# Concept Feedback Survey Results

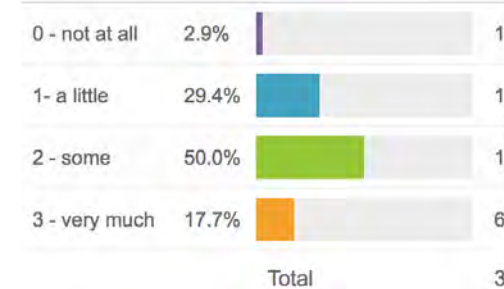based on 35 complete responses: 18 HCMC, 14 community org/gov., 3 other

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## Service Prescription



Clinics install health-related infrastructure and offer it to Members by Service Prescription. The provider is able to offer an immediate short-term solution, supporting Members to follow medical advice even when they lack access on their own. Use may be linked to pre or post appointment, to incentivize attendance.

**How much would this help Members?**

### 17%
say very much

| | | | |
|---|---|---|---|
| 0 - not at all | 2.9% | | 1 |
| 1 - a little | 29.4% | | 10 |
| 2 - some | 50.0% | | 17 |
| 3 - very much | 17.7% | | 6 |
| | | Total | 34 |

"This will help those who are not too busy or too far away to visit the clinic regularly.

I'm worried about whether this would be providing hope that would be unfulfilled. This would only work if we have the capability to seamlessly connect the individual to those services. This is complex and hard to guarantee.

This feels like a bandaid on the bigger issues of poverty, not that we shouldn't try to meet the immediate issues."
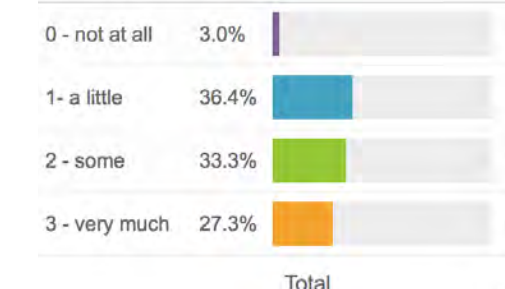
**Recommend to**

### cut

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## Main Street



Main Street is a collection of businesses and services conveniently located within the HCMC hospital or clinics. Tailored to Members' needs, these could include mailboxes, computers, banking, phone services, legal services, and bill pay. Co-location can make use of waiting time and incentivize visits.

**How much would this help Members?**

### 27%
say very much

| | | | |
|---|---|---|---|
| 0 - not at all | 2.9% | | 1 |
| 1 - a little | 36.4% | | 12 |
| 2 - some | 33.3% | | 11 |
| 3 - very much | 27.3% | | 9 |
| | | Total | 33 |

"Making HCMC as a nucleus for the local community to WANT to gather at makes sense. I have long brought up the idea of having branch businesses run by HCMC that will draw people here for other reasons and make them want to linger on campus.

I have little confidence that this will result in members not having to share their stories multiple times. If providers don't review the chart or have time prior to the visit to review a history now, they won't do it to read through this.

Very complex to arrange this, how to house it, how to update when story changes, who has ownership (maybe the member?)"
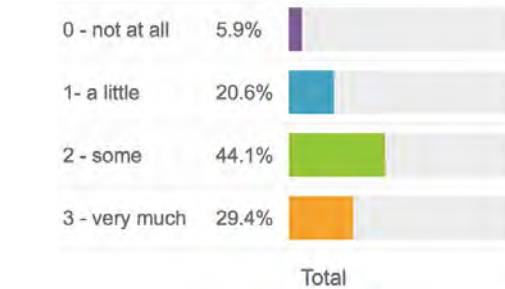
**Recommend to**

### cut

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## Story Scribe



A Story Scribe is a professional who listens to Members, captures their life experiences, and translates that information into forms to be shared with providers. Conversations take place in a homey environment, before each health appointment. Members only have to tell their full history once, and can be confident it's shared with the right members of their team. Scribes can prompt for feedback and reflection on progress.

