

# FrontDesk Patient Self Screening Tool

Riverside San Bernardino County Indian Health, Inc.  
Soboba Indian Health Clinic



Marjorie K. Johnson, IT Director  
Dr. Linda Deppe  
Dr. Herbert McMichael

# \*Our Process

1. Seek Administrative & Clinical Buy-in
2. Sign contracts and order equipment
3. Review and Assess workflow
4. Work with Medical Staff, Nursing, Medical Reception, Behavioral Health and IT-CAC.
5. Train, Train, Train.....

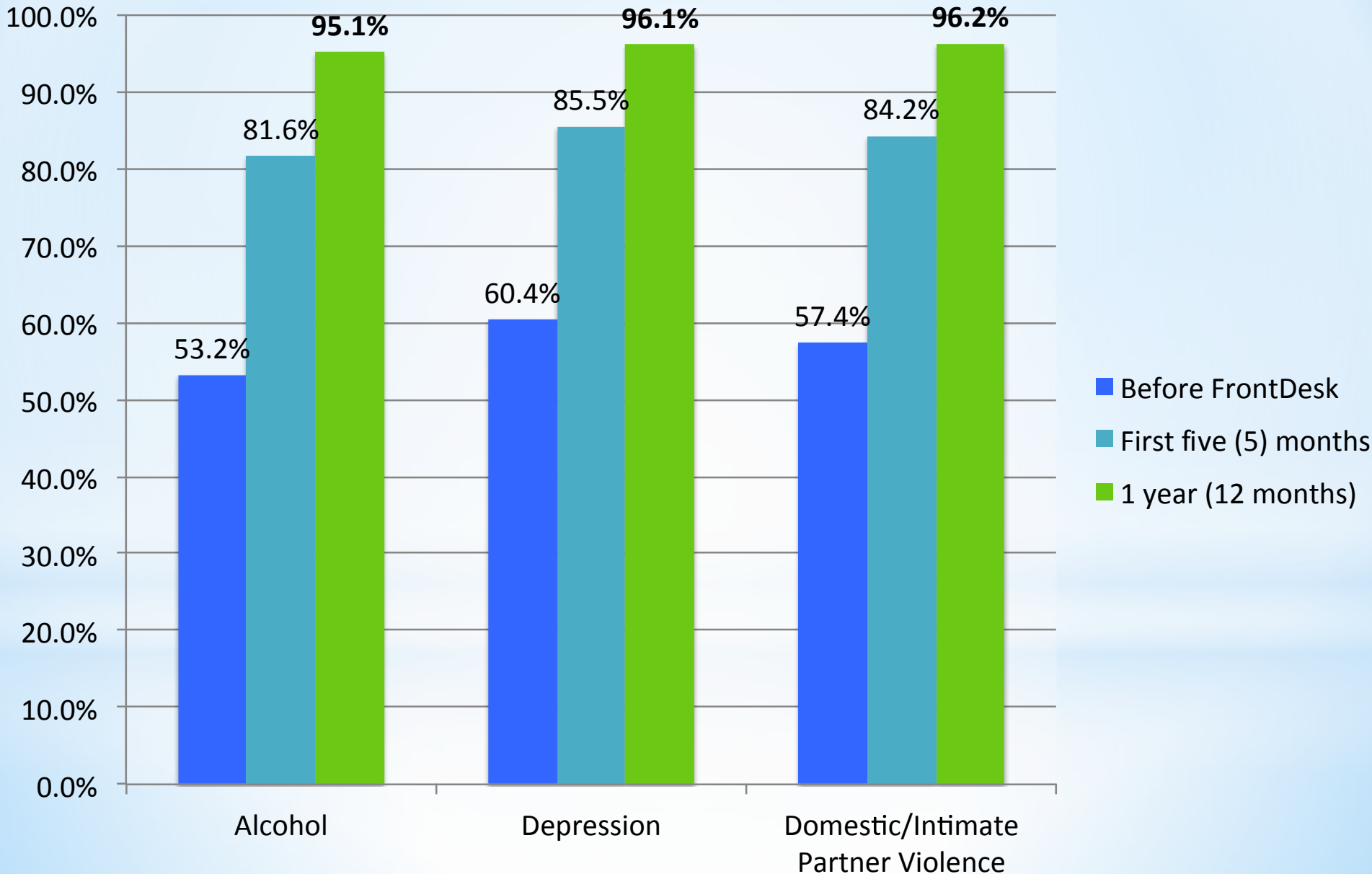
# RSBCIHI Implementation

- \* Soboba is one of the larger clinics in RSBCIHI.
- \* Services include - Medical(8585), Dental(5867), Pharmacy(5402), Radiology(1592), BHS(1224), Optometry(4472), Lab(2618), Dietary/WIC(279),
- \* FrontDesk kiosk was installed early in 2014.
- \* Patients use kiosk during vitals routine with staff nearby to assist.
- \* Patient push-back has been minimal: most refusals are high frequency patients (i.e., wound care) and elders.

# \*Goals

1. Save nursing intake time - Manual to Electronic
2. Standardize the processes across all sites
3. Make screening easier for patients and staff
4. Increase GPRA screening performance
5. Screen the whole patient population (not just the GPRA population)
6. Identify early and prevent problems
7. Help patients with serious problems

