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Problem Statement



Paper forms get lost, do not improve health outcomes, data collection is poor, metrics are unreliable and revenue is not captured. Data collection using iPads is a potential solution.

Discovery

Interviews with staff, physicians, & patients revealed:

- Redundant forms frustrate everyone
- Unorganized first impressions reflect poorly on the organization
- Everyone is frustrated because the information is not utilized properly
- Paper data collection is difficult and subject to secondary data entry error
- Metrics are difficult to extract, quantify and are generally unreliable
- Revenue opportunities are being lost

The discovery process was as expected. Everyone believed using paper forms was an outdated and ineffective way to gather patient information.

Interview Insights:

- Staff and physicians believed an electronic data collection tool would be too complicated for a safety net population to use
- Staff and physicians believed the devices (iPads) would be stolen immediately

Despite the hesitation of ease of use and theft staff and physicians were looking for an “outside of the box” solution but did not know where to start and did not have the capacity to spear head a big project with their own responsibilities.

Kern Medical decided to step outside the box and invest time and capitol on an electronic data collection platform using iPads to collect the patient self reported data.

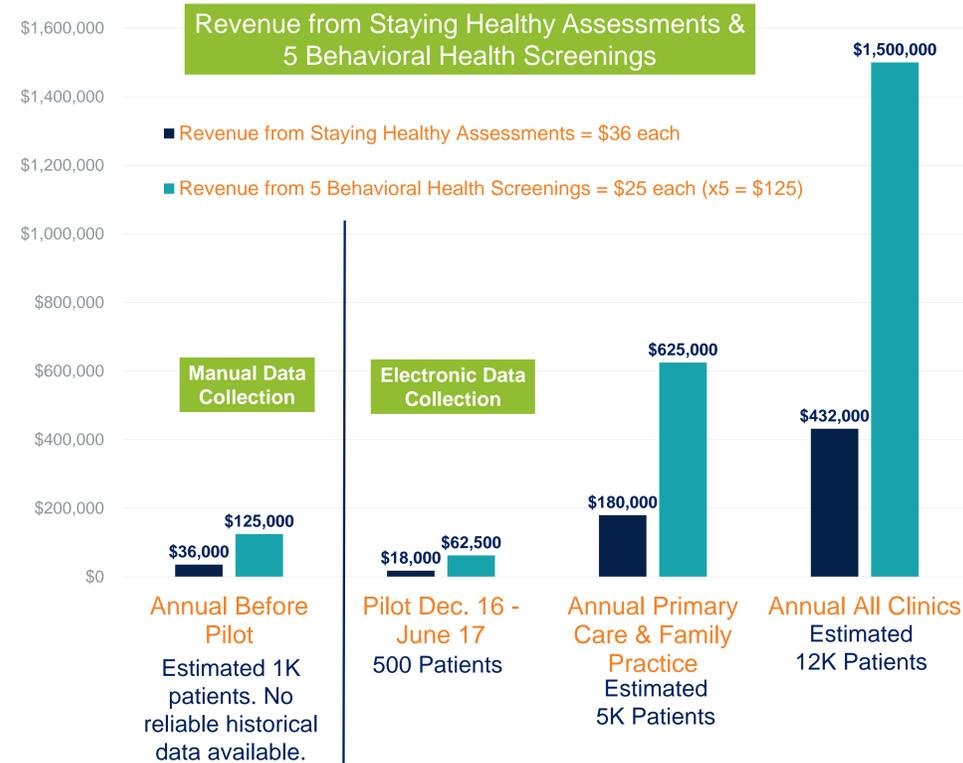


Goals and Objectives

Goal: Improve patient data collection, capture revenue and improve health outcomes over time

Outcome-oriented Objective: By October 2017, all Kern Medical Primary Care and Family Practice Clinics will be utilizing the electronic data collection platform with 95% patient participation resulting in increased revenue.

Results



Lessons Learned

Lessons Learned:

- The Pilot was successful although it took longer than expected due to internal IT limitations
- Cannot utilize all functions of electronic platform due to internal IT limitations
- Need a strong project manager to lead the implementation
- Project helped the clinics inventory and standardize forms (something that needed to be done but no one took ownership of)
- Patients like the iPad format
 - 12 min for adults to complete (6 forms)
 - 20 min for seniors to complete (6 forms)
 - No iPads were stolen 😊

Next Steps:

- Next phase: expand electronic data collection to all Primary Care and Family Practice Clinics and final phase to all clinics
- Project has been assigned to project manager for implementation across all clinics

Mission Model Canvas

Key Partners Tonic Health – Electronic Data Collection Platform Administration IT Department	Key Activities <ul style="list-style-type: none"> • Assign a project manager • Form assessment & standardization • EMR integration • Determine user architecture • Staff & Physician training • Evaluating each clinic's unique needs. No blanket roll-out. 	Value Propositions <ul style="list-style-type: none"> Increase Consistency of Data Collection <ul style="list-style-type: none"> • Increase form completion by 95% for each clinic roll-out Increase Patient Satisfaction <ul style="list-style-type: none"> • Increase patient satisfaction evidenced by higher CG-CAHPS scores Increase Provider Satisfaction <ul style="list-style-type: none"> • Increased provider satisfaction evidenced by quantitative interviews Revenue Generation <ul style="list-style-type: none"> • Increased revenue due to ability to track metrics and forms completed 	Buy-in & Support <ul style="list-style-type: none"> Administration Finance Physicians & Staff Patients 	Beneficiaries <ul style="list-style-type: none"> Patients <ul style="list-style-type: none"> • Engaging/Fun data collection • Can fill out in advance of appt. • Information is utilized • Perception of advanced care Providers <ul style="list-style-type: none"> • Time saver = MD has info in EMR before seeing the patient • Better patient care • Screenings are timely • Immediate alert to care team for Behavioral Health screening high score
Mission Budget/Cost <ul style="list-style-type: none"> Investment <ul style="list-style-type: none"> • Electronic Data Platform • iPads (cases, stands) or PC's • Fix existing PC's and printers that are broken where platform is utilized • IT, Identified Stakeholders, & Project Manager dedicated time to design and implement 		Mission Achievement/Impact Factors <ul style="list-style-type: none"> Capture Revenue for Each Survey Completed <ul style="list-style-type: none"> • Increase completed form completion to 95% for each clinic roll-out <ul style="list-style-type: none"> • Sophisticated data collection in one repository • Generate reports per payor specifications • Eliminating manual chart reviews (prone to error) 		