**How much would this help Members?**

### 29%
say very much

| | | | |
|---|---|---|---|
| 0 - not at all | 5.9% | | 2 |
| 1 - a little | 20.5% | | 7 |
| 2 - some | 44.1% | | 15 |
| 3 - very much | 29.4% | | 10 |
| | | Total | 34 |

"This would be extremely useful and reduce the repetitiveness for the client in answering the same questions over and over again. However, given my own experience, sometimes clients will add to or change their responses with different interviewers.

I have little confidence that this will result in members not having to share their stories multiple times. If providers don't review the chart or have time prior to the visit to review a history now, they won't do it to read through this.

Very complex to arrange this, how to house it, how to update when story changes, who has ownership (maybe the member?)"
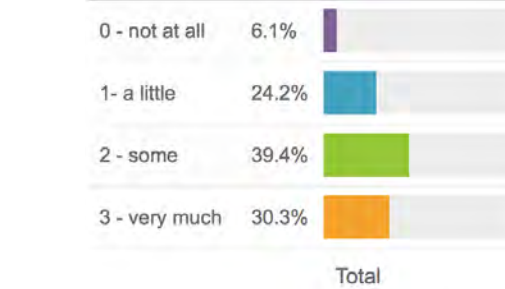
**Recommend to**

### fold
into Care Team

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## The Parlor



The Parlor is a system of text or phone call reminders for Members, set up by request, that also offers "on-my-way check-ins." Providers or community partners can input reminders via an app or website, for things like appointments, taking medicine, job interviews, meetings, and wake-up calls. Members are pinged at the set time of either an option to connect if they need help or a change of plans.

**How much would this help Members?**

### 30%
say very much

| | | | |
|---|---|---|---|
| 0 - not at all | 8.1% | | 2 |
| 1 - a little | 24.2% | | 8 |
| 2 - some | 39.4% | | 13 |
| 3 - very much | 30.3% | | 10 |
| | | Total | 33 |

"I like this but am worried about the logistics. Staffing without a billing or payment source is very difficult. HCMC has not typically financially supported interventions that are not billable.

Depends on location and accessibility. Encourage building on what already exists in the community.

I haven't seen this sort of programming work for chronic disease management at HCMC. members lives are scattered for set programming.

Would be more helpful if it also provided work opportunities that would qualify as STS."

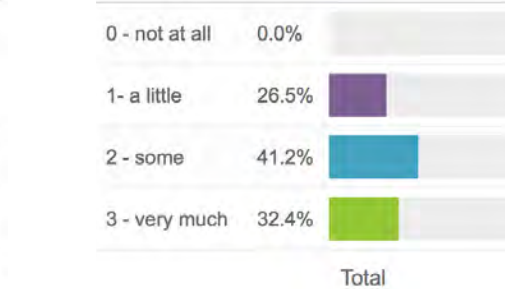**Recommend to**

### test

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## Members Give Back



Members Give Back is a system that curates relevant community volunteer opportunities and paid gig-based work and matches them with Members based on interests and availability. These opportunities offer an easy and personalized way for Members to contribute and feel more valued: helping out others, exploring an interest, spending time time with a purpose. The system coordinates between Members, providers, and organizations, smoothing any barriers to participation and making contributing seamless.

**How much would this help Members?**

### 32%
say very much

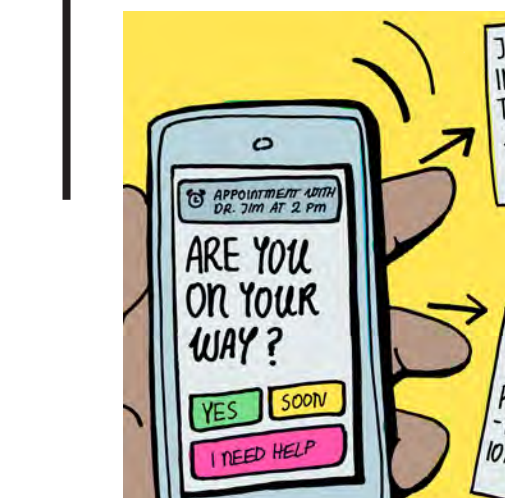| | | | |
|---|---|---|---|
| 0 - not at all | 2.9% | | 1 |
| 1 - a little | 14.7% | | 5 |
| 2 - some | 41.2% | | 14 |
| 3 - very much | 41.2% | | 14 |
| | | Total | 34 |

"New studies show volunteerism, and other forms of generosity, important to healing and well being.

