

EMERGING INEQUALITY IN ADOPTION AND USE OF THE PERSONAL HEALTH RECORD AT A LARGE URBAN SAFETY NET CARE SYSTEM

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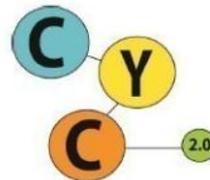
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Background

- **Personal Health Records (PHRs) may increase the quality and efficiency of health care.**
- More patient portal users with diabetes achieved $A_1C < 7$ than non portal users with diabetes (Lau et al 2013).
- **Federal financial incentives have led to increased adoption and use of PHRs.**
- **Little is known about PHR use in vulnerable and disadvantaged populations.**
- **Differences in the uptake and use of PHRs could increase or exacerbate health disparities.**

Personal Health Record Example



Welcome,
Adam Perzynski

Log Out

Messaging Visits My Medical Record Billing More

You Might Want To...

Schedule your Cholesterol test.



Send a message
to your doctor's
office



Schedule a
follow-up visit



Request an
appointment



View your
health summary

If visiting the **Main Medical Campus** for Endoscopy or Outpatient Surgical Procedures, [please click here](#) for parking instructions.

MyChart Features

Schedule an appointment online

- › Select the reason for your visit
- › Complete the pre-visit questionnaire





Broadband Inequality

- Access to broadband internet is a potential social determinant of health.
- According to the 2013 American Community Survey, individuals with lower incomes are less likely to have access to broadband internet in their homes.
 - » 39% of Cleveland residents have *no computer and no internet* (48% of African Americans, and 57.5% of those over age 65).



Objectives

- 1. To examine differences in uptake of PHRs according to sex, race/ethnicity, age, insurance status, and disability.**
- 2. To examine whether uptake of PHRs differs by neighborhood broadband internet access.**



Methods

- All patients seen for one or more office visits in a MHMC outpatient clinic from Jan 2012 to May 2015.
- Demographics abstracted from the EHR.
- Census tract of residence obtained by geocoding each address
- Broadband availability (≥ 3 Mbps) at the census tract level determined using data from FCC form 477.
- Uptake of PHR defined as first logon to MyChart (the Epic PHR).

