

Petaluma Health Center's Wiki Site

*Redwood Community Health Coalition
Promising Practice*

PROMISING PRACTICE OVERVIEW

In spring of 2017 Petaluma Health Center determined the need for a searchable database for staff to access day-to-day processes. Petaluma Health Center developed and launched a Wiki site which includes information on health center processes from phone scripts to managing individual voicemail messages. The functionality of the PHC Wiki page has heavily evolved over the past 6 months with staff frequently utilizing and customizing pages daily. The utilization of the PHC wiki page reassures Petaluma Health Center managers that PHC staff understand and are in agreement on a variety of health center processes (does not include policies and procedures).

AIM

Develop an easily accessible, dynamic and searchable database which PHC staff members can use to learn about day-to-day processes. The aim is to get the information out of people's heads and documented in a transparent way.

MEASURES

Utilization for the Wiki is measured daily to track how many staff members view each page. Since the launch in April 2017, PHC has developed over 1600 reference and educational articles.

ACTIONS TAKEN

- Staff member Kim Keller assessed all processes and procedures to determine what is most essential for staff to access quickly and on-demand. Using free software called MediaWiki, Kim Keller along with PHC's IT director developed a template and code in PHP in a windows server environment.
- Upon launch, the organization wanted to ensure that PHC staff had access and editing capabilities.
- PHC trained some of their staff on coding in Wiki markup language, starting with the call center and IT staff.
- Since staff are able to edit the information directly, PHC designated each department manager to regularly review edits made on their individual department pages.
- In addition PHC designated a copy editor to monitor changes on a weekly basis to ensure all changes align with PHC's policies and procedures. At the bottom of each Wiki page, it states the last time it was modified and the recent changes section tracks all page versions and edits.

WORKFLOW



RESULTS TO DATE

Utilization data has shown very successful adoption since the launch:

- More than 1600 pages
- Over 6,910 edits
- Over 30,961 views

The PHC Wiki article database has increased health center staff competencies around Internet technology.

LESSONS LEARNED

- Leadership buy-in is essential for successful management of the Wiki pages.
- A collaborative and curious staff is necessary for article cultivation.
- Success requires tech savvy and experienced champions to invest a lot of time to train the staff and build/maintain the site.

Questions? Contact Kim Keller at kkeller@phealthcenter.org

PHC Wiki

Most Popular Pages

2. Interpreter and Translator Services (809 views)
3. Staff List Petaluma and Rohnert Park (806 views)
4. Chiropractor Visit (547 views)
5. Acupuncture Visit (527 views)
6. Optometry Visit (516 views)
7. Wellness Calendar - PHC (513 views)
8. Quarterly Clinical Meeting Calendar (400 views)
9. Wellness Guide (398 views)
10. Walmart Optometry (384 views)
11. Walk in Flu Clinic (370 views)

This page was last modified on 7 December 2017, at 13:21.

This page has been accessed 8,971 times.

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Special page

Recent changes

Track the most recent changes to the wiki on this page.

Recent changes options

Show last | | | changes in last 1 | 3 | 7 | 14 | 30 days

Hide minor edits | Show bots | Hide anonymous users | Hide registered users | Hide my ed

Show new changes starting from 14:19, 13 February 2018

Namespace: Invert selection Associated namespace

Tag filter:

- 13 February 2018
- 96:44 How to find a users DID (Direct Dial Number) (5 changes | history) . . . (-48) . . . [D]
- 12 February 2018
- 14:22 How to Configure an iPhone or iPad for Use (10 changes | history) . . . (+401) . . .
 - 13:22 How to find a users DID (Direct Dial Number) (5 changes | history) . . . (+618) . . .

Screening Mammogram

- Contents [hide]
- 1 What is a Screening Mammogram?
 - 2 When to Schedule Screening Mammogram appointments?
 - 3 How to schedule Screening Mammogram Appointments in eCW?
 - 4 What are the disability blocks on the mammogram schedule?
 - 5 Screening Mammogram Facilities and Directions
 - 6 Instructions for Screening Mammogram Appointment
 - 7 When Not To schedule a Screening Mammogram?
 - 8 Incomplete Screening Mammogram Letter

What is a Screening Mammogram?