I love the idea of tapping into people's interest in meaningful time and work. What needs do we have within HCMC that patients/families could help fill?

very difficult to implement.

members really have minutes on their phones is a concern. not always possible/ too variable

Most important to feel part of the community"

**Recommend to**
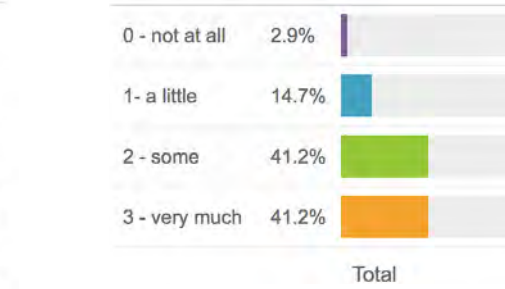
### fold
into Resource &
Referral Engine

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## Reminders for Life



Reminders for Life is a system of text or phone call reminders for Members, set up by request, that also offers "on-my-way check-ins." Providers or community partners can input reminders via an app or website, for things like appointments, taking medicine, job interviews, meetings, and wake-up calls. Members are pinged at the set time of either an option to connect if they need help or a change of plans.

**How much would this help Members?**

### 41%
say very much

| | | | |
|---|---|---|---|
| 0 - not at all | 2.9% | | 1 |
| 1 - a little | 14.7% | | 5 |
| 2 - some | 41.2% | | 14 |
| 3 - very much | 41.2% | | 14 |
| | | Total | 34 |

"Going into the community to provide care has been shown to be effective on many levels.

Would this be for urgent needs or routine care? How does this align with the need for consistency in the care team?

Interesting idea, sounds massively expensive. Putting equipment and vying for space in low-access neighborhoods is going to guarantee vandalism and theft.

members get bounced around to providers and don't always get the care they need on a regular basis."

**Recommend to**

### test
combine with
Pop-Up Clinics

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## Micro-Clinics



Micro-Clinics serve as HCMC's "Front doors" across the city, and connect Members with doctors and nurses via telemedicine. The many locations emphasize low-access neighborhoods and are co-located with existing gathering spots (e.g. church parking lot, McDonald's.) Minimal staff supports video connections to available doctors and nurses, offering convenient and immediate attention.

**How much would this help Members?**

### 41%
say very much

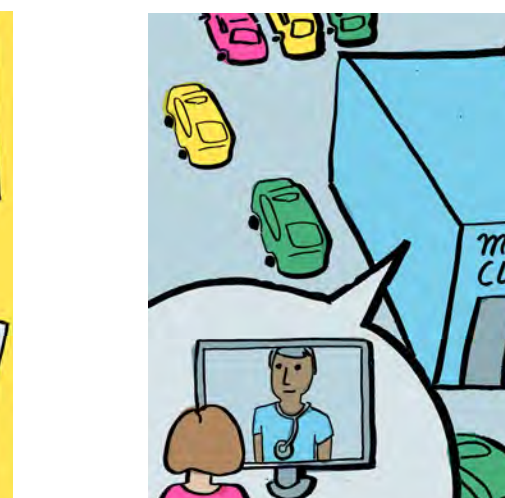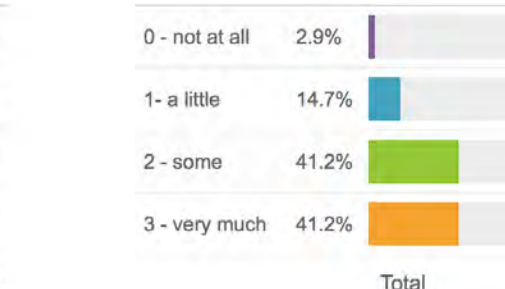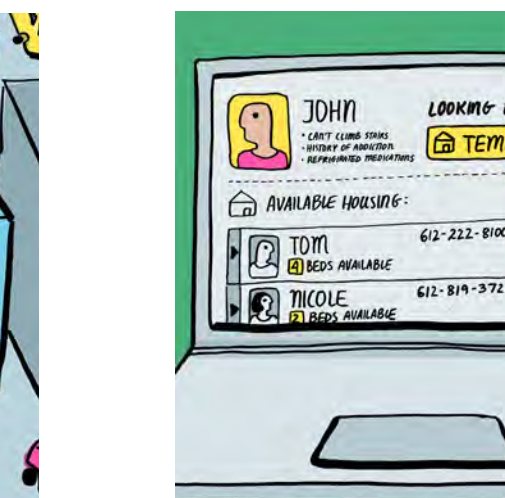| | | | |
|---|---|---|---|
| 0 - not at all | 2.9% | | 1 |
| 1 - a little | 11.8% | | 4 |
| 2 - some | 34.3% | | 12 |
| 3 - very much | 48.7% | | 18 |
| | | Total | 35 |

