

Applying technological innovation: Harnessing an electronic patient portal to achieve a patient-centered approach to recertification

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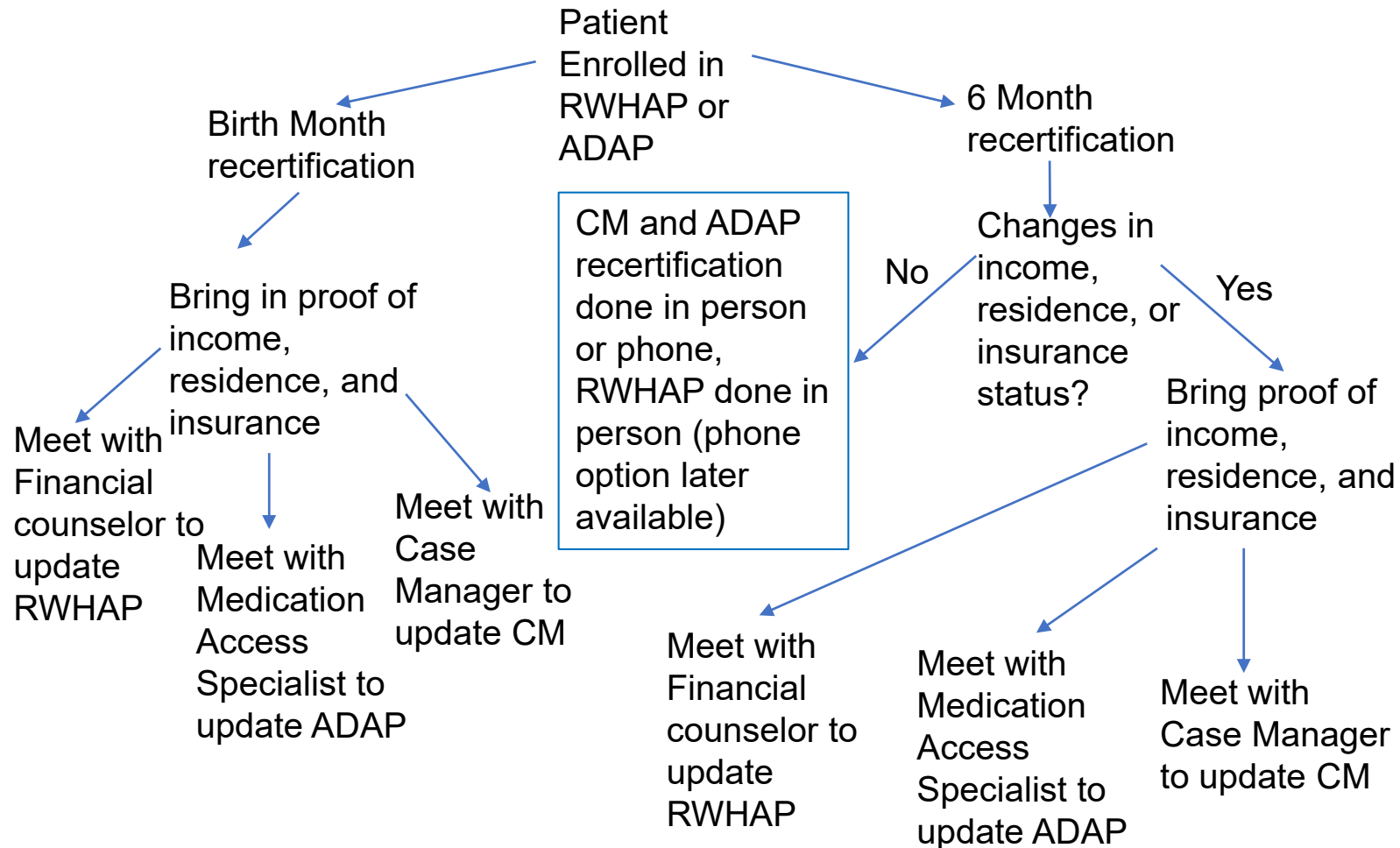
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Background