A **mammogram** is an x-ray picture of the breast. **Mammograms** can be used to check for breast cancer in women who have no signs or symptoms of the disease. This type of mammogram is called a **screening mammogram**. **Screening mammograms** usually involve two or more x-ray pictures, or images, of each breast.



Mammograms - National Cancer Institute
<https://www.cancer.gov/types/breast/mammograms-fact-sheet>

When to Schedule Screening Mammogram appointments?

- If there is an existing current order in patient's chart

04/12/2017	MAMMOGRAM, SCREENING...	No	No
09/21/2015	09/21/2015 MAMMOGRAM, SCREENING...	Prior Records	BI-RADS 2
		Yes	Yes

- If patient has been seen in the past year for an Office Visit and/or Physical

Even if there is no current Screening Mammogram Oder

Category:Scheduling

Scheduling Process

Pages in category "Scheduling"

The following 90 pages are in this category, out of 90 total.

A

- Acupuncture Visit
- Appointment Cancellation vs No Show

B

- Behavioral Health Blocks in eCW
- Behavioral Health Brief Visit
- Behavioral Health Providers
- Behavioral Health Visit Types
- Blocks in ECW

C

- Case Management and Navigator Visit
- Certified Enrollment Counselor Visit
- Cervical Cancer Screening (Pap Smear)
- Cervical Cancer Screening Outbound
- Changing Primary Care Provider
- Chiropractor Visit
- Chronic Pain Intake Visit
- CMSP
- Code Call
- Confidential Visit
- Confirmation Calls
- Contact Center Telephone Encounters

D

I

- Immigration Physicals
- Inactivating Patients in eCW
- Integrative Medicine
- Interpreter and Translator Services
- IUD

M

- Minor Consent
- Monitoring Persistent Medication Raffle
- Motor Vehicle Accidents

N

- Neuropsychology Visit
- New Patient Information
- New Patient Pain Intake
- Nexplanon
- No Back To Back Appointments
- No Show Notification for Acu, OMT and Chiro
- Nurse Schedule
- Nutrition Visit

O

- OB Behavioral Health Visit
- OB Nurse Visits
- Ophthalmology Visit

- Psychiatry Visit

Q

- QIP Recalls - COMMON QUESTIONS

R

- Rabies Vaccines
- RAF
- Recall Priorities

S

- Saturday Appointments
- Scan Annual Wellness Visit
- Scheduling New Patient in eCW
- Scheduling Script
- School Based Health Centers
- Screening Mammogram
- Sharps Disposal
- Spirometry Appointments

T

- TAR
- Telephone Encounters
- Therapy Visit
- Travel Vaccines
- Triage Nurse Call



Centered Around You.

(Redirected from Main Page)

[What's a wiki?](#)

The PHC Mission, Vision + Values! [\[edit\]](#)

- Main page
- Recent changes
- Random page
- Help

Categories

- Behavioral Health
- Clinical Meetings
- Community portal
- ECW
- FO Meeting Minutes
- HR
- Insurance
- IT
- Labs
- Medical Assistants
- Nursing
- Patient Information
- Providers
- Quality Improvement
- Referrals
- Specialty
- Scheduling
- Wellness

Tools

- [What links here](#)
- [Related changes](#)



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Petaluma Health Center sites are Federal Tort Claims Act (FTCA) deemed facilities. Petaluma Health Center is a 501 (c)3 non-profit community-based Federally Qualified Health Center (FQHC) offering comprehensive medical, dental, mental health, and specialty healthcare services. PHC is a Health Center Program grantee under 42 U.S.C. 254b, and deemed Public Health Service employee under 42 U.S.C. 233(g)-(n).

Make an Appointment
(707) 559-7500




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Our Values

- We strive for Excellence in all we do.
- We serve with Compassion and Integrity.

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04/12/2017

MAMMOGRAM, SCREENING...

No

No