"Great way to keep patients aware of appointments, medications, therapies, etc.

It is only helpful to individuals who have a cell phone and ability to keep their phone charged.

We just need to better tailor the existing text reminder model.

This is innovative and is a great use of existing technology that can help our patients with compliance and us with efficiency.

Allows member to get quick answers to problems and determine if they need to spend the time necessary to go to the emergency department."

**Recommend to**

### test

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## Resource &
## Referral Engine



The Resource & Referral Engine is a digital tool that allows any provider, organization, or members themselves to find the most relevant resources, at the click of a button. The system combines information from a Member's profile with real-time data from resource agencies, producing options that are tailored and accurate. Referrals are managed to ensure warm handoffs and follow through.

**How much would this help Members?**

### 45%
say very much

| | | | |
|---|---|---|---|
| 0 - not at all | 2.9% | | 1 |
| 1 - a little | 17.1% | | 6 |
| 2 - some | 34.3% | | 12 |
| 3 - very much | 45.7% | | 16 |
| | | Total | 35 |

"This would be powerful if it was fully connected to the county and partner agencies that could act on the referrals and close the communication loop.

Addresses the issues immediately.

most complicated members know about the resources it is getting access to them (transportation, completing applications, follow up, etc) that they lack assistance with

This is done- the county has an assessment, United Way First Call for Help, Handbook of the Streets. The databases are really hard to maintain and is a fulltime job. I think it would be better to work on accessing and connecting with an already created database."

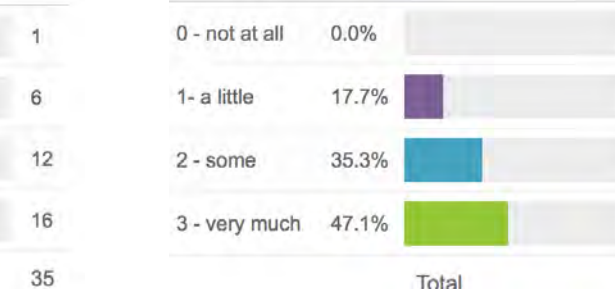**Recommend to**

### test

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## Priorities Conversation



Priorities Conversation is a protocol and visual tool for Members to share their short and long term context with their provider. When they arrive for an appointment, Members receive a set of pre-printed and blank Priority Pieces. Prompted to explore their priorities, Members describe their priorities and display these in their exam room. Providers then facilitate a conversation with the Member about each priority. Members build engagement by feeling heard and providers gain insight into their motivations and decision making, allowing for more tailored care.

**How much would this help Members?**

### 47%
say very much

| | | | |
|---|---|---|---|
| 0 - not at all | 0.0% | | 0 |
| 1 - a little | 17.1% | | 6 |
| 2 - some | 35.3% | | 12 |
| 3 - very much | 47.1% | | 16 |
| | | Total | 34 |

"Most important is allowing time for the conversation. The conversation seems more important than the tool.

I like this- simple, sustainable, low cost, reinforces the importance of listening and asking questions to the provider

nice idea, who is accountable? Patient or Provider? Might combine this with a burden of treatment approach or minimally disruptive medicine what are their personal barriers.

