**The Problem**

An objective of the second stage of CMS’s Meaningful Use (MU2) is the use of secure electronic messaging to communicate with patients. In order to meet the objective, eligible providers must send a secure message through a Certified Electronic Health Record Technology (CEHRT) to at least 5% of unique patients during the reporting period. HMFP identified their reporting period as October through December 2014. Prior to this reporting period, the Psychiatry Department’s ambulatory physicians had not been participating in PatientSite, the current system used by BIDMC to send secure communications between physicians and patients.

**Aim/Goal**

- Sign up all Psychiatry Ambulatory Providers for PatientSite (PS)
- Establish a proactive system for patients to sign up for PS if they were not already participating and add their psychiatrist to their Provider List.
- Encourage patients already on PS to add their psychiatrist to their Provider List.
- Using PS, encourage patients to send an electronic message to their provider which could include one of the following:
  - Clinical Question
  - Appointment Request
  - Medication Refill Request
  - Patient Information

**The Team**

- Sandi Leitao, CAO, Psychiatry
- Sherene Blake, Practice Administrator, Psychiatry
- Pamela Peck, Psy.D., Clinical Director, Psychiatry

**The Interventions**

- Psychiatry Team met with PS representatives and established what requests would go to staff versus providers:
  - Appointment Requests – Admin. Staff Only
  - Clinical Questions – Provider Only
  - Medication Requests – Provider Only
- Establish a roll-out schedule for providers over a two-week period.
- Train providers and staff on how to sign up for and navigate PS.
- Train administrative staff on how to “accept tasks” in PS.
- Establish protocols to proactively sign patients up for PS at check in/out, remind them to add their psychiatrist to their Provider List, and encourage them to send an electronic message to their psychiatrist.

**The Results/Progress to Date**

<table>
<thead>
<tr>
<th>Percent of Unique Patients Sending a Secure Message</th>
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<tbody>
<tr>
<td>Provider</td>
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<td>4%</td>
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Red Line=Goal of 5%

**Lessons Learned**

The system currently has a two-day lag between when a patient signs up for PS and when they are active. There is also a lag between when a patient adds their MD to their Provider List and when they can send a message to them.

**Next Steps/What Should Happen Next**

Continue to monitor performance to remain compliant with the requirements of MU2.

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