reminders (Email/Text/Push)
- Waiting Lists
- Online Scheduling (Established patients only)
- Request Rx Refill
- View Plan of Care
- Proxy Family Members in your care
- Online Options before appointment



Going to Next Level

- Leverage and grow awareness of current options with our consumers
- Expedite key new capabilities
- Expand consumer facing options & prioritize customer satisfiers
 - Consumers want options that can decrease their time in the clinic.
 - They welcome options for more transparent information
 - Ease of Use
 - Conduits to functionality
 - (Mobile App, Web Platform)





“ I really like the online option to make appointments and send messages to the doctor. I can view new test results and see explanations. It is very helpful.”

-UPH patient comment



Positive Trends:

- Provider Schedules are more full.
- No Show numbers have declined for portal active patients.
- Decreases call volumes
- Allows issues to be handled more efficiently



Thank You



UnityPoint Clinic