

Portals: A Prescription for Physician and Patient Satisfaction

Dan Russler, M.D. and Vice President of
Clinical Technology,
McKesson

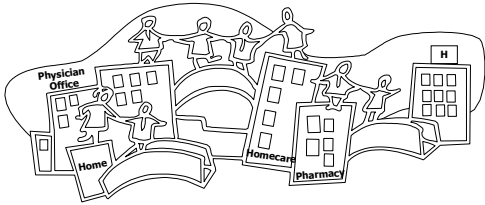
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Agenda

- Current situation
- What is a portal?
- Market Drivers and Trends
- Benefits of a portal to Physicians and Hospitals

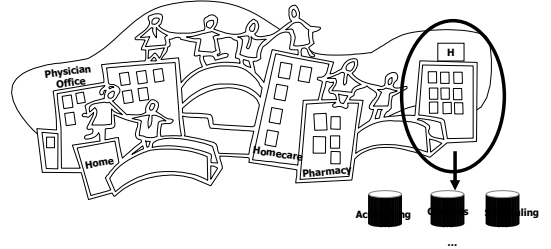
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Current Situation



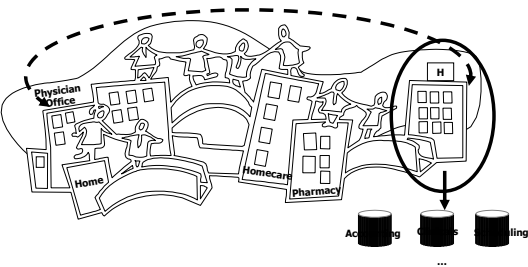
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Current Situation



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Healthcare Community



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Current Situation



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Current Situation



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Current Situation



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Business Problem

- Critical data resides in multiple source systems that require access by multiple constituents
- Multiple user logins to each of the core systems
- Information is only accessible inside the hospital
- Physicians often rely on other resources to pull together all necessary information on patients
- Critical information resides inside of disparate organizations

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Impact of Business Problem

- Core constituents (physicians, nurses, and other employees) spend unproductive time looking for critical information
- Core constituents rely on phone and fax as primary means of communication between office staff, patients and the hospital resulting in inefficient processes and wasted time
- Care team members are taken away from patient care to search for information like test results
- Information is not always "real-time" potentially impacting decision support
- Negative impact on physician and employee satisfaction

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What is a Portal?

- Secure role based access to:
 - Applications, e.g.
 - Viewing results
 - Editing transcriptions
 - Writing electronic signatures
 - Content, e.g.
 - Hospital formularies
 - Communications, e.g.
 - Billing notes communication to office clerks
 - Coverage notes

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Market Drivers

Productivity and Cost Reduction

- \$400 billion in administrative and avoidable healthcare costs can be linked back to lack of communication among healthcare constituents.*

* Bear Stearns Investment Report

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Market Drivers

Access to Information

- JAMA study identified 16 system failures causing medication errors
- All seven of the most frequent errors had in common impaired access to information
 - 47% of errors attributed to:
 - Inadequate access to current clinical knowledge (29%)
 - Inadequate access to patient data (18%)
 - Systems Analysis of Adverse Drug Events, 1995 JAMA

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Market Drivers

Physician use of technology

- "Gaining acceptance from physicians is clearly the single largest hurdle to IT adoption and successful implementation. Hospitals need systems that are easy to learn, that mesh well with the physician's natural workflow, that allow timely access to the exact information he or she wants, and that show benefits in terms of real time savings, providing more time to see patients."

- Deloitte Research, *Clinical Transformation*, 2003

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Market Trends

Clinical Decision Support—1st Step

- "delivering the right information at the right time and place to enable informed decision making is...the physician portal. This portal is a single point of entry to everything an ordering clinician needs to see and do, from messages to new laboratory test results that need review, to writing orders"

- First Consulting Group, September, 2002

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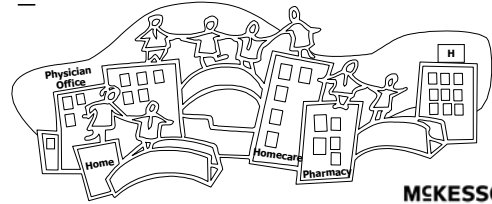
Market Trends

- According to Gartner's Top 10 Healthcare Issues for 2003 (30 July 2003)
 - The Web: "In 2003, Web initiatives for HCOs continue to advance by establishing improved transaction and service capabilities between the organizations and their business partners. The initiation of multichannel Web functions (for example, patient/member portals, physician portals, employer portals and supplier portals) integrated with critical business applications (such as financial systems, clinical systems, ...) will be needed to achieve Web business objectives and ROI."

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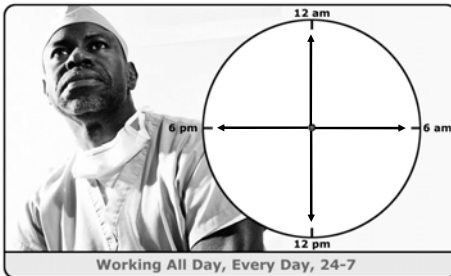
Current Situation

Many Vendors' Portals



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What is a Physician Portal?



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What is a Physician Portal?



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Portal Example

General Hospital
Patient: NELSON EDNA L (IN L)
User: Tony Watkins

Orders Selection

Department	Order	Status	Start	End
Radiology	UGI PANEL ONCE ROUTINE (27)	Started	07/02/03 02:36 PM	
Nursing	HEAD TO TOE ASSESSMENT QOH x 1 Occurrence Routine (19)	Started	06/26/03 01:04 PM	
Laboratory	CBC STAT x 1 Occurrence STAT (26)	Started	06/26/03 02:39 PM	
Laboratory	CBC WITH DIFF QOH x 1 Occurrence Routine (25)	Started	12/09/02 03:23 PM	
Laboratory	CBC STAT x 1 Occurrence STAT (24)	Started	12/10/02 02:39 PM	
Radiology	XR CHEST PA & LAT ONCE ROUTINE (23)	Started	06/26/02 01:51 PM	
Nursing	VITAL SIGNS QOH ROUTINE (22)	Started	06/26/02 11:25 AM	
Nursing	Pain Assessment PRN RN (22)	Started	06/26/02 11:25 AM	
Nursing	RESPIRATORY SYSTEM ASSESSMENT ONCE ROUTINE (21)	Started	06/26/02 11:24 AM	
Laboratory	CBC STAT x 1 Occurrence STAT (18)	Started	06/26/02 10:42 AM	

Portal Example

General Hospital
Patient: NELSON EDNA L (IN L)
User: Tony Watkins

Vital Signs

Temp F	06/26/03 00:00:00	06/26/03 00:00:00	06/26/03 00:00:00	06/26/03 00:00:00	06/26/03 00:00:00	06/26/03 00:00:00	06/26/03 00:00:00
Temp F	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Key Benefits to Physicians

- Provides a single point of access
- Available anywhere, anytime
- Leverages familiar web technology
- Maps to the physician's pattern of practice
- Enhances communication with Care Team

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Key Benefits to Hospitals

- Promotes rapid physician adoption of IT driving improved clinical and financial outcomes
- Improves physician satisfaction
- Reduces dependence on nursing and support staff
- Leverages existing IT investments

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