- Parkland HIV Services provides care for ~6,000 people with HIV (PWH) each year
- Between 9/1/2018-8/31/2019:
 - 4563 patients had RWHAP coverage
 - 3226 patients had RWHAP coverage only
 - 1337 patients had other primary coverage (Medicare, etc.)
- **Coverage lapses occur frequently and have been a common cause of missed medications and medical care.**
- Maintaining continuous coverage is necessary for clients to remain engaged in HIV care and virologically suppressed

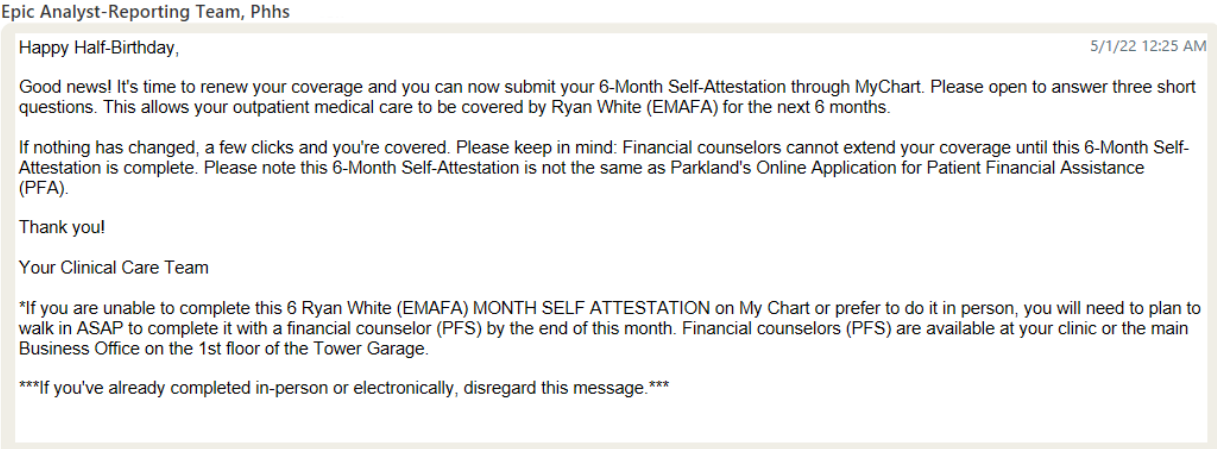
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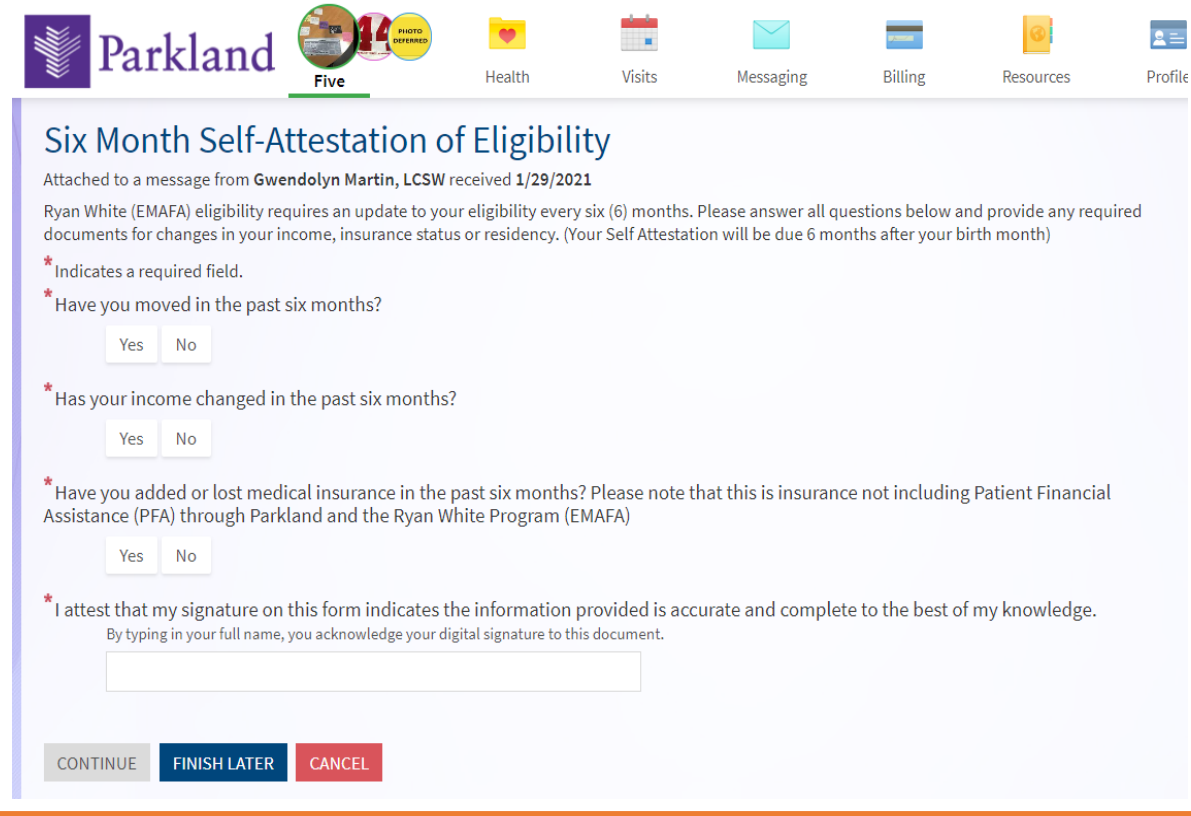
- Existing process for maintaining certification was cumbersome
- 61.2% of patients were enrolled in MyChart, an online patient portal
- **Solution:**
 Make 6 month recertification process available via MyChart

