

## Increasing portal usage in OLEHealth, a Latino-centered community clinic in Napa County, CA

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### ABSTRACT

**Background:** OLEHealth is a Federally Qualified Health Center that serves mostly Latino patients in Napa County, CA. The center relies on a patient portal to facilitate communication and care, but elderly, low-income, and Latino patients have difficulty using the portal. To address this issue, OLEHealth has launched a patient-centered outcomes research (PCOR) project in collaboration with the Stanford Clinical Excellence Research Center (CERC) to understand the barriers to adoption and usage of the patient portal and find solutions to increase its usage among patients with low e-literacy.

**Approach and results:** OLEHealth staff members have interviewed patients to understand their personal barriers to using the portal. Preliminary results indicate that lack of technology skills and portal design are a major barrier to using the patient portal among this population. Medical students have contacted community partners for the creation of an e-literacy course designed for elderly, low-income, Latino adults. Additionally, researchers at EHR management company OCHIN, Massachusetts General Hospital, and Stanford Hospital have been interviewed to investigate patient portal design best practices. Based on the findings, a manual summarizing best practices for patient portal design will be developed for community clinics working with patients with low e-literacy.

**Conclusions:** This project has the potential to reduce health disparities by improving patient engagement with preventive and primary care services using a patient portal system.

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