

# Research Plan and Analysis

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## Project Name

Project #22: Connected Patient Experience

## Team Name

Team 10

## Team members

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## Research Plan

### Research and Analysis Plan



#### Survey

- How often do you use patient portal?
- What do you like/dislike your patient portal?
- What do you expect from the patient portal?
- Etc.



#### Interview

- When you use patient portal?
- What do you like/dislike your patient portal?
- What do you expect from the patient portal?
- Etc.



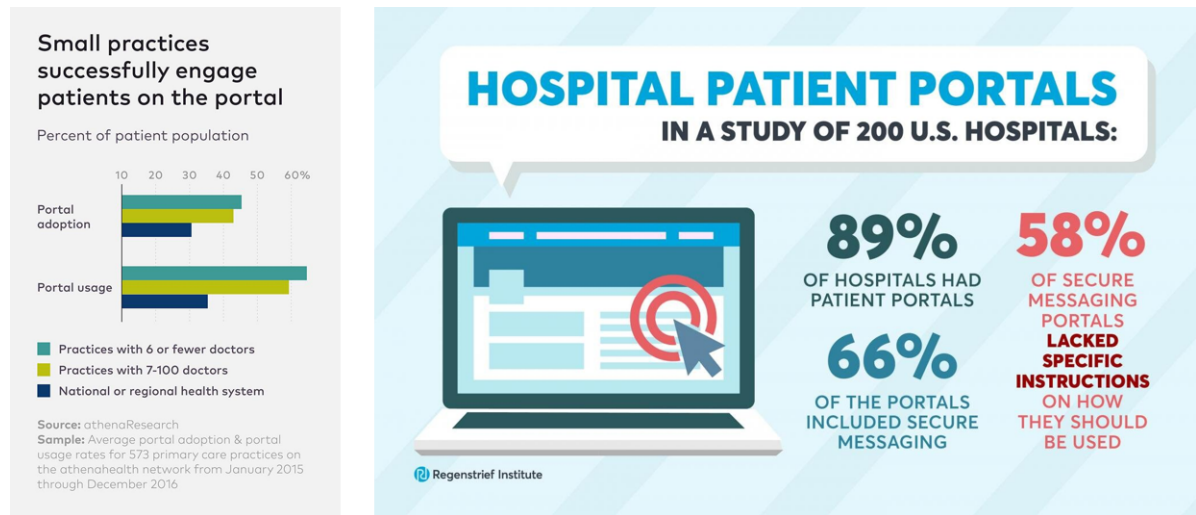
#### Online Search

- What is most common information that current patient portal includes?
- New ideas on improving patient portal

## User-friendly Portal examples



## Patient Portal usage condition survey



## Case Study

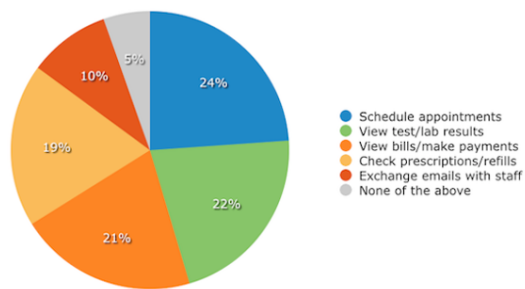
Table 3: Average My UNC Chart User Activity; Griffin A. et al. Appl Clin Inform. 2016; 7(2): 489–501.

	Light Users (N=257)	Active Users (N=238)
Login	3.40** (2.39)	34.35** (40.55)
Messaging	8.87** (20.63)	108.64** (123.55)
Medical Advice Message	0.40** (1.06)	5.52** (10.37)
Lab Tests/Results	14.19** (21.29)	76.39** (139.26)
Problem List	2.56** (2.88)	9.02** (13.10)
Medication List	2.39** (2.87)	8.42** (12.40)
Appointment Details	0.35** (1.11)	7.83** (20.82)
Immunizations & Allergies	1.98** (2.30)	6.53** (9.89)

\*\*  $p < 0.01$  \*  $p < 0.05$

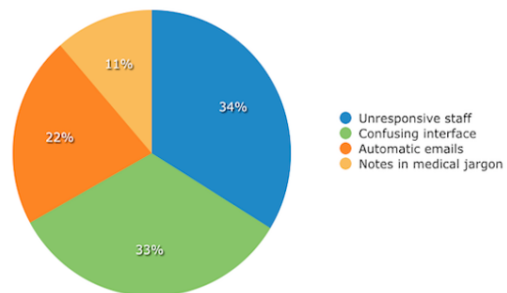
## Research Analysis

Most Requested Patient Portal Features



vs

Most Frustrating Patient Portal Features



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