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INNOVATIONS

20:20 – Tablet-Based Solutions





20:20 Agenda

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

4 Improve the accuracy of patient supplied data

2 Improve survey response rates

5 Improve workflow efficiency

3 Reduce the cost of data collection and analysis

6 Reduce staff costs



Who: The Companies

eClinicalWorks

"Improving Healthcare Together"

getwell:)network[®]



Overarching Results

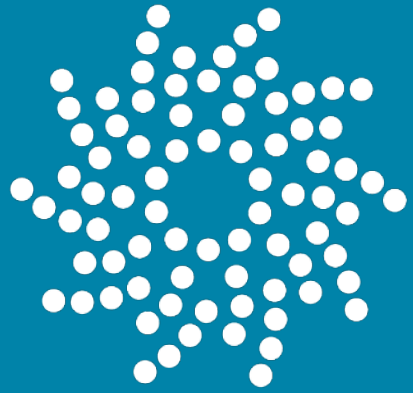
- Patient response rates increased
- Language and literacy level matters
- Appropriate use of icons improves patient participation
- Patients need orientation/coaching/and training
- Tablet placement and availability makes a difference
- Human factors, workflow, and legacy information systems constraints may require a reconfiguration of how the tablet system interacts with your organization
- Clear understanding of your workflow and what you are going to measure is mission critical

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



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Discussion

