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BACKGROUND

- OLEHealth is a medium-sized, FQHC located in Napa County, CA, serving about 31,000 patients per year, mostly of Latino heritage.
- Centered around preventive and primary care.
- Relies on a patient portal system for healthcare management.
- Portal usage correlates with better health outcomes based on previous studies.
- Elderly, low-income, and Latino patients have found it difficult to engage with the patient portal system.
- Difference in portal usage could lead to a larger health disparity gap between minority and non-minority groups.

OBJECTIVE

To understand barriers to patient portal adoption among Latino patients at OLEHealth and provide a sustainable system to increase its usage.

METHODS

- Qualitative interviews with staff and patients
- Portal usage analysis
- Expert interviews
- Patient-centered design solutions
- Community-based solutions

To enhance patient portal adoption, the inclusion of culturally-appropriate, pictographic content in the portal, coupled with guidance from digital coordinators who are culturally concordant, can help address barriers such as low literacy levels and fear of deportation

RESULTS

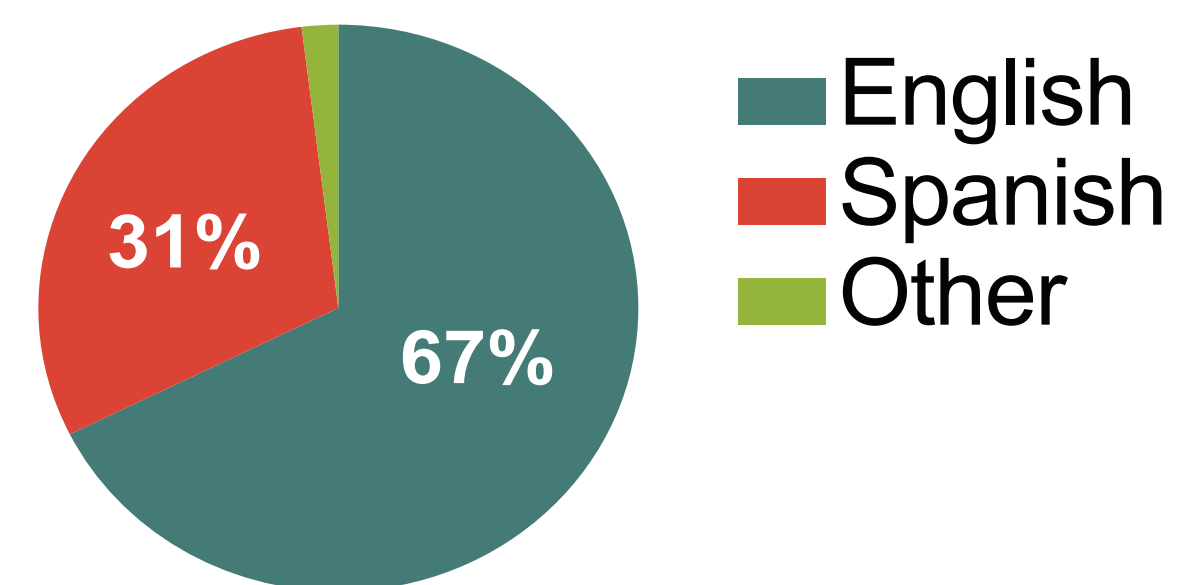
Staff stories

- Executive** “to be the Amazon of healthcare with a personal touch”
Provider “It doesn’t have to be me”
Manager “Portal on-boarding is a black hole”
Executive “Call center is broken”

