

Title: A Quality Improvement Initiative to Increase Patient Portal Use in an Ambulatory Setting

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Abstract: Evidence shows that patient portal use has several benefits including improved patient satisfaction, patient-provider communication, patient self-management, and quality of care. Disparities regarding patient portal use are also well-documented in the literature. Increasing MyChart (the patient portal used at the UVA health system) use has the potential to improve our patients' access to care and the overall quality of care we deliver. Currently at UVA Family Medicine at the Primary Care Center, we have no standardized process for enrolling patients in MyChart, with the responsibility falling inconsistently under various staff and providers. In May 2020, 55% of patients had an active account, while 31% had account statuses that were categorized as inactive or declined when offered. We designed a quality improvement initiative with the aim to increase the percentage of active MyChart users at the clinic to 70% within 1 year. Our first Plan-Do-Study-Act (PDSA) cycle aims to gather more data on the current state of MyChart use via 1) a patient survey to assess subjective factors in MyChart use or non-use, and 2) chart review to investigate demographic and health characteristics of MyChart users vs. non-users. We will use this information to inform interventions to increase use. Preliminary survey data shows opportunities for improving our current processes: two-thirds of MyChart non-users answered "no" or "neutral" to whether their providers encourage MyChart use. Similarly, a higher percentage of MyChart non-users compared with users reported that they have never been asked to enroll in MyChart.