

Patient PULSE driving improved outcomes

Patient PULSE empowered Central Maine's patients to play an active role in their healthcare



Patient Engagement Goals

Central Maine Medical Center (CMMC) recognized the changing role of the healthcare consumer and their increased expectations. The patients want to be informed partners in the healthcare equation, with high tech tools at their fingertips to help them make decisions about their care. CMMC wanted to truly engage with their patients, and improve their experience and satisfaction across all touch points.

CMMC wanted a solution that provided a patient portal strategy that could serve as foundation for their approach to Connect, Communicate and Care and provide a conduit to engage with patients now and in the future.

Patient PULSE: Optimizing Patient Engagement

Patient PULSE, the Atos patient portal, was offered as the foundational technology solution for CMMC, providing the patients easy access to a wealth of online applications. With Patient PULSE, patients have a secure vehicle to review their health record and interact in real-time with their healthcare team anywhere, anytime. This feature-rich communications platform provides the much desired self-service experience for patients by allowing them to perform various online transactions. It is fully Meaningful Use certified and HIPAA-compliant, accommodating ever-increasing needs in the areas of patient access, education and wellness management.

The portal was implemented in a phased manner. The core functionalities for Meaningful Use compliance were implemented first and completed in the short span of only 90 days. Atos' and CMMC's dedicated staff collaborated to maximize the potential of Patient PULSE prior to launch by extending it through various activities:

- Real-time data integration was completed with GE Centricity, Cerner, and Mosaic EMR systems
- Customized secure messaging was developed to facilitate message routing to the right practice and physician
- Meaningful Use specialized reports for the Eligible Professional (EP) and Eligible Hospital (EH) categories were developed to ensure all CMS' requirements were met
- A customized portal user interface look-and-feel was created to help build brand loyalty and identity
- Downloadable patient reports were enabled in different formats

Delivering the patient engagement vision

Patient PULSE provided CMMC a flexible, user-friendly foundation to build a comprehensive patient engagement program across their growing healthcare system. It offered CMMC patients easy access to all of the key self-service components, allowing them to perform the following activities with ease:

- Request appointments and prescription renewals
 - Review lab reports at the patient's convenience
 - View a centralized up-to-date health record anywhere, anytime, including medications, allergies, procedures, problems, vital signs, and other pertinent information
 - Utilize secure messaging to communicate with the care team
 - Receive personalized health education material which can improve treatment adherence and outcomes
 - Consolidate all health information in one place by offering the ability to add and upload care received outside the CMMC delivery system, creating a Personal Health Record
 - Download all or part of their Personal Health Record and print or transmit it to anyone with secure email
- Increase user satisfaction

Adoption of Patient PULSE progressed rapidly throughout CMMC. Over 10 million secure messages were processed on the portal in the first two years greatly reducing time and money spent by CMMC on resolving patient queries.

About Central Maine Medical Center



Central Maine Medical Center has served a vast expanse of Maine for more than 125 years. The hospital opened in July 1891 as Central Maine General Hospital. A tertiary care regional referral hospital, CMMC provides a comprehensive range of services to a population base of some 400,000 people in central and western Maine. CMMC is a Level II trauma center with the busiest emergency program in the area, and the statewide air ambulance service maintains a helicopter at the facility. As the most comprehensive treatment center in the area, CMMC has been designated as the regional resource center for emergency preparedness.

“Patient PULSE, Anthelio's patient portal, stood out from other solutions due to its ease of use, customizable experience and the ability to provide a 360-degree solution across all modalities while meeting the MU criteria. I am also impressed with the flexibility displayed by the Anthelio team and with their integration with the hospital team to deliver on this project.”

Denis Tanguay
Chief Information Officer

For more information: info.na@atos.net