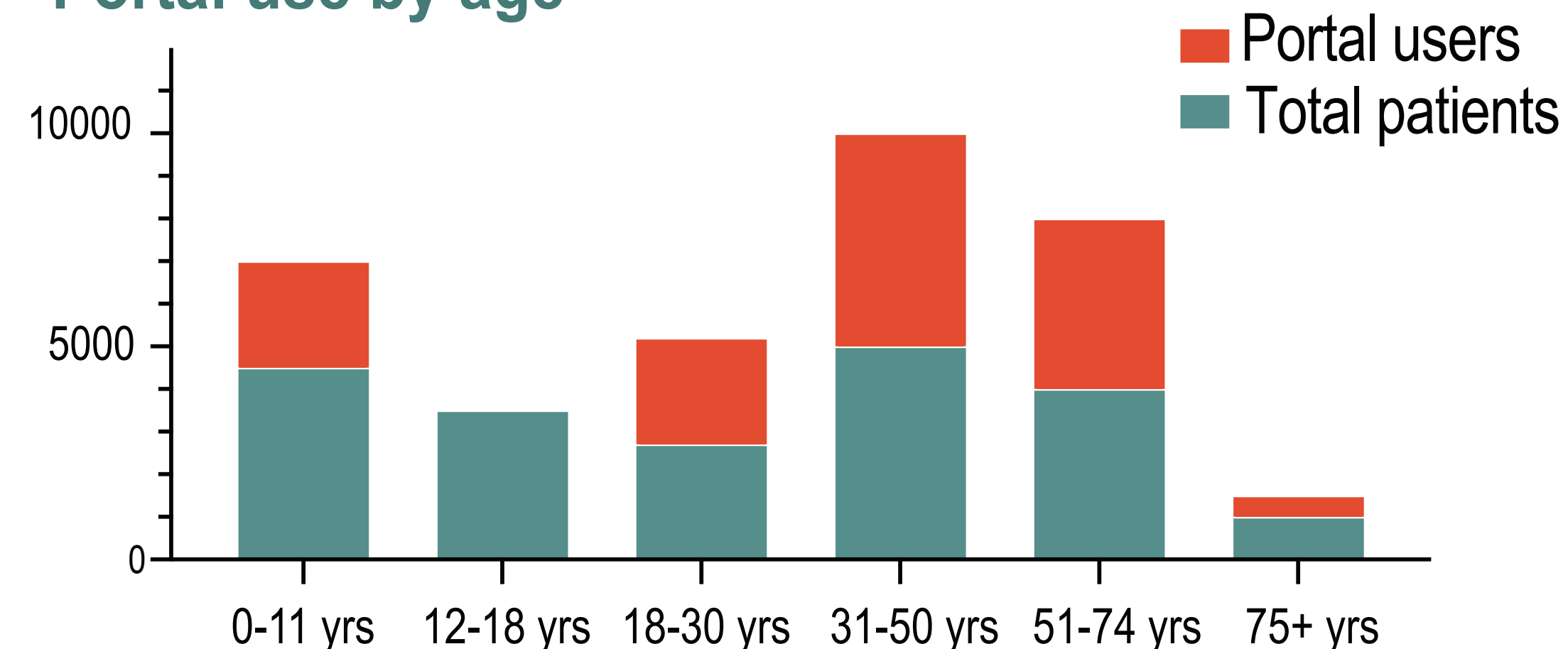
Patient stories

- “I do not have an email address”
 “My password didn’t work so that was the end”
 “Not sure how or why I should use the portal”

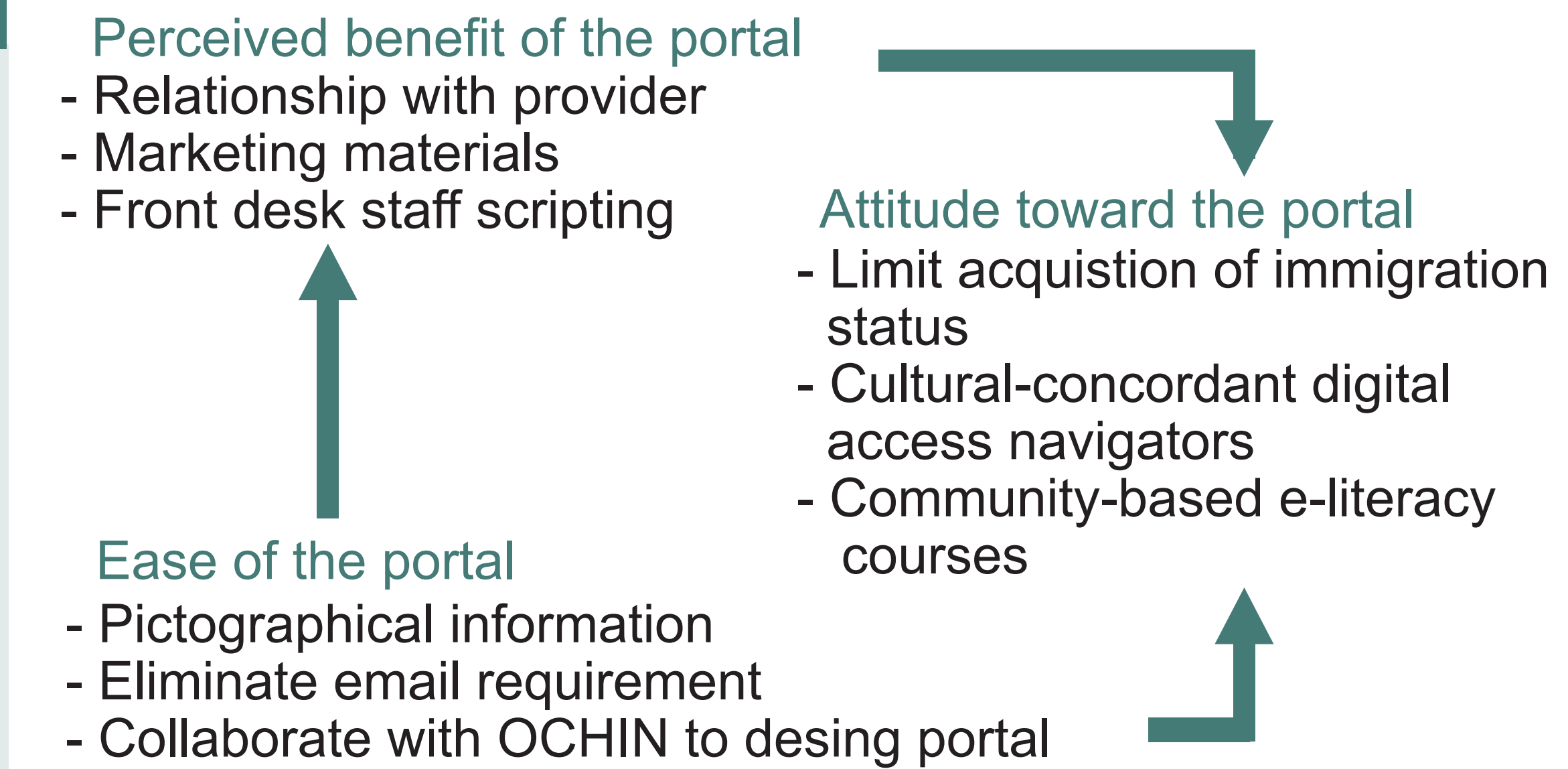
Portal use by language



Portal use by age



Pathway to meaningful use of patient portal



CONCLUSIONS

- The collaboration between CERC and OLE Health resulted in a system to increase portal usage based on culturally concordant personnel, easy-to-use digital resources, and protection of immigration status.

Our next steps are to:

- Connect with a Napa Valley non-profit to establish literacy training courses for adults.
- Set up the digital health coordinator role in the clinic.

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REFERENCES

