



What is dScout?

dScout is a web and mobile app that lets you share your real work experiences, insights, inspirations, and realtime feedback with your WCHC Team through photos, videos and commentary. Our agency is use-testing the app and invites you to participate!

What's in it for YOU?

We believe our **relationship** is the most important tool in creating and sustaining a productive and supportive work culture, one that is collaborative and mutually satisfying. The more that we understand about each other and the interrelated roles we perform goes a long way in ensuring the best possible patient care experience.



dScout is easy ... and FUN!

It's as easy as taking and posting pictures on a mobile device. Read on to learn more about dScout.



dScout Project *for staff*



West County
Health Centers

Caring for our Communities

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- Occidental Area Health Center
 - Russian River Health Center
 - Sebastopol Community Health Center
 - Forestville Wellness Center
 - Forestville Teen Clinic
- www.wchealth.org

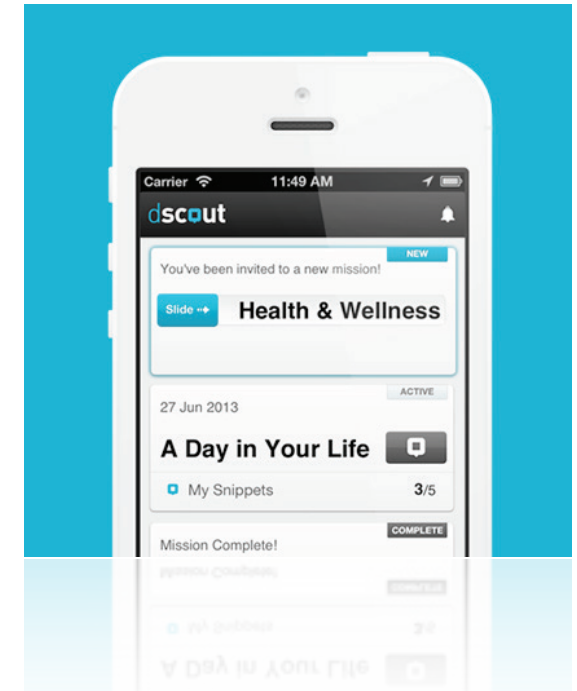


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Getting Started on dScout

You'll need an e-mail address (either work or personal) and a mobile device (your own cellphone or your work iPad). Tell your manager which e-mail you'll be using for the **dScout** project. You will then get an e-mail from **dScout** inviting you to go on a mission, with instructions on downloading the **dScout app** and creating and posting snippets.

dScout Terminology

“Scout”

Participants in the project are called “**scouts**.”

“Mission”

Scouts perform an assignment called a “**mission**” around a specific topic. You may be involved in one or multiple **missions** in a single project.

“Snippet”

An individual post on your mobile device that you create while on a mission.

A **snippet** is composed of:

- an **image**
- an **image title**
- **answers** to up to 5 follow-up questions

Typically, **scouts** will submit multiple **snippets** per **mission**.

dScout Security

West County Health Centers, Inc. is committed to making sure that all information about you is secure.

The dScout Project with West County Health Centers complies with HIPAA laws for patient & client privacy.

How does dScout work?

1) Your Manager will invite you to become a **scout** (participant) in one or more missions via **dScout**. Each **mission** is designed to explore a particular aspect of your job, your goals, concerns and general interests ... or just to get to know you better. You'll have about a week (more or less, whatever you need) to complete a mission.

2) Take pictures that represent your response to the **mission**, write a caption and answer a few simple questions for each picture (a **snippet**). This process takes a few minutes of your time. Most missions are set up to allow you to create between 5–10 **snippets**.

3) Post your **snippet(s)** to the **dScout app** on a mobile device where your WCHC team will be able to view them and engage with you about your postings.

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Sharing through dScout ...

can help us know each other and our roles better so that our working relationships are more productive and satisfying, and our patients have the best possible care experience.

Sample Missions ...

- What inspires you about your job?
- My Idea—How to Improve the Patient’s Experience
- Care Team Mission—We Rock!
- Getting to Know You

Examples of what a snippet might look like ...



I love knowing that what we do really makes a difference in our patients' lives.



Making exam rooms more kid-friendly really helps them relax.



My coworkers at WC have become my best friends.



Volunteers are so important in making our patients feel welcome when they come for office visits.