20:20 – Tablet-Based Solutions
1. Types of Tablet Projects
2. Problems to be Solved
3. Overarching Results
4. Challenges
5. No-go’s
6. Don’t forgets
Types of Tablet Projects

1. Anonymous patient survey
2. Structured patient survey (e.g. PHQ9)
3. Patient education
4. Patient demographics
5. Structured collection of patient supplied clinical data (i.e. family history, social history, presenting problem)
6. Patient outreach and orientation
Problems to be Solved

1. Improve the timeliness of data availability
2. Improve survey response rates
3. Reduce the cost of data collection and analysis
4. Improve the accuracy of patient supplied data
5. Improve workflow efficiency
6. Reduce staff costs
Who: The Companies

eClinicalWorks
"Improving Healthcare Together"

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OTech Group
<table>
<thead>
<tr>
<th>Overarching Results</th>
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<tbody>
<tr>
<td>• Patient response rates increased</td>
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<td>• Language and literacy level matters</td>
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<td>• Appropriate use of icons improves patient participation</td>
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<td>• Patients need orientation/coaching/and training</td>
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<td>• Tablet placement and availability makes a difference</td>
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<td>• Human factors, workflow, and legacy information systems constraints may require a reconfiguration of how the tablet system interacts with your organization</td>
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<td>• Clear understanding of your workflow and what you are going to measure is mission critical</td>
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Challenges

- Language and literacy support
- Where and when to make the tablet available to the patient will differ depending on application
- Managing patient orientation/coaching and support
- Workflow redesign
- Legacy system integration
- How do we clean this stuff between patient sessions
No-go’s

- Lack of operational integration/interface to legacy system when required
- Having to rebuild/reconfigure tablet based application to fit into either staff workflow or information systems work flow
- Lack of culturally competent language support
- Affordability at the end of the evaluation/pilot
- Lack of understanding of required work flow
- Leadership and staff buy in