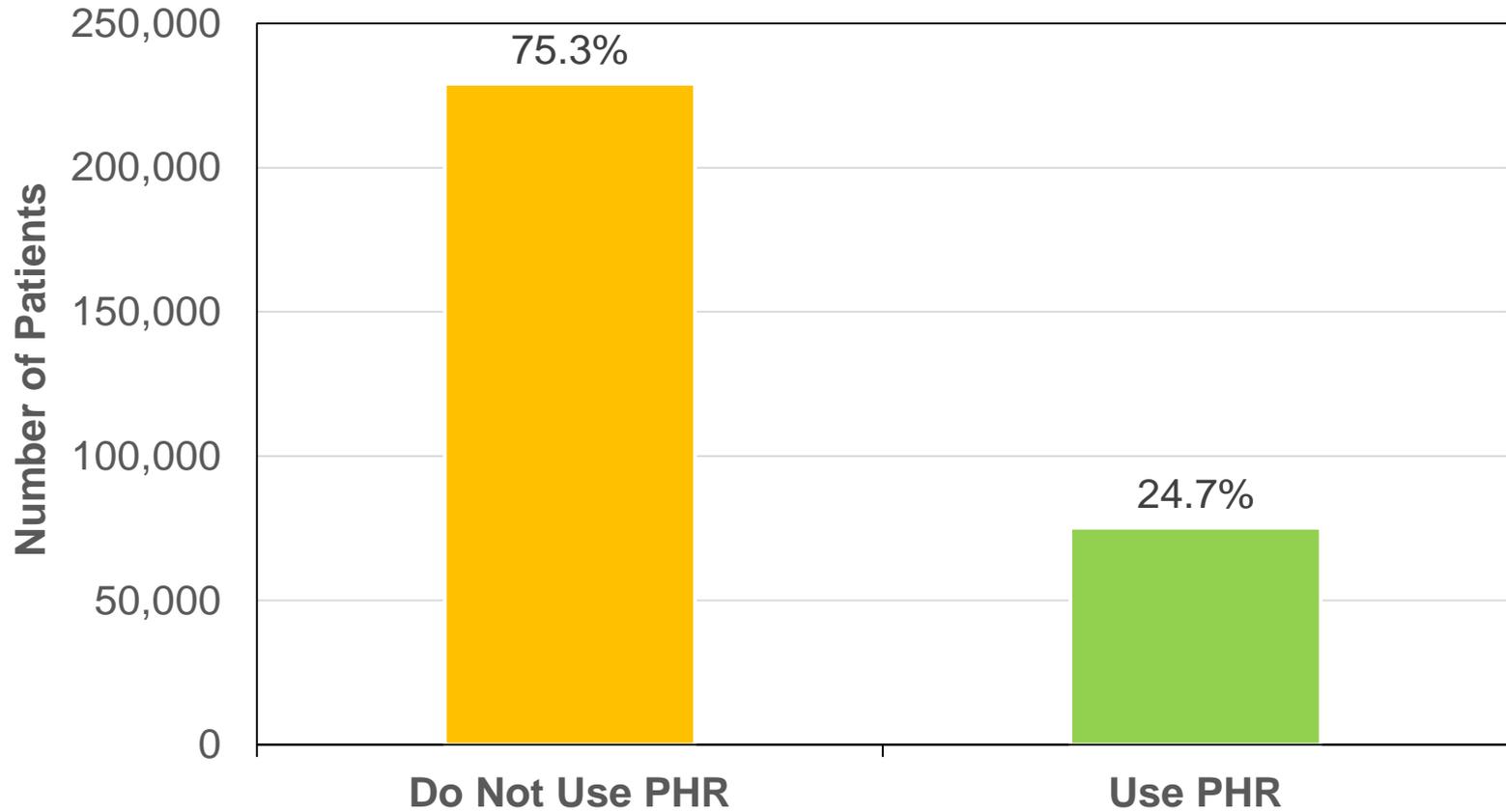


Results

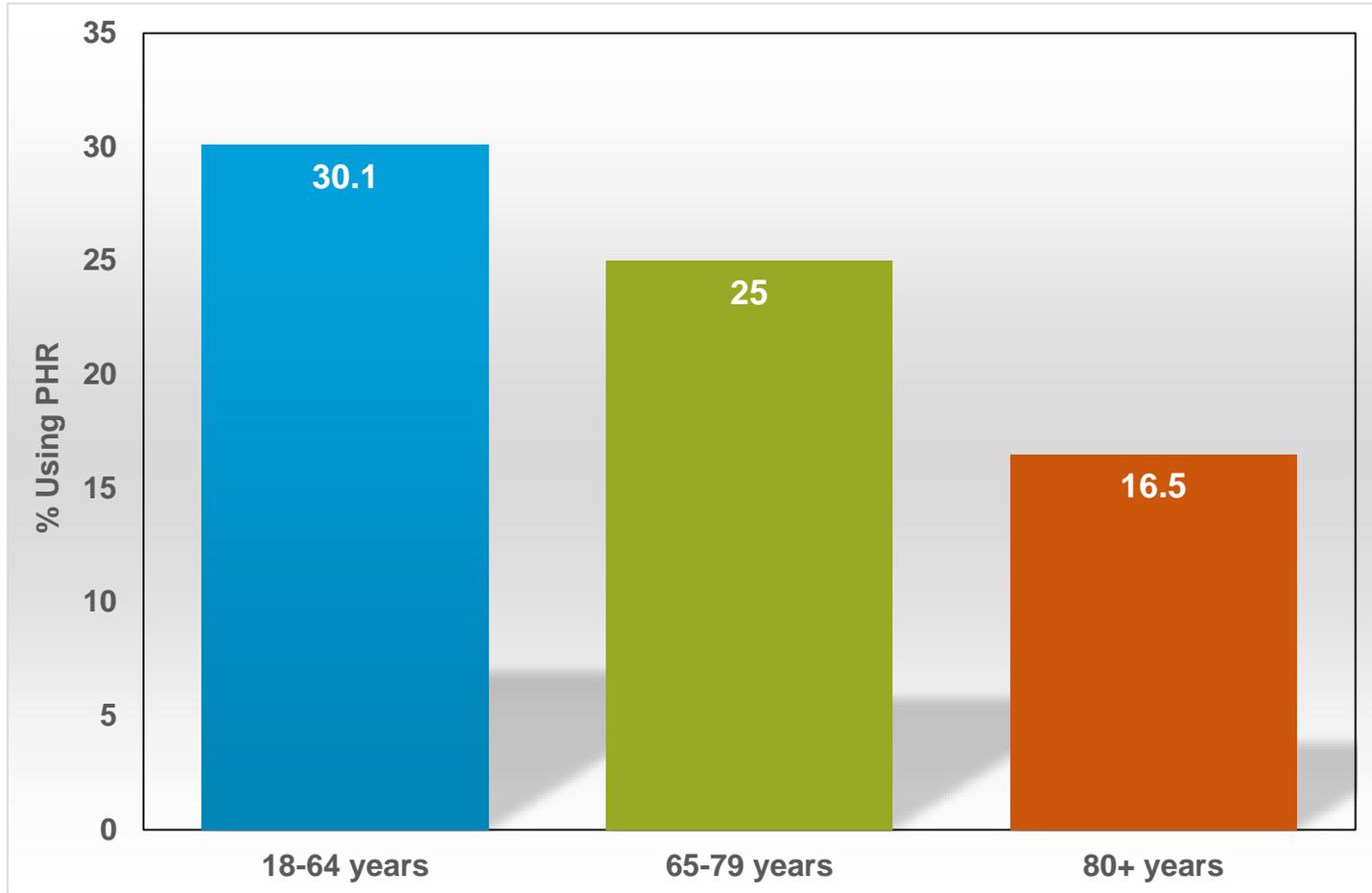
- **304,142 patients with at least one outpatient office visit during 2012 – 2015.**
- **Median age: 36.3; 56% women**
- **Race/Ethnicity: 48.3% white, 38.5% black, 6.4% Hispanic, and 6.8% other / unknown**
- **Insurance status: 47.4% Medicaid, 11.9% Medicare, 30.3% commercial, and 10.5% uninsured.**

