

















Increasing efficiency of contact: The "My Health Manager" patient-physician e-visit system						
	Chen et. i	al Health Affai	irs , April 200	9		
Ambulatory Care Conta Members, Selected Yea	ct Per Mer Irs 2004-2	mber Rates 2007	s Among Ka	alser Permane	nte (KP) Hawali	
Type of contact	2004	2005	2007	Net change	Percent change*	
Total office visits ¹⁰ Primary care Specialty care	5.01 2.24 1.40	1	3.70 1.67 1.10	-1.31 -0.57 -0.30	-26 -25 -21	
Scheduled telephone visits Secure e-mail messaging	0.17		1.68 0.23	1.51 0.23	869 597	
All ambulatory care contacts	5.18	1	5.61	0.43	8	
External referrals Urgent care ED visits	0.04 0.13 0.16	2 2 2 2	0.02 0.15 0.18	-0.02 0.02 0.02	-53 19 11	
SOURCE: Authors' analysis using d NOTE: ED is emergency department *A results are stabilitized significant the number of total office visits is care rendered by number practitione therapists, as well as physicians. *Not applicable. *Not available.	tata from the Ki Ki ant (p < 0.001), Is greater than th mb, physician ar	aiser Permanent he sum of prima saistants, registe	In Hawaii Data W ry and specially med nurses, opti	Varehouse and secur care visits because to prietristis, social work	e messaging database. otal office visita include rem, and rehabilitative	



















Decision-Support on Quality of	of Care and F	Patient Outcomes	
Garg et.al. JAM	A. March 9, 2005		
Improvement in Quality of Care	Number of Trials	Success Rate	
Diagnostic Decision-Making	10	40%	
Patient Care Reminder Systems	21	76%	
Disease Management Decision-Support	37	62%	
Drug Dosing	29	66%	
Improvement in Patient Outcomes	Number of Trials	Success Rate	
All systems	52	13%	













































