PHLN Year 2 Project Aim

By December 31, 2019, SRCH will execute steps necessary to implement the PRAPARE assessment as evidenced by completing 90% of milestones in the areas of workflow, tools, and training.

Measures for Success

• Standard workflows exist for all staff roles
• Training materials are developed for staff with a plan for teach back
Key Activities/Milestones

**Workflow/Tools**

- Paper PRAPARE form developed and tested with patients
- Process Flow Map created with current resources
- Staff identified to test the workflow
- Workflow tested with 1 PDSA Cycle
- Workflow adjusted & tested 5 PDSA Cycles
- Resource tools for linking patients to resources developed and tested (NorCal Resources and 1-pager)

**Trainings/Communications**

- Staff satisfaction/comfort survey developed and implemented to determine baseline
- Communication & Training plan developed
- Presentations to leadership to gain buy-in
- Communication tools developed (SDOH Ambassadors and E-news)
Using Data for Improvement

# of PRAPARE Screenings 2019

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May 14- Corazones (8 patients-Spanish)  
May 21- New Beginnings (7 patients-English)

**Preferred Title**
- Social Factors for Health (5)
- Your Current Life Situation (6)

**Introductory Statement**
- Shorter (4)/Longer (3)
- Shorter (3)/Longer (2)

**Symbols**
- With (4)/Without (4)
- With (6)/Without (1)

**Where to complete**
- Waiting Room (4)
- Exam Room (4)
- Waiting Room (3)
- Exam Room (3)
Communications and Training Ambassadors at each Campus

Allowing a long timeline to gain leadership and staff buy-in

Implementing an intentional communications and training plan including videos

PDSAs to refine workflow before roll-out

Strategies for Success
Key Tools & Resources

PRAPARE Workflow Based on Existing Resources

Communications and Training Plan and Timeline

Communications and Training Materials
Next Steps

Testing/Spreading/Sustaining

- Continue PDSAs- refine and spread to other campuses
- Roll out to certain populations in mid-2020
- Apply for funding to develop better connections to resources
- Continue SDOH Workgroup meetings

Training/Communications

- Continue Communications and Training Plan Implementation
- Tailor training to needs identified in baseline survey
- Convene meetings of people working on linking to resources throughout organization
Current Challenges or Barriers

1. Competing priorities
2. Perceived lack of resources/time