Results

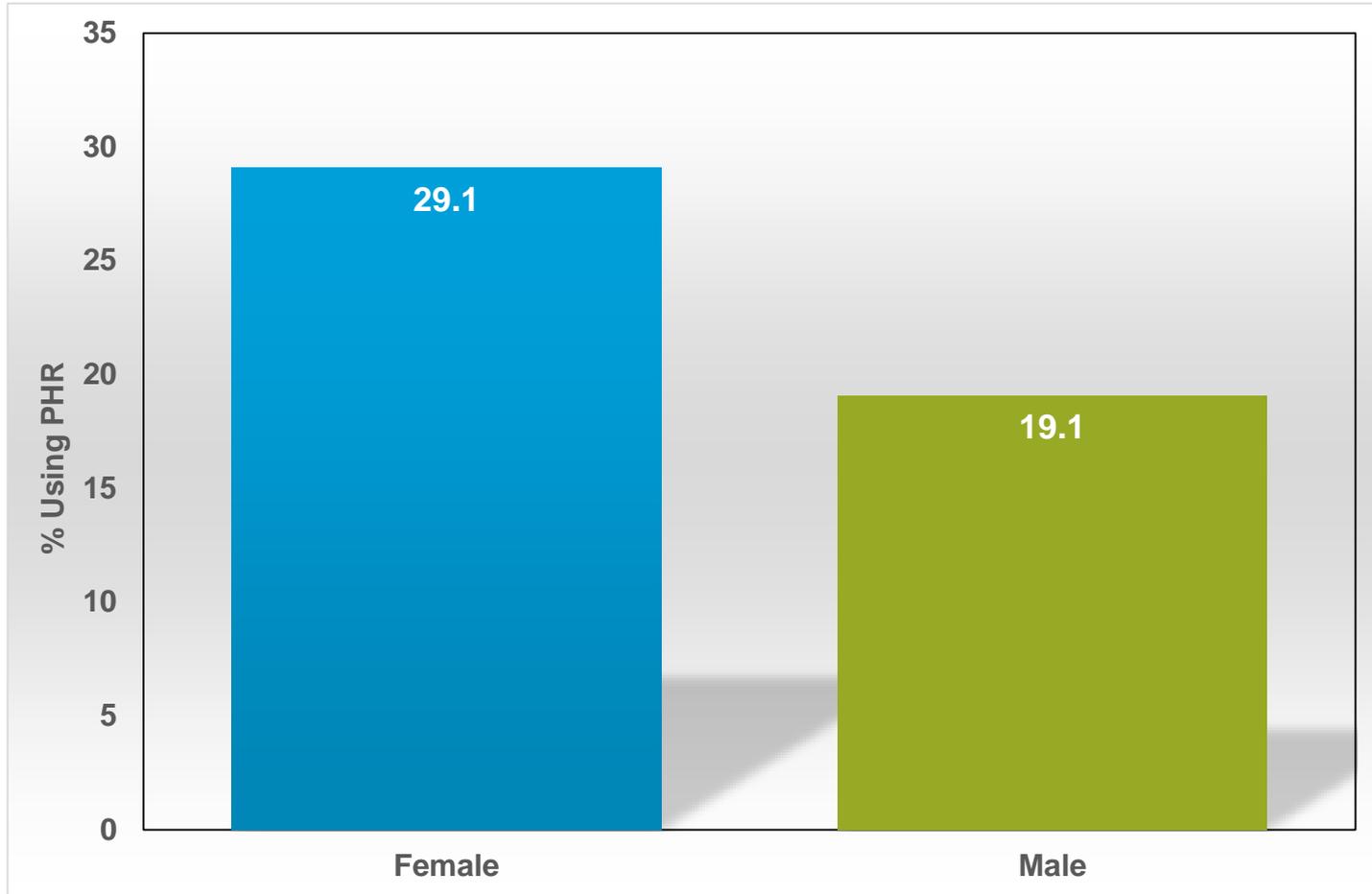
Overall PHR Use



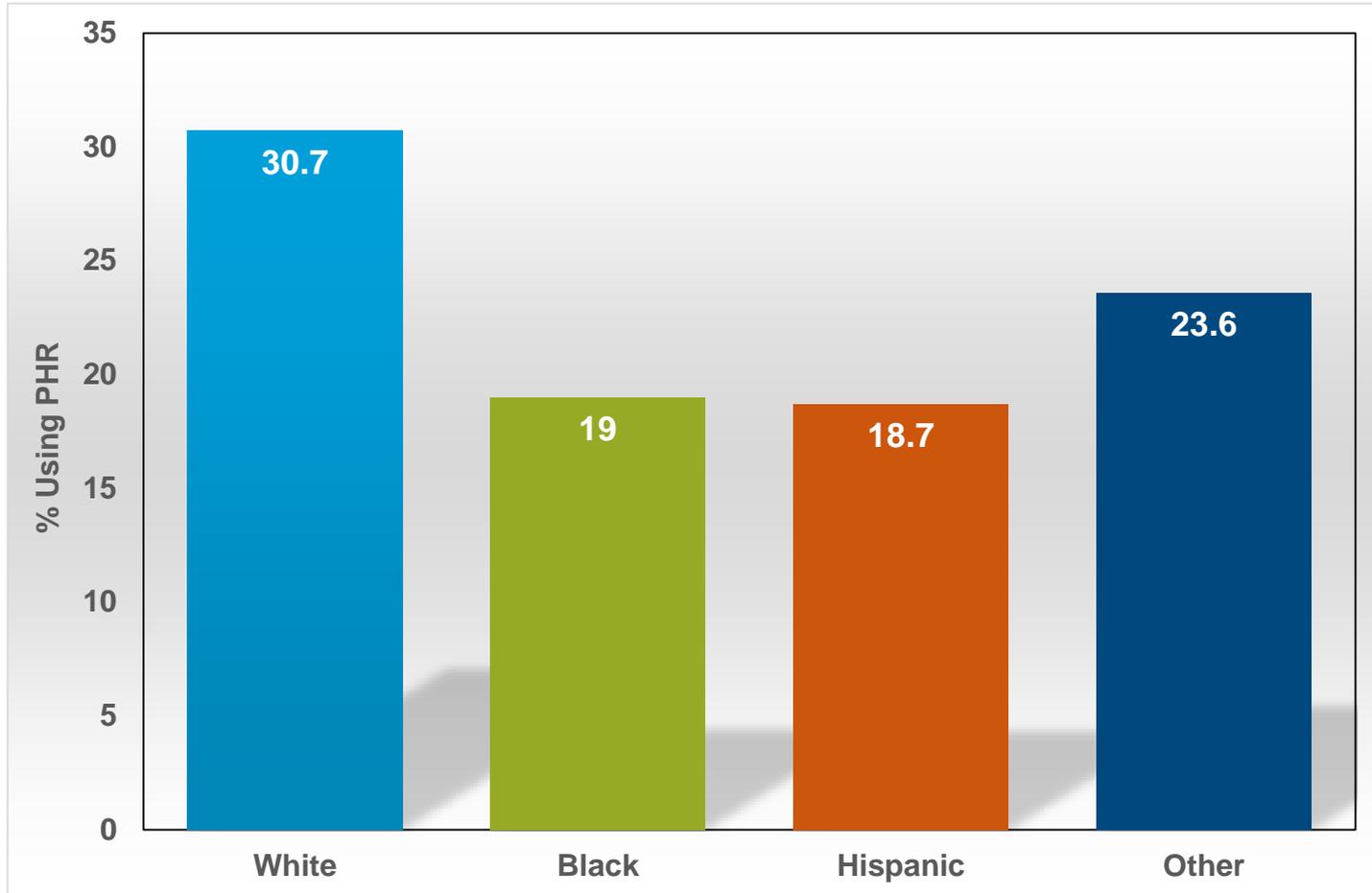
PHR Use by Age



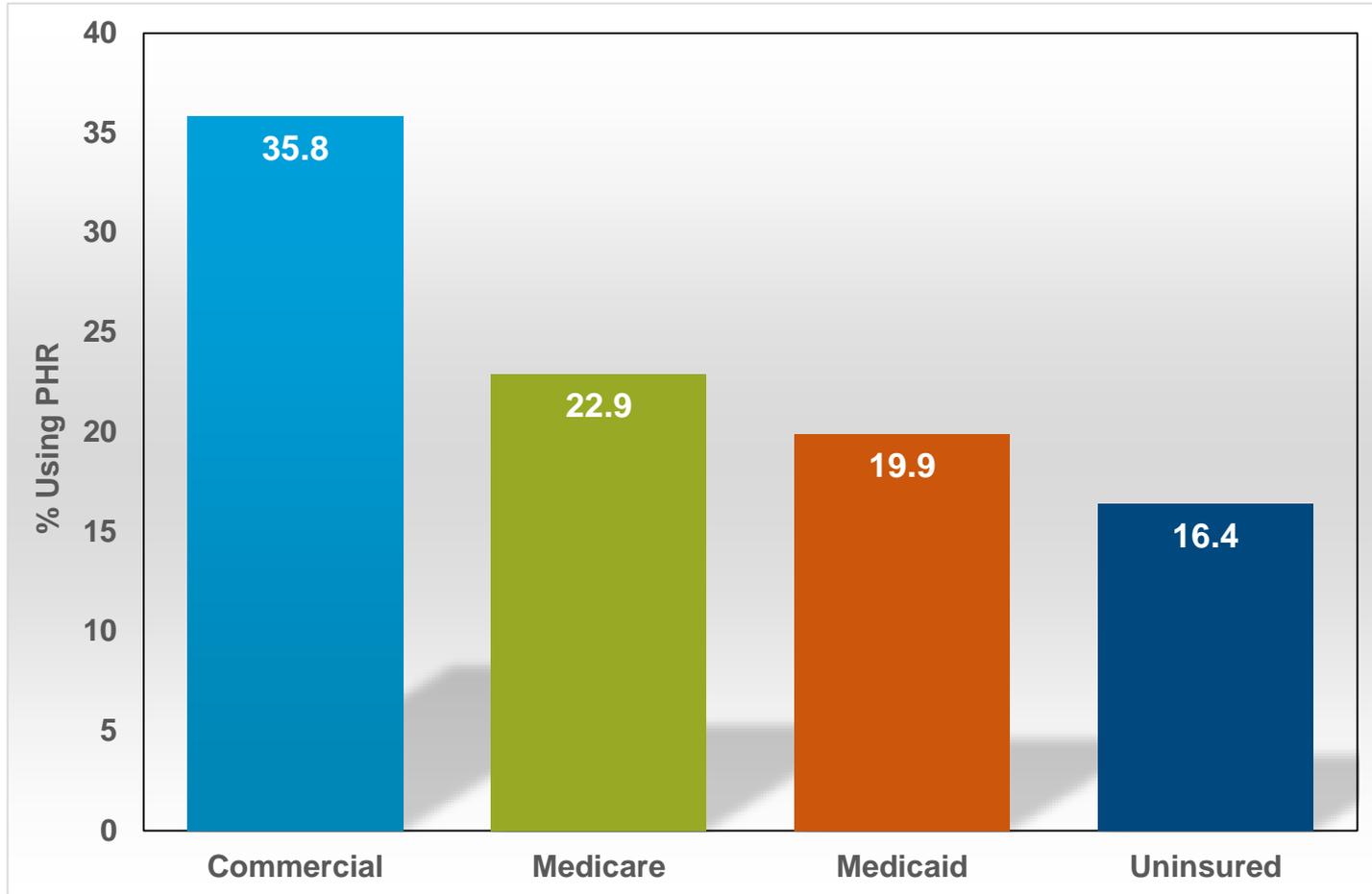
PHR Use by Gender