Methods

1. Automated MyChart message sent to those with active RWHAP coverage on the first day of the half-birth month:



2. Pt fills out questionnaire using MyChart Recertification tool before the end of the half-birth month:



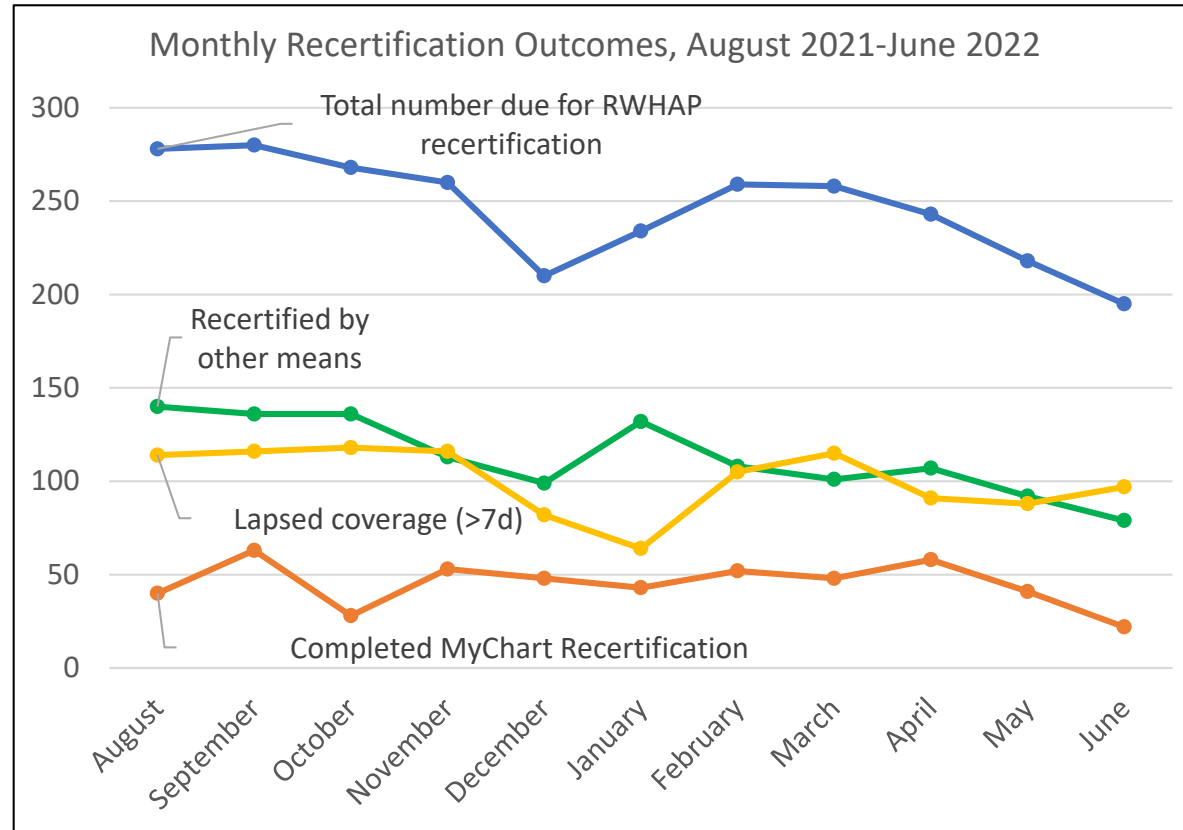
3. Parkland Financial Services reviews questionnaires and extends coverage, obtains additional documentation if needed

