

The dScout Project - Picturing Health



- Lessons Learned -

CREATING MISSIONS

- Design the missions to allow the scout to choose where they go with the snippets. Resist the urge to guide the outcome - the results are much more interesting.
- Create a great mission and then use that as a template for future mission instructions - makes it super easy.
- Create any mission and start using it. Once you start using it, you will find all sorts of interesting uses for the product.
- Be short and sweet with the instructions - it is more fun that way.
- Consider your audience in the tone of the instructions. Some patients liked the fun wording, others thought it was too hokey.
- Create a number of different missions for staff and patients. They will likely gravitate toward one and allows them a choice of the type of information they want to share with you.

PATIENT SELECTION

- Don't worry about smartphones - you would be surprised how many of your patients and staff have them regardless of age. You can upload images from a disposable camera but we found it too time consuming. This might not work for everyone but it will work for a lot more than you think initially.
- The concept is a little out there - it requires an introduction by a Care Team member. The pamphlets help too.

CREATING MOMENTUM

- We found it important to pitch the idea to a few team members who may get excited about it - then let them run with it.
- A few \$10 iTunes gift cards work magic for the first few scouts. Once you get some great snippets, people get the idea and start really getting excited about the concept.

DISPLAYING AND INTERACTING WITH THE RESULTS

- Ultimately, we found dScout to be a great tool to facilitate discussion - it is easy to export the results into a pdf or powerpoint. We considered creating collages for the

staff results, etc. Don't keep the results in the admin portal - get them out to interact with.

- For patient interaction, we exported the results as a pdf and imported into the EMR so that we had it in the exam room for patient interaction. You could consider printing the results for the team to review.
- Social missions are great for staff missions - they can like and comment on the results.
- Creating the space for interaction within a short visit is important to consider. It may take up most of the visit - but in our mind, that is actually investing in the relationship and pays dividends over time.
- Let the snippets be the starter for a deeper, facilitated discussion. This takes training for your staff about the purpose of what you are trying to accomplish. Ask open ended questions, probe deeper, "tell me more".
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