

## Workflow Implementation

- **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 they 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.

## Data Integration

- **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.