Results

Monthly RWHAP Recertification Outcomes

Month	Total number due for RWHAP recertification	Completed MyChart Recertification	Recertified by other means	Lapsed coverage (>7d)	Proportion with Lapsed Coverage
August	278	40	140	114	41.0%
September	280	63	136	116	41.4%
October	268	28	136	118	44.0%
November	260	53	113	116	44.6%
December	210	48	99	82	39.0%
January	234	43	132	64	27.4%
February	259	52	108	105	40.5%
March	258	48	101	115	44.6%
April	243	58	107	91	37.4%
May	218	41	92	88	40.4%
June	195	22	79	97	49.7%
Total	2703	496	1243	1106	40.9%

Results 2



Results 3

- Those who recertified on MyChart were more likely to be male, Black or Non-Hispanic White, English-speaking, and virally suppressed

Characteristics of patients, by recertification modality and status

Characteristics	Completed recertification on MyChart n=496	Recertified by other means n=1243	Lapsed coverage n=1106
Mean Age (SD)	45.1 (12.2)	47.2 (11.8)	44.3 (12.1)
Gender	-	-	-
Female	97 (19.6%)	340 (27.4%)	225 (20.3%)
Male	388 (78.2%)	867 (69.8%)	852 (77%)
Transgender M-F	11 (2.2%)	36 (2.9%)	29 (2.6%)
Race/Ethnicity	-	-	-
Black	218 (44%)	477 (38.4%)	564 (51%)
Hispanic White	166 (33.5%)	604 (48.6%)	356 (32.2%)
Non-Hispanic White	102 (20.6%)	138 (11.1%)	164 (14.8%)
Other	10 (2%)	24 (1.9%)	22 (2%)
Language	-	-	-
English	403 (81.3%)	758 (61%)	884 (79.9%)
Spanish	89 (17.9%)	451 (36.3%)	202 (18.3%)
Other	4 (0.8%)	34 (2.7%)	20 (1.8%)
History of homelessness	5 (1%)	25 (2%)	26 (2.4%)
Years since HIV Dx (SD)	11.9 (8.4)	12.2 (8.2)	11.7 (8.2)
Substance abuse	8 (1.6%)	36 (2.9%)	55 (5%)
Mental Health	9 (1.8%)	43 (3.5%)	51 (4.6%)
Enrolled in ADAP	276 (55.6%)	776 (62.4%)	564 (51%)
Enrolled in MyChart	496 (100%)	969 (78%)	909 (82.2%)
Last CD4 (SD)	656.9 (360.7)	655.4 (351.9)	610.2 (337.7)
Last VL <=200	247 (49.8%)	507 (40.8%)	431 (39%)

Conclusions

- We used an existing patient portal to create an innovative way to complete RWHAP six-month recertification.
- **To date, our patient-centered tool has allowed 496 clients to complete their six-month recertification online.**
- Successful execution required buy-in and coordination from TX RWHAP administration to ensure compliance; clinic financial counselors to ensure coverage; and information technology, case management, and clinical staff to ensure client support and readiness
- Despite our tool, RWHAP coverage lapses remain very common. Much work remains to be done to improve continuous coverage.
- Despite Policy Clarification Notice (PCN) 21-02, six-month recertifications continue to be required in TX. Until policy changes, innovations such as this will be needed to help decrease the administrative burdens on clients and financial staff.