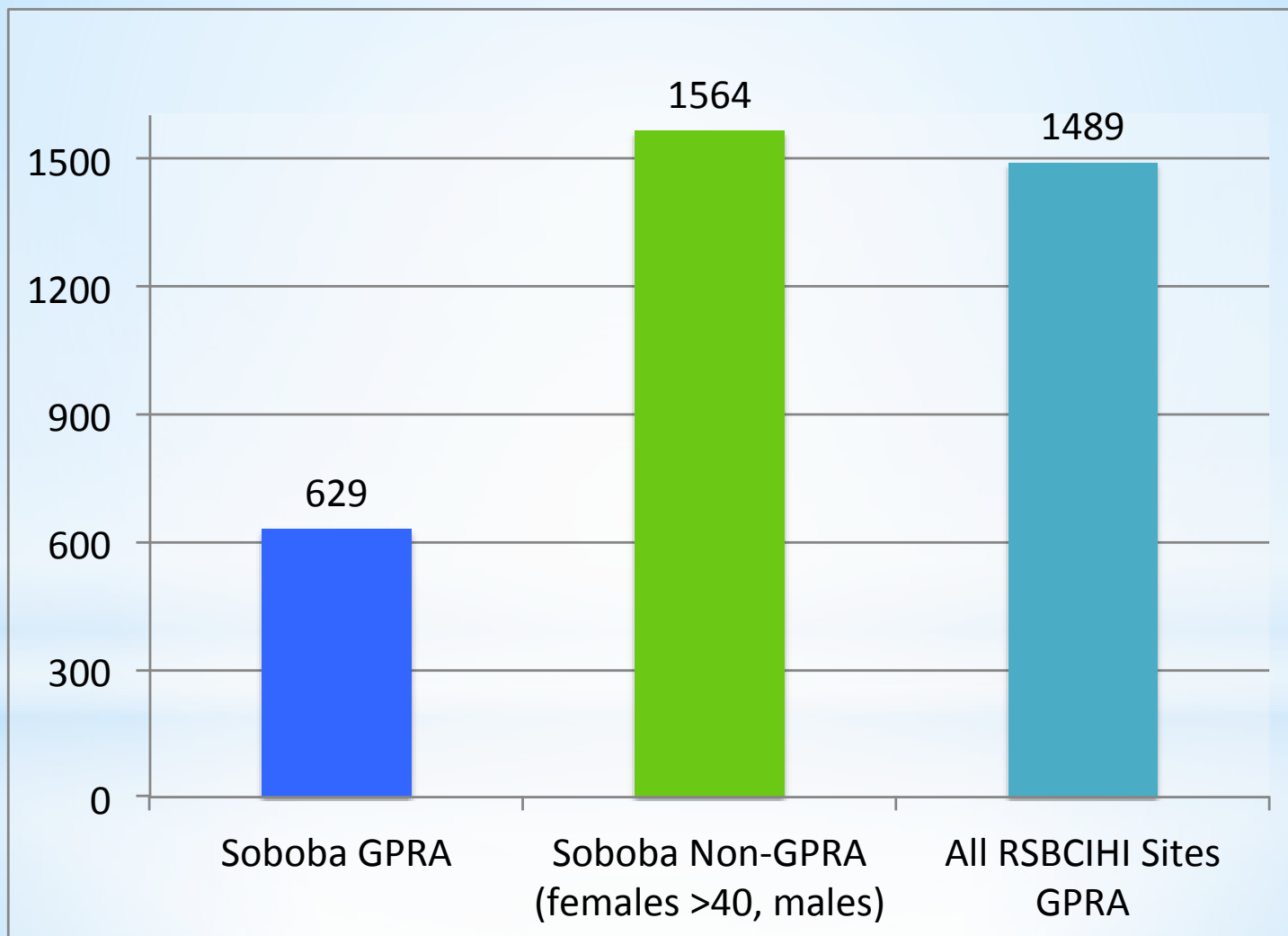
# \* Screening Rate Improvement





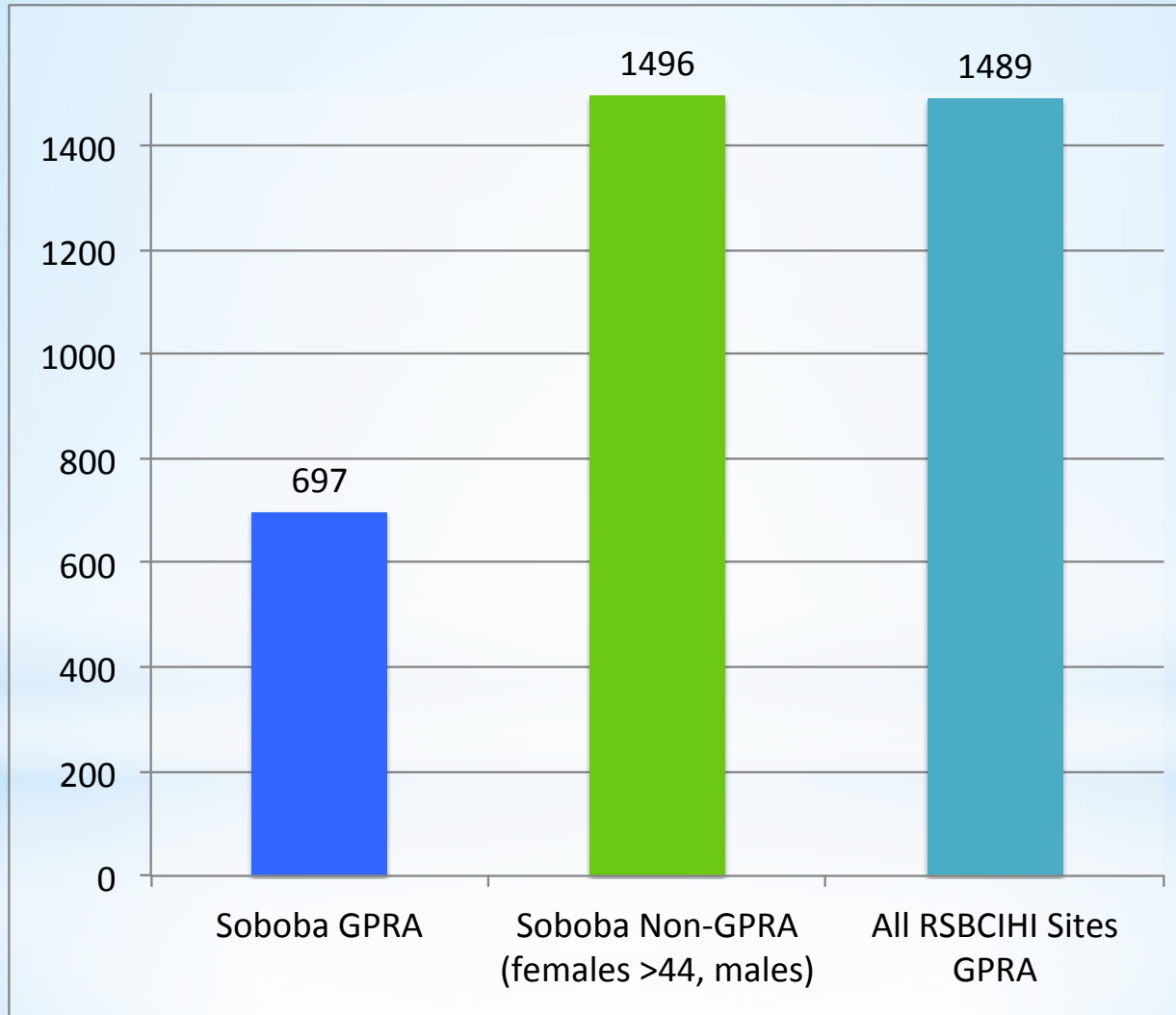
# 2014 GPRA Report

## Domestic/Intimate Partner Violence Screening



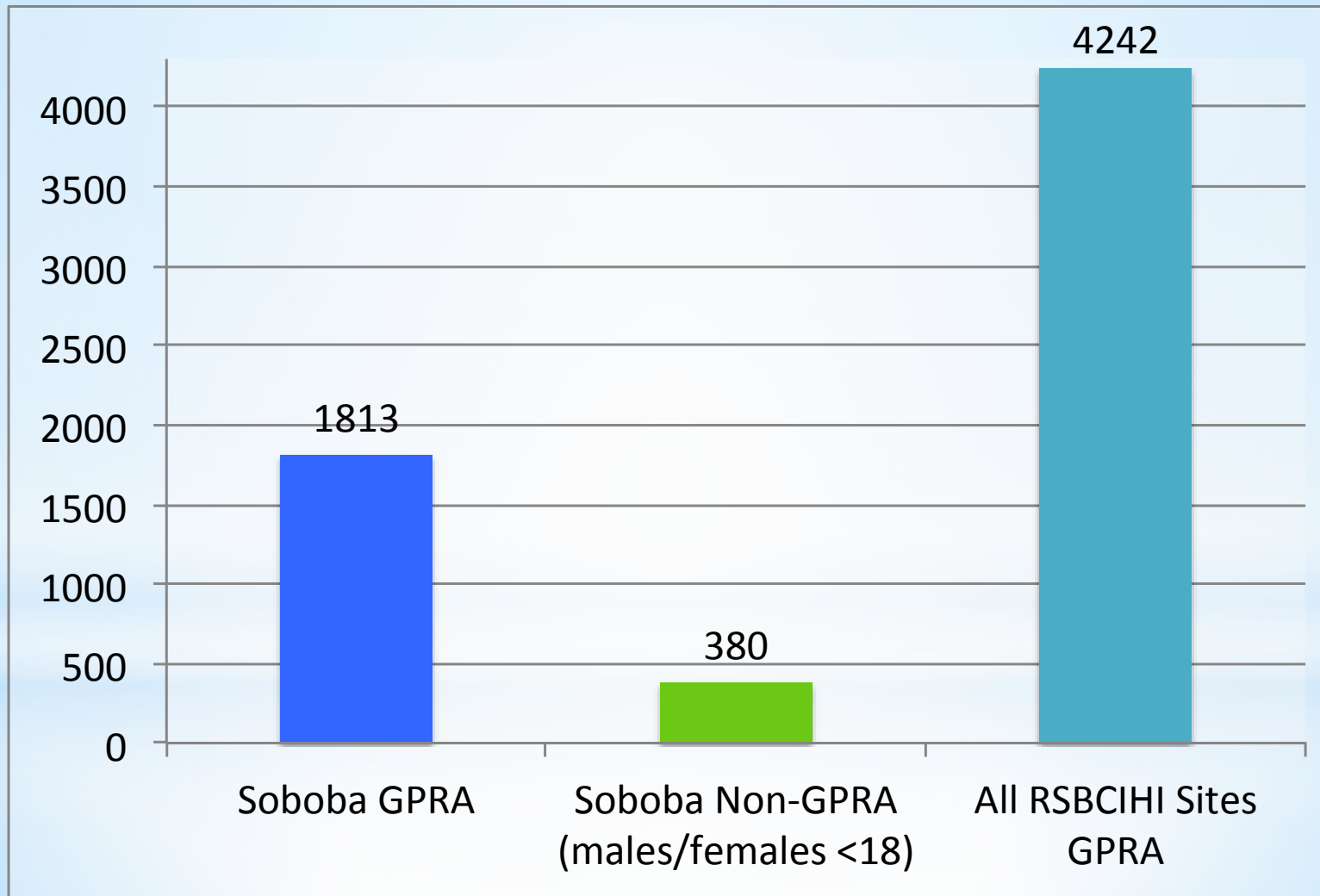
# \* 2014 GPRA Report

## Alcohol Screening



# \* 2014 GPRA Report

## Depression Screening





# \* Screening Results

Soboba

2/19/14 – 5/04/15

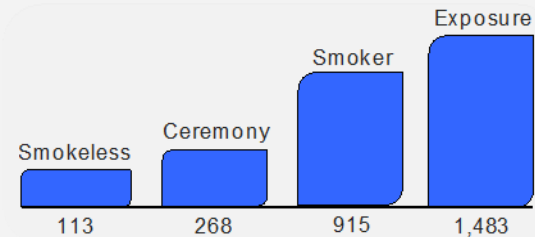
## Number of Screenings

Total screenings	5,407
Total unique patients	2,574

5,407 Screenings

## Tobacco Use

Smoker in the home	1,483
Smoker	915
Ceremony	268
Smokeless	113



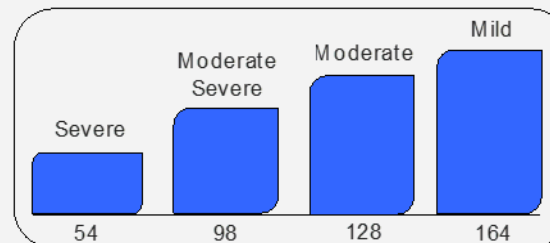
## Alcohol Use

At risk	209
Current problem	93
Dependency	77



## Depression

Mild	164
Moderate	128
Moderately severe	98
Severe	54



## Domestic Violence

Current problem	6
-----------------	---

6 Current Problem

# \* Lesson Learned/Benefits

- \* Workflow matters: until nursing exports the data, the kiosk information is not available in the medical record
- \* Staff must be ready with validation, tools, brief interventions, referrals and handoffs.
- \* **Asking is the crucial intervention.** Out of safety or privacy reasons, a patient may choose not to tell us today. However, asking the questions routinely says: “You are not alone” and tells patients that we are ready to listen when they are ready to tell us.

# \* Lesson Learned/Benefits

- \* Location of Kiosk matters - placed in primary care
- \* Utilizing self-screening tool has to be a priority - for all involved in patients care.
- \* Involve your CAC's
- \* Be prepared to walk patients thru the process and then do warm-handoff.
- \* Select your clinic champion - and train the trainer

# \*Our Providers

Medical Department Comments

Behavioral Health Department Comments

Question & Comments