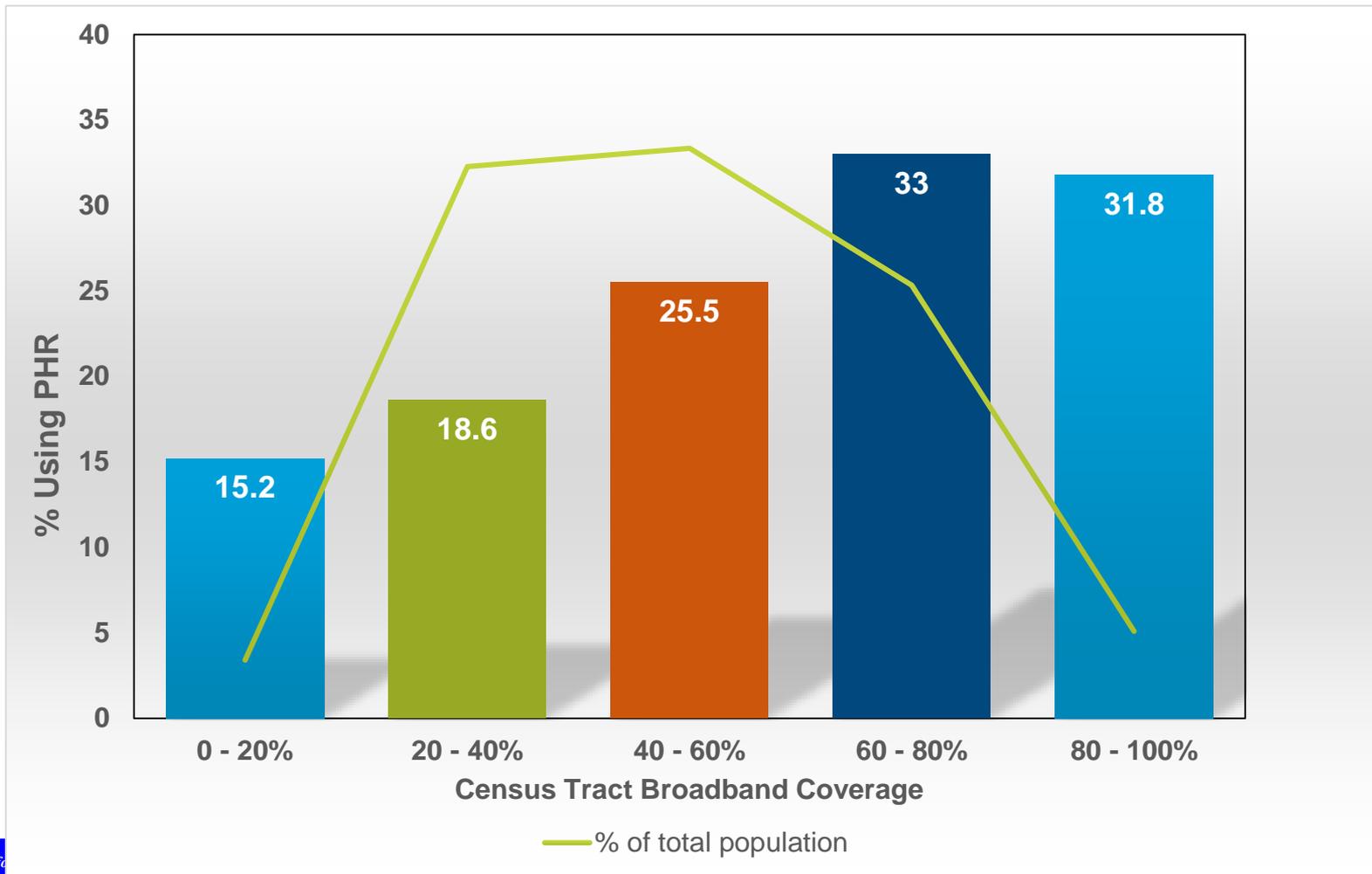
PHR Use by Ethnicity



PHR Use by Insurance



PHR Use by Broadband Access





Summary

- **Only one-quarter of patients have used the PHR.**
- **Enrollment and use are systematically lower for minorities, older adults and persons of low socioeconomic status.**
- **Enrollment is lower for patients in neighborhoods with less broadband access.**



MetroHealth