This gives members a new way to communicate and will help providers see that the services they provide may not address the member's highest concerns."
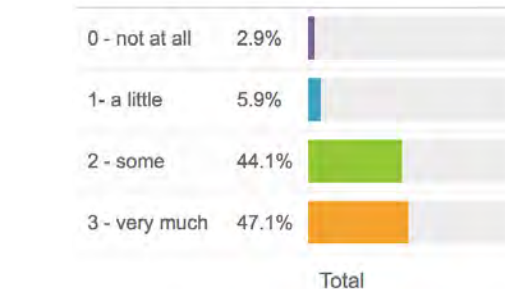
**Recommend to**

### test

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## Pop-Up Clinics



Pop-Up Clinic is a 24-hour mobile care center that can address primary and urgent-care needs at neighborhood sites. It may pop up during regularly scheduled hours at community partner locations or respond dynamically to needs around the city. The location and availability are communicated via text message and social media. The team has access to standard clinic equipment, including X-ray and lab.

**How much would this help Members?**

### 47%
say very much

| | | | |
|---|---|---|---|
| 0 - not at all | 0.0% | | 0 |
| 1 - a little | 11.8% | | 4 |
| 2 - some | 44.1% | | 15 |
| 3 - very much | 47.1% | | 16 |
| | | Total | 34 |

"Excellent - how about if the mobile food truck partners with it

Given the chaotic, unscheduled nature of patients lives, a pop up clinic could be amazing (if the timing/location was understood) or terrible as it would be just another sporadically available service that didn't meet the convenience/access that our patients need.

to add x-ray may make the truck concept very cumbersome and expensive

This would be great at the local shelters, after hours. It would have to be either on-demand or very well scheduled, maybe beyond social media, so that individuals could count on it."

**Recommend to**
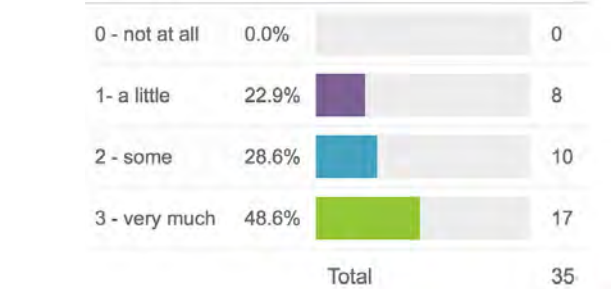
### test
combine with
Micro-Clinics

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## Personalized
## Welcome & Check-Out



Personalized Welcome & Check-Out is a tool and protocol to support clinic front desk staff in tailoring the first and last moments of a Member's visit to their needs. A Member's profile lists potential needs (e.g. quiet waiting area, review of appointment pile-up) plan at exit, first visit introductions) and staff have the access and authority to address them before issues arise. These proactive and personalized moments at both the start and end of a visit set Members up to feel well cared for, lays the foundation for trust building, and incentivizes their return.

**How much would this help Members?**

### 48%
say very much

| | | | |
|---|---|---|---|
| 0 - not at all | 2.9% | | 1 |
| 1 - a little | 5.9% | | 2 |
| 2 - some | 44.1% | | 15 |
| 3 - very much | 48.0% | | 17 |
| | | Total | 35 |

"I think we should do this for everyone.

Especially for the frequent patient. And helpful to provide welcome and check out personnel with additional tools

Would have to be very careful about judgmental statements- I think a patient could easily feel anxiety that "everyone knows my business" or that they are being segregated or stereotyped. Staff would have to be well trained and need to know specifically how to respond to the information.

This is something that other industries utilize and the downside I see to this is the technology cost for initial equipment and continuous upkeep and maintenance."
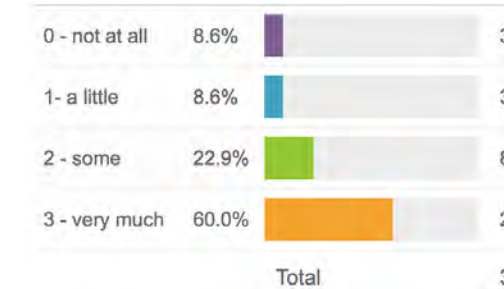
**Recommend to**

