

Santa Rosa Community Health



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.

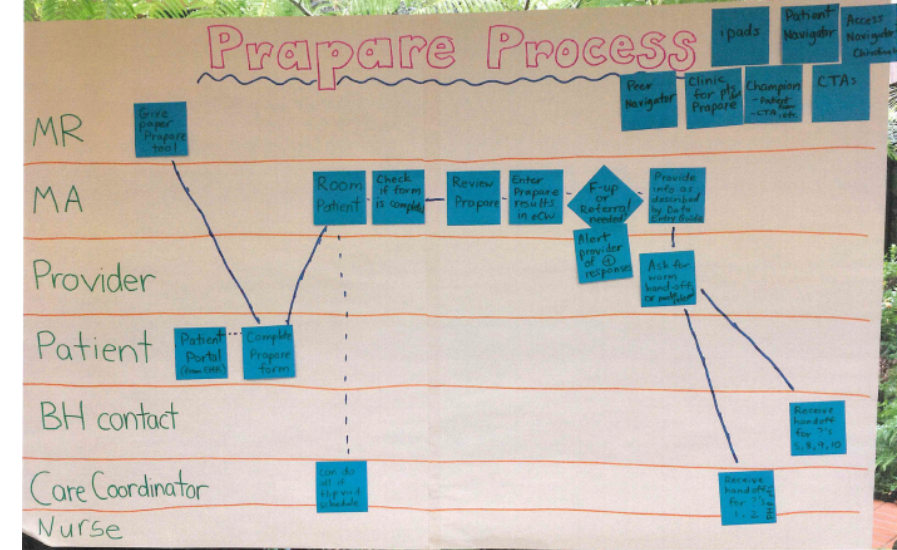
Measures for Success

- 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)

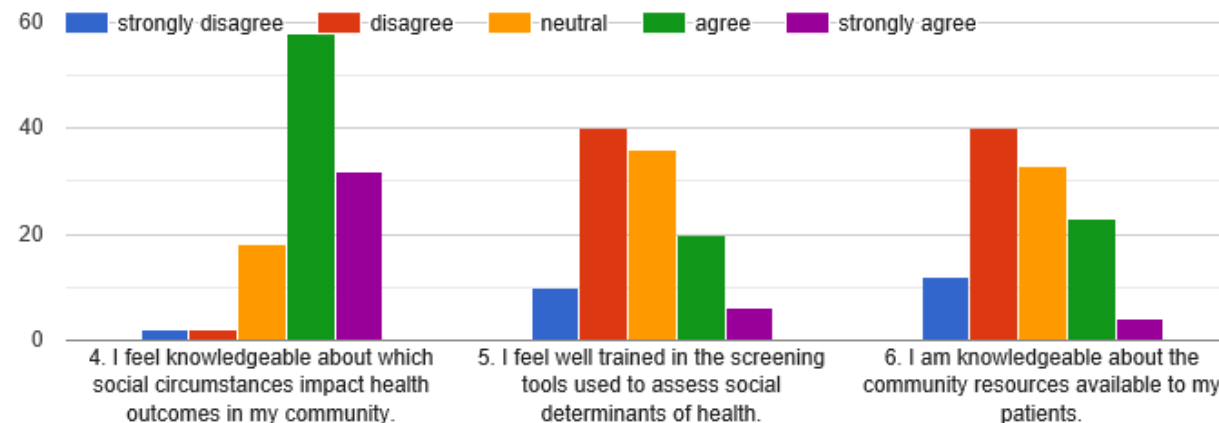
Using Data for Improvement

of PRAPARE Screenings 2019

health_center_key	Totals
avh	1,383
communicare	246
ole	1,186
phc	4,119
santa_rosa	361
scihp	70
sonoma_valley	3,931
Totals	11,296

	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)

Knowledge





Strategies for Success

1

Communications and Training Ambassadors at each Campus

2

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

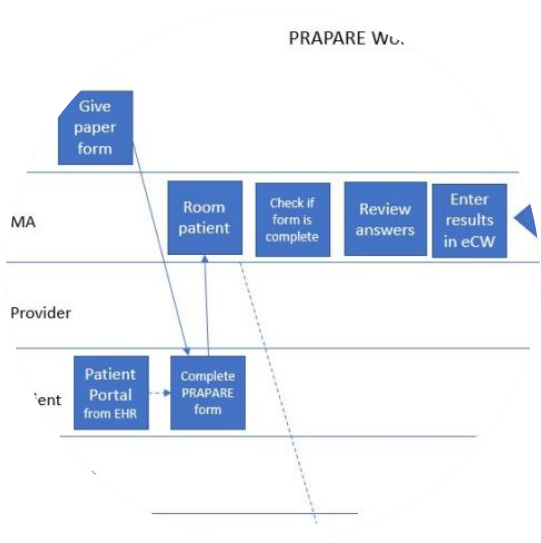
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Implementing an intentional communications and training plan including videos

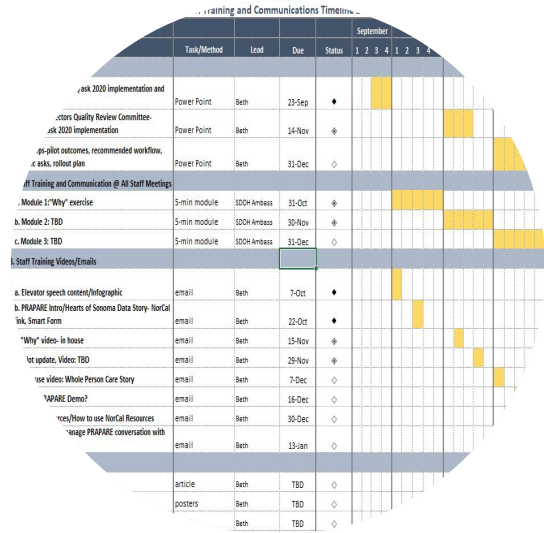
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PDSAs to refine workflow before roll-out

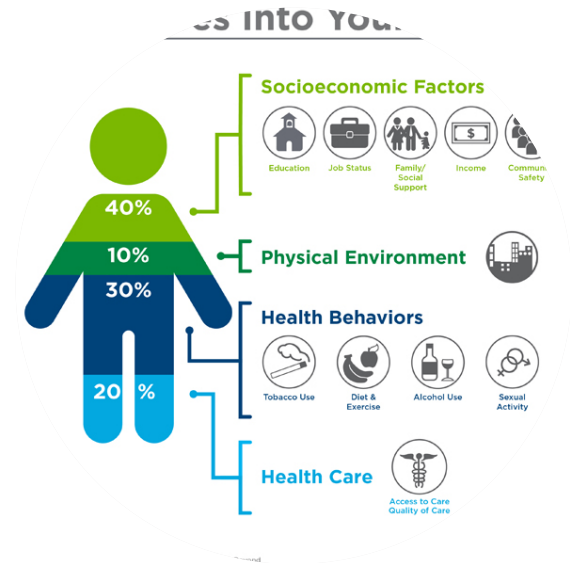
Key Tools & Resources



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

