

# Petaluma Health Center's Wiki Site

Redwood Community Health Coalition
Promising Practice

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number H2QCS30258, Health Center Controlled Networks, for \$1,500,000. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.

#### **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 mangers that PHC staff understand and are in agreement on a variety of health center processes (does not include policies and procedures).

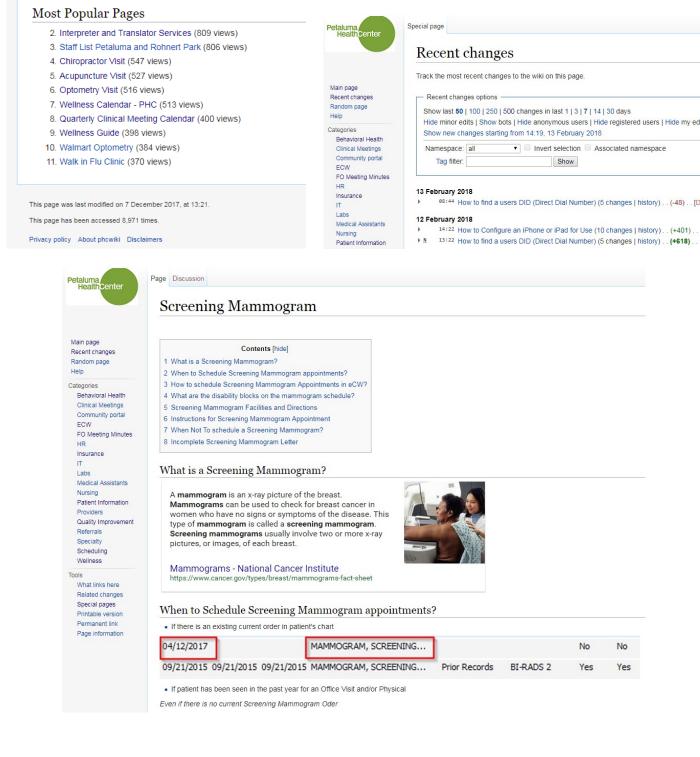
#### AIM

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.

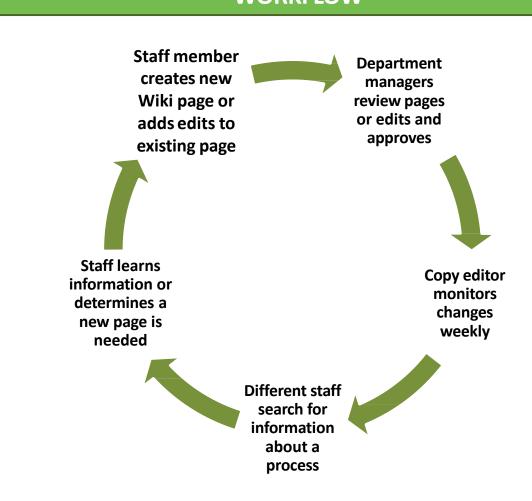
#### **PHC Wiki**



#### **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

#### Category: Scheduling

Scheduling Process

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

Pages in category "Scheduling"

A

Acupuncture Visit

 Appointment Cancellation vs No Show В

 Behavioral Health Blocks in eCW · Behavioral Health Brief Visit

 Behavioral Health Providers · Behavioral Health Visit Types Blocks in ECW

· 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

Nexplanon

· OB Nurse Visits

· Immigration Physicals

Integrative Medicine

Minor Consent

· Motor Vehicle Accidents

· Neuropsychology Visit

New Patient Information

New Patient Pain Intake

OB Behavioral Health Visit

· IUD

M

N

0

· Inactivating Patients in eCW

Interpreter and Translator Services

· Monitoring Persistent Medication Raffle

· No Back To Back Appointments

No Show Notification for Acu. OMT and Chiro

Nurse Schedule

Nutrition Visit

 TAR · Telephone Encounters

· Therapy Visit

Travel Vaccines

Triage Nurse Call

· Screening Mammogram Sharps Disposal · Spirometry Appointments

· Scheduling New Patient in eCW · Scheduling Script School Based Health Centers

· Saturday Appointments Scan Annual Wellness Visit

QIP Recalls - COMMON QUESTIONS

· RAF Recall Priorities

Psychiatry Visit

Rabies Vaccines

Q

R

S



Main page Recent changes

Random page

Help

#### Categories

Behavioral Health

Clinical Meetings

Community portal

ECW

FO Meeting Minutes

Insurance

Labs

Medical Assistants

Nursing

Patient Information

Providers

Quality Improvement

Referrals

Specialty

Scheduling

Wellness

#### Tools

What links here Related changes Page Discussion

Read Edit View history ☆ More ▼ Search phcwiki

