Tickit: Innovation Checklist

Talk with leadership
- Before beginning the process of any innovation, it is important to make sure leadership/management teams are on board and supportive.
- Quality improvement committees and/or leadership in the clinic should also be involved early on, since the goal is incorporation of timely patient feedback into QI.

Partner with patients
- This can be at an advisory council or less formal/structured, such as a brief survey of patients in the waiting room.
- Workflow-related: Where would the feel comfortable filling out a survey? What do they think about using a tablet? What are their concerns?
- Question-related: What do patient advisors want to know from other patients? What are their priorities for improvement?

Contract with vendor
- Contract agreements can delay implementation, so it is important to start this process early.
- Tickit is an interactive and versatile digital tool created by Tickit Health

Choose survey questions
- Our pilot found that the full CG-CAHPS survey is too long for patients to comfortably complete in clinic, so we chose 3-5 priority questions in each site.
- Choose actionable questions! This is real-time patient feedback that we want to be able to use to make improvements, so it may be helpful think beyond the “In the last 6 months” framework of CG-CAHPS.

Work with front-line staff before & during implementation
- The staff who work with patients every day are key to the success of implementation, since they invite patients to complete the survey.
- As with any addition to preexisting workflows, staff can be resistant to new assignments, so help them see the goal and purpose of the innovation.

Pilot workflow in PDSA form
- Start with one iPad to find a workflow that fits your health center’s needs.

Spread workflow and start collecting data
- Once there is a workflow established and surveys are being completed, purchase more tablets and implement in the remaining rooms.

Use data to inform improvement work
- Most quality improvement groups or teams are not formed around patient experience that is directly tied to a patient feedback measure, so the data from Tickit needs to be intentionally integrated into ongoing and future QI projects.
- This is another excellent opportunity to involve patient advisors & patient advisory councils.

Showcase the informed improvements!
- To maintain momentum and keep staff and patients engaged with the innovation, showcase improvements that are informed by the data received.
- Display or announce the data often, both with staff and in patient advisory councils.