USING A WEB-BASED PATIENT-PROVIDER MESSAGING SYSTEM TO ENHANCE PATIENT SATISFACTION AMONG ACTIVE DUTY SAILORS AND MARINES SEEN IN THE PSYCHIATRIC OUTPATIENT CLINIC: A PILOT STUDY.

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Disclosure

- The speaker has no conflict of interest to disclose.

Objectives

- Define patient satisfaction.

- Describe how a web-based messaging system could improve patient satisfaction in the psychiatric outpatient setting.
Introduction

- 936,283 active duty military members diagnosed with at least one mental health disorder from 2000-2011
- In 2011, mental health disorders are the leading cause of hospital admissions of service members in the U.S.
- IOM’s six aims in improving the 21st century healthcare: safety, effectiveness, patient-centeredness, timeliness, efficiency, and equity
- Enhancing the use of technology in healthcare could help reduce patient harm, decrease healthcare cost and maximize scarce resources

Significance

- Pentagon allocates approx. 2 billion dollars to the Department of Defense’s (DoD) and 2.9 billion dollars to the Veteran’s Health Administration (VHA) annually for mental health and substance abuse services.
- 2,676 American troops have died by suicide since 2001.
- The suicide rate soared to 18% in 2012—averaging to one active duty U.S. soldier committing suicide each day
- Over the last twelve years, diagnosis of mental health disorders in the military have increased to 65%

Significance (cont.)

- Attrition rate from military service is 27% of the 1.5 million of all active duty service personnel including Army, Air Force, Navy, and Marines who received mental health care in 2000
- Veterans seen in the Veteran's Health Administration (VHA) increased from 5.02 million in 2005 to 5.20 million in 2008.
- Among those veterans, those who were diagnosed with mental health disorders increased from 1.45 million to 1.69 million.
- 17% of the nation’s homeless adults surveyed from 47 communities are reported as veterans
Literature Review of the Concept of Patient Satisfaction

- Patient satisfaction as a way to measure healthcare
- IOM's six aims of quality health care improvement
  - Safe, effective, patient-centered, timely, efficient, equitable
- Definition of patient satisfaction
  - Safe and effective care, timely and efficient service, patient-centered treatment approach, and respectful and confidential patient interactions

Adapted from the Institute of Medicine's (IOM) Crossing the Quality Chasm © 2001

Appraisal of Literature Regarding Web-messaging between Patient-Provider

- 69% of 2,000 adults use a computer at work, home or other location, and 81% of computer users go online.
- 40% of the 1,000 respondents expressed frustration that they have to physically visit the office to ask their physicians simple questions.
- 57% of respondents expect that the internet will likely reduce or eliminate their frustrations regarding healthcare.


Appraisal of Literature Regarding Web-messaging between Patient-Provider (cont.)

- The Office of the National Coordinator for Health Information Technology created under the Bush administration has set the goal of nationwide adaptation and use of Electronic Health Records (EHRs) by 2014.
- President Barack Obama signed into law the American Recovery and Reinvestment Act of 2009 providing $19.2 billion for health information technology

Steinbrook, 2009
Appraisal of Literature Regarding Web-messaging between Patient-Provider (cont.)

- Patients and providers are embracing the use of online communication as a way to communicate about their health status and treatment strategies.
- Secure web-messaging in the primary care has been associated with decreased office visits, improved measurable outcomes, and exceptional patient satisfaction.
- Physician attitudes in the use of a secure web-based portal remain positive.


Theoretical and Conceptual Framework

- The Transactional Theory of Stress and Coping (TTSC) by Richard Lazarus, a social-personality psychologist.
- A person uses two types of coping:
  - problem-focused coping
  - emotion-focused coping

Lazarus & Folkman, 1984

RelayHealth®

- Improve the coordination of care between clinic providers and hospitals
- Provide asynchronous messaging service
- Allow patients to obtain various non-urgent services online:
  - Request to schedule, re-schedule or cancel an appointment,
  - Request for laboratory tests or results,
  - Request prescription renewals,
  - Request referrals,
  - Ask the provider or office staff simple questions.

RelayHealth, 2012
RelayHealth® (cont.)

- The site is only accessed by the registered patient, provider and authorized front office staff.

- Website security is achieved with 128-bit Secure-Socket-Layer (SSL) and a secure server.

Relay Health, 2012

References


References (cont.)


Questions?

- The best window on the safety and quality of care is through the eyes of the patient.

--Institute of Medicine, 2001