El Rio Health’s Use of Kiosks and Tablets to Administer PRAPARE

El Rio Santa Cuz Neighborhood Health Center, Inc., located in Tucson, Arizona, began PRAPARE implementation in March 2017. Because patients were already using kiosks and tablets at check-in, El Rio staff felt it would be easy to use the same approach to implement PRAPARE. Along with the kiosks, staff and leadership decided to develop an electronic form in NextGen on tablets for patients to also fill out themselves instead of having patients self-administer using the paper-based tool. OTech, a technology based customization software, partnered with El Rio to build PRAPARE into a tablet system, ensuring PRAPARE questions were displayed correctly and that PRAPARE data was populated directly into El Rio’s NextGen Electronic Health Record (EHR). Staff piloted and deployed this innovation to two of El Rio’s largest health center sites and received feedback from staff and patients before spreading to other sites. El Rio has since rolled out PRAPARE to nine more location sites and continues to expand PRAPARE implementation with standard staff trainings and engagement opportunities.

IT Staff Involved in the Deployment of PRAPARE Using Kiosks and Tablets

The IT department at El Rio had a team of people dedicated to the testing and implementation of PRAPARE in kiosks and tablets with roles ranging from Data Analysts to Support Technologists.

**El Rio's IT Department**

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<thead>
<tr>
<th>Role</th>
<th>Responsibilities</th>
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<tbody>
<tr>
<td>Data Analysts</td>
<td>confirmed that information was populated into correct tables within the EHR</td>
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<tr>
<td>Network Technologists</td>
<td>verified that there were no barriers to the technology working at different sites</td>
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<tr>
<td>IT Trainers</td>
<td>worked closely with OTech for configuration and trained all staff as well as implemented a plan for onboarding staff. The trainers were present for all Go Lives and continued to provide ongoing support to all sites</td>
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<tr>
<td>Support Technologists</td>
<td>deployed the kiosks and tablets</td>
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Best Practices and Lessons Learned

The staff at El Rio gathered feedback from staff and best practices as they tested and implemented PRAPARE within tablets and kiosks. El Rio was committed to utilizing the technology platform to collect PRAPARE data and so they wanted to ensure that they had processes and procedures in place for smoother adoption. Before spreading to other location sites, El Rio provided more training and support to staff. This included having technical and operational processes embedded for a period of days until it was assured that staff were following the correct procedures and workflows. The Community Health Advisors and IT team worked collaboratively to identify best practices and lessons learned to ensure workflows all ultimately led to address patients’ needs and to ensure that any issues with workflows or technological tools were identified and fixed quickly. Lastly, leadership quickly learned that staff were very interested in visualizing the impact of their implementation efforts by seeing data and metrics to show utilization at the individual site level and not just at the aggregate organizational level. Key staff members felt that it was imperative to see directly how their work was impacting the overall goal of addressing needs for their patients. El Rio staff continues to work through solutions in a timely manner and educate staff on PRAPARE to ultimately improve patient health and well-being by providing community resources to those in need.
El Rio's Considerations When Building PRAPARE Into Kiosks and/or Tablet Systems

The staff at El Rio identified key takeaways from their initial PRAPARE implementation to guide other organizations who are considering their own strategy for building PRAPARE into kiosks and/or tablet systems. Along with using a team-based approach to troubleshoot and solve challenges when collecting and informing patients about PRAPARE, El Rio advises organizations to:

**Involve IT staff from the beginning**
Involve IT staff from the beginning who are familiar with testing templates to inform the build-out.

**Gather feedback at all times**
Gather feedback at all stages of implementation from staff and patients to identify and fix issues quickly.

**Identify "Super Users"**
Identify “Super Users” that have great expertise that can be moved from site to site. Having an experienced staff member to properly train all sites is key in understanding the importance of PRAPARE.

**Develop a resource book**
Develop a playbook/resource book consisting of scripting for staff, contacts when troubleshooting issues arise, and frequently asked questions from patients and staff.

For more information, contact: Cheri Silva, Implementation and Training Manager, cheris@elrio.org or Robin Tenenhaum, IT Director, robint@elrio.org

Partnering with Community-Based Organizations for Data Sharing and Action

El Rio partnered with various community and local agencies to provide services to patients, such as legal aid services and community food banks. El Rio Community Health Advisors and staff developed an implementation process to close the referral loop for community services and receive information back from the referrals.

To build and strengthen relationships between and across social service agencies, El Rio hosted the first of many Social Determinant of Health Forums in August 2018 that brought together 14 community agencies from the local area. As part of this meeting, El Rio wanted to explore ways to improve the tracking and referral process by agreeing on the shared use of a software system that allowed for communication and accurate data sharing across cross-sector agencies. At this meeting, it was collectively decided to implement a shared software known as the Crimson referral system, a web-based, EHR-agnostic workflow platform tool that connects referral partners under one system and provides updated data on patients served in real-time. Of those 14 agencies, five are currently on board with the Crimson referral system and two are working to get onboard. The remaining agencies are currently setting up meetings to find out more information about utilizing Crimson to send electronic referrals.