



Increasing Comfort of MyChart Patient Messaging in an Outpatient Oncology Clinic

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Purpose and Objectives

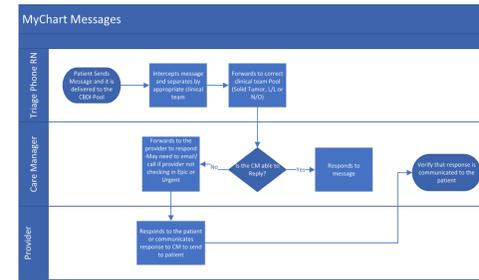
- The purpose was to identify a knowledge gap surrounding the MyChart messaging system in outpatient Hem/Onc/BMT clinic.
- Patient utilization was evaluated with no intervention identified.
- Pre survey to care managers, nurse practitioners, and physicians across division education needed.
- Focused on outpatient oncology managers and NPs
- PowerPoint and handouts distributed to staff.
- Goal #1: To see an 25% increase in staff identifying they have received adequate MyChart education post intervention.
- Goal #2: At least 80% of staff verbalizing comfort locating a previous MyChart message encounter.

Background

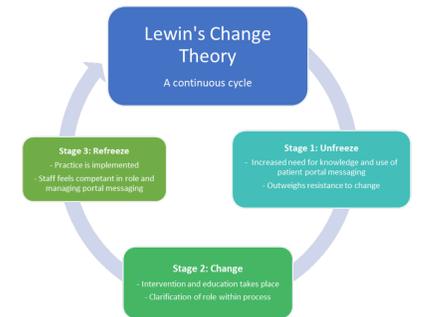
- Patient portals introduced in 1990's (Cronin, Davis, Shenson, Chen, Rosenbloom and Jackson, 2015).
- Electronic communication one of the 17 meaningful use measure for CMS (CMS, n.d.)
- Studies have shown portal messaging can enhance communication between the care team while giving a sense of security (Hefner, MacEwen, Biltz and Sieck, 2019).
- Correlation between the use of secure messaging and increased patient satisfaction, patients enjoying choosing preferred communication method (Wade-Vuturo, Mayberry and Osborn, 2013).
- Only 23% of outpatient CMs and NPs identified having adequate MyChart education.
- 66% felt somewhat comfortable or very comfortable locating a previous message in EPIC.
- Confusion with MyChart message workflow and functions within messaging system.

Methods

- Education focused on 13 outpatient care managers and 15 outpatient nurse practitioners.
- Education presented via PowerPoint through e-mail, complete with handouts and educational aids, links for further information and who to contact with questions or concerns.
- Process map of MyChart messaging clarified via diagram below.
- Post survey link to measure satisfaction and effectiveness of teaching.



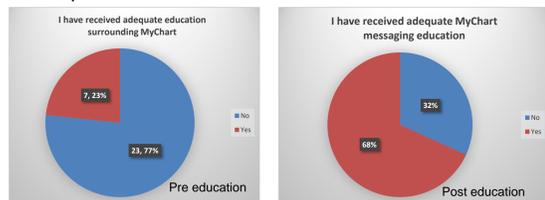
Theory



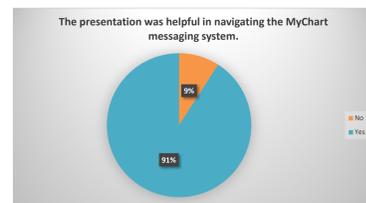
- Three stage model known as the unfreeze-change-refreeze model, in constant cycle.
- Driving forces to learn outweigh resisting forces.
- Help to change behavior and implement new practice.

Outcomes

- Number of staff responses to post survey (n=22).
- The number of staff who felt they had received adequate education went from 23% to 68%



- 20 out of 22 agreed that the education was beneficial.



- Examples of feedback from survey:

"To clarify, in the past, I have not received sufficient education on how to use MyChart. This ppt does help and I feel a little more better equipped to manage these."

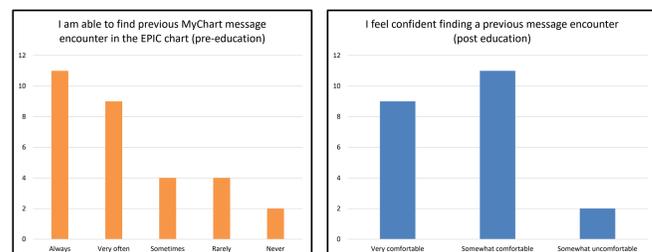
"I just need more time with it. Some specialties and teams use it more often than others (ours). Thanks for the info as I never received training on it when I moved to outpatient."

"I have been using this for awhile, self taught so your education would have been very helpful then, so anticipate that it will be very helpful to those now!"

"I think the most difficult part is knowing that there's a message that needs to be checked. The little icon sometimes gets lost amongst the rest of EPIC screen."

"That broke it down in simple terms, thanks!"

- 20/22 (91%) expressed they were somewhat comfortable or very comfortable finding a previous MyChart message, compared to 66% prior.



Conclusions

- Goal #1: See an 25% increase in staff identifying they have received adequate MyChart education. **Goal Met.** There was a 45% increase to 68%.
- Goal #2: At least 80% of staff verbalizing comfort locating a previous MyChart message encounter. **Goal Met.** 91% of staff verbalized comfort with this task.
- Limitations
 - Small sample size.
 - Only focused on Oncology.
 - Physicians were not included.
- Considerations for future use
 - Presentation to the all outpatient Care Manager meeting.
 - Continued education as new functions or updates roll out and new staff.
 - Presentation to physicians and clinical fellows.
 - Impact messaging has on patient satisfaction and outcomes.

Relevance to Nursing

- MyChart used frequently in outpatient settings across specialties.
- Nursing may have significant role in process depending on department workflow.
- Role in education to patients about MyChart.
- First line of communication.