



# The Computerworld Honors Program

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## Final Copy of Case Study

**Status:**

Laureate

**Year:**

2013

**Organization Name:**

Carestream Health

**Organization URL:**

[www.Carestream.com](http://www.Carestream.com)

**Project Name:**

CARESTREAM MyVue Patient Portal

**Please select the category in which you are submitting your entry:**

Health

**Please provide an overview of the nominated project. Describe the problem it was intended to solve, the technology or approach used, how it was innovative and any technical or other challenges that had to be overcome for successful implementation and adoption. (In 300 words or less.)**

Overview Carestream's MyVue Patient Portal allows patients to securely access their own MRIs, PET scans or other medical images from iPads or computers. Within the portal, patients have the ability to share images with their primary-care physician, specialists or other radiologists. Additionally, they can share the images on social networks and email them to friends and family. The MyVue Patient Portal also provides significant benefits to healthcare providers as well. While the portal can improve patient engagement by having the patients as part of their own healthcare they are able to boost referrals to their facility while simultaneously reducing the time and cost of copying examination images to CDs/DVDs or radiographic film. The MyVue Patient Portal can also potentially reduce the number of costly duplicate exams performed on patients. [http://www.youtube.com/watch?v=ZgrrlxvEQ\\_Y](http://www.youtube.com/watch?v=ZgrrlxvEQ_Y) Technology Building the platform using HTML 5 provided inherent security benefits to protect sensitive health information and also the ability for information to be viewed on any browser-enabled device. The portal features security encryption and built-in features to comply with the U.S. Health

Insurance Portability and Accountability Act (HIPAA), including logins and tracking of accessed data. Challenges Behavior Change The challenge of the MyVue Patient Portal is completely modifying the way individuals interact with their own healthcare. Previously uneducated and passive, this project allows patients to play an in-tune, active role in their care. Accessibility Browsers, devices, and internet connections are all variables. HTML 5 provides the broadest application and is most accessible while still providing necessary security of data.

**When was this project implemented or last updated? (Please specify month and year.) Has it incorporated new technologies and/or other innovations since its initial deployment? (In 300 words or less.)**

The Carestream MyVue Patient Portal was unveiled in August 2012. Future updates and innovations are planned once the MyVue Patient Portal receives wider adoption and more collected feedback.

**Is implementation of the project complete? If no, please describe the project's phases and which phase the project is now in. (In 300 words or less.)**

The CARESTREAM MyVue Patient Portal was on display at the Radiological Society of North America's Annual Meeting, the largest annual assembly of Radiology professionals in the world, in November 2012. The MyVue Patient Portal was used in three-month trade trials at Houston Medical Imaging and Lagosanto Hospital (Italy) starting in August and September 2012. The product is anticipated to become commercially available in late February or early March of 2013.

**Please provide at least one example of how the technology project has benefited a specific individual or organization. Feel free to include personal quotes from individuals who have directly benefited from the work. (In 300 words or less.)**

1. Houston Medical Imaging HMI includes three imaging outpatient facilities in Houston, Texas that performs about 40,000 exams each year. It is estimated that if just 5% of HMI patients request use of the MyVue Patient Portal, the facility would save about \$7.69 per exam and close to \$15,000 each year. Dr. Randall A. Stenoien, MD, CEO of HMI: "During the first three months that we offered the patient portal, almost 1,500 patients, which is about 50% of our patients, logged onto their accounts to view imaging studies using MyVue." "Our patients are able to log on and then access their information by themselves the vast majority of the time, without help from our staff. It's really surprised me how little extra work it's caused our IT department. Because this portal equips patients to manage their own imaging studies, we view it as an important service offering. For the first time in my practice, I feel like I'm able to engage my patients at a level that really none of my competition can. Patients used to be passive recipients of medical care. Now they are becoming consumers who are empowered to act on their own behalf." <http://www.youtube.com/watch?v=zSk6e6o61y4> 2. Lagosanto Hospital (Ferrara, Italy) Lagosanto Hospital is a large, public facility in Italy that performs about 275,000 exams each year. Georgio Benea, Head of Diagnostic Imaging, Lagosanto Hospital: "All participants are very happy: 98% of them wouldn't go back to the previous system [and] all say that the system is easy to use, intuitive and the guide is self-



explanatory. From the Hospital General Manager point of view, such a solution allows for some cost savings on CDs." <http://www.youtube.com/watch?v=suxwkjcpNtM>

**Would this project be considered an innovation, a best practice or other notable advancement that could be adopted by or tailored for other organizations and uses? If yes, please describe that here. (In 300 words or less.)**

The Carestream MyVue Patient Portal is an innovation, best practice, and notable advancement in the healthcare field that can be adopted by many other healthcare organizations. Facilities of all sizes will be able to boost the volume of radiological exams performed by offering a valuable service to patients while at the same time improving patient satisfaction. Simultaneously, a facility will be able to reduce operational costs and strains on workflow associated with printing images or putting them on CDs/DVDs and mailing them to patients. Changing the patient behavior and having the ability for physicians to collaborate with the patients is an innovative way of addressing consumerized healthcare, a trend where patients are more educated and demanding to better understand their own healthcare. To meet Stage 2 requirements of Meaningful Use, set forth by The Office of the National Coordinator for Health Information Technology (ONC), healthcare facilities must meet a standard of 5% patient engagement. The Carestream MyVue Patient Portal has produced a 50% patient engagement rate at Houston Medical Imaging and a 98% patient satisfaction rate at Lajosanto Hospital in Italy, signifying to other healthcare facilities and providers that this practice is both desired by patients and able to be provided satisfactorily.

**If there are any other details that the judges should know about this project, please note them here. (In 300 words or less.)**

The high engagement and satisfaction numbers represent two things: 1. The user interface of the Carestream MyVue Patient Portal is simple and intuitive. With no dedicated application training required for patients, they are able to actively use the system. According to Dr. Randall A. Stenoien, MD, CEO of Houston Medical Imaging: "Due to the portal's ease of use and helpful online instructions, our IT department only received 47 phone calls. And most of those calls were for password resets or other issues not related to the usage of the patient portal." 2. The HTML 5 technology used was the correct choice, as it is clearly able to be used by a large portion of the population.