### test

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## Social Determinants
## Dashboard
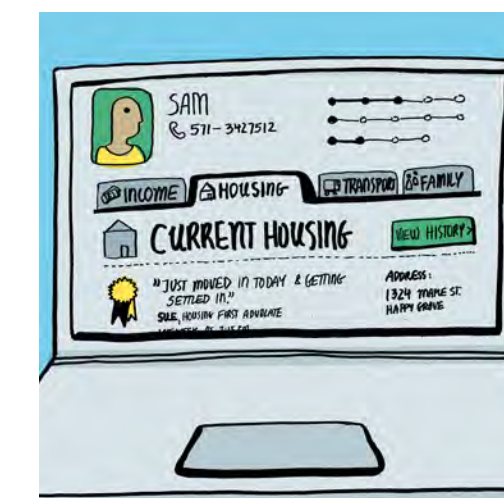


The Social Determinants Dashboard is a shared record system for HCMC providers and community partner organizations. Anyone working with a Member can read and add notes to their log, removing knowledge silos and facilitating coordination across agencies. A Member's current challenges as well as successes and progress can be viewed at a glance.

**How much would this help Members?**

### 60%
say very much

| | | | |
|---|---|---|---|
| 0 - not at all | 6.0% | | 2 |
| 1 - a little | 6.0% | | 2 |
| 2 - some | 26.7% | | 9 |
| 3 - very much | 60.0% | | 20 |
| | | Total | 33 |

"Great way to coordinate services across the spectrum

Very few people have time to "blog". This would seem to add only another layer of busy work on the computer to our daily work routines.

I think some members will be very worried about who gets to see what information.

With Chronical health programs having to conform to not only HIPAA but Rule 42 as well, this may cause some issues.

As a provider, it would be nice to know some of these things that my patient may not share during their visit."

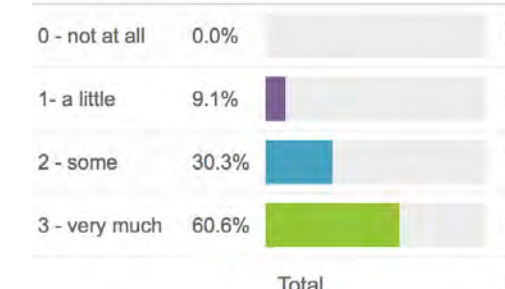**Recommend to**

### test

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## Point Person



A Point Person is a remote or in-person support professional who provides one-stop customer service, across a spectrum of resources (e.g. health, housing, basic needs.) This is a Member's first call when a need arises, getting them directly connected to resources or scheduled for appointments. Members may also request support before, during, or after an appointment. Their Point Person team will proactively reach out for follow ups or if the system is triggered (e.g. ER visit, missed appointment) to maintain continuity.

**How much would this help Members?**

### 60%
say very much

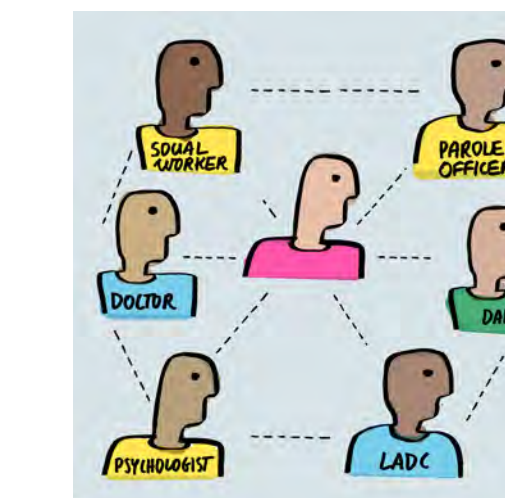| | | | |
|---|---|---|---|
| 0 - not at all | 0.0% | | 0 |
| 1 - a little | 9.1% | | 3 |
| 2 - some | 30.3% | | 10 |
| 3 - very much | 60.6% | | 20 |
| | | Total | 33 |

"model of Community Health Workers - could this not be expanded?

Could be very helpful, but very difficult to train and keep a point person to meet the needs.

expensive and time consuming, but used to work well when everyone's caseloads were smaller - wraparound , ACT teams etc. supposed to work like this .

This is very much what Have Health has been trying to accomplish, many of the HCMC staff agree this is the right way to provide care to members with complex needs. Health Information exchange with other organizations is a huge barrier
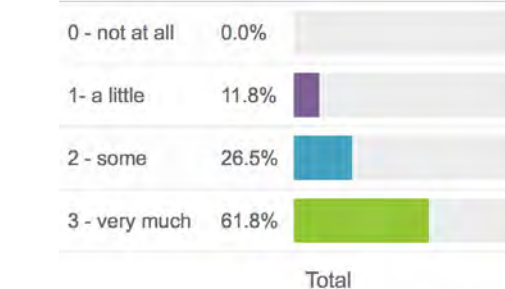
Yes please!!!"

**Recommend to**

### test

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## Care Teams



Care Teams bring together professionals across industries (e.g. health, social services, legal) to provide coordinated, tailored care for each Member. The team may coordinate remotely, but Members meet each in person and receive an introduction to the team as a whole. Teams form relationships with Members and build in redundancy and warm handoffs if transition is necessary.

**How much would this help Members?**

### 61%
say very much

| | | | |
|---|---|---|---|
| 0 - not at all | 0.0% | | 0 |
| 1 - a little | 9.1% | | 3 |
| 2 - some | 28.5% | | 9 |
| 3 - very much | 61.8% | | 21 |
| | | Total | 34 |

"Transportation is a major issue for our patients.

I think getting all team members to coordinate will be a challenge, but if it happens the results would be great.

How is this the same or different than a care coordinator? Watch for many people involved in care coordination and role confusion

While I like this idea (kind of like city-wide 311 services), I doubt we have the ability to deliver. We have tried something like this with our "Call Center" and in my opinion, after 7 years of continuing to try to make this better, we still haven't figured it out well enough to make it a huge barrier"
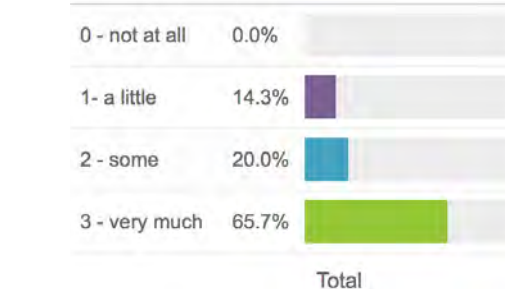
**Recommend to**

### test

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## "Uber" Health



"Uber" Health is a network of cabs that Members can request in the moment and track as they approach. Requests and real-time tracking happen via text message or an app. Like medicab today, membership is verified and payment is covered. In-the-moment booking and real-time tracking offers Members reliability to plan around and address appointments exactly when they need it, decreasing transportation penalties. Members can also choose to check in to appointments en route.

**How much would this help Members?**

### 65%
say very much

| | | | |
|---|---|---|---|
| 0 - not at all | 0.0% | | 0 |
| 1 - a little | 11.4% | | 4 |
| 2 - some | 22.8% | | 8 |
| 3 - very much | 65.7% | | 23 |
| | | Total | 35 |

"Transportation is a major issue for our patients.

Could be very helpful, but very difficult to train and keep a point person to meet the needs."

**Recommend to**

### test

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## Of the 15 ideas we shared, which would you most strongly recommend we pursue?

| | | |
|---|---|---|
| care teams | 48.4% | 15 |
| pop-up clinic | 45.2% | 14 |
| point person | 35.5% | 11 |
| "uber" health | 35.5% | 11 |
| resource & referral engine | 35.5% | 11 |
| social determinants dashboard | 35.5% | 11 |
| micro-clinics | 35.5% | 11 |
| priorities conversation | 32.3% | 10 |
| reminders for life | 32.3% | 10 |
| members give back | 22.6% | 7 |
| personalized welcome & check-out | 22.6% | 7 |
| the parlor | 22.6% | 7 |
| main street | 16.1% | 5 |
| story scribe | 12.9% | 4 |
| service prescription | 9.7% | 3 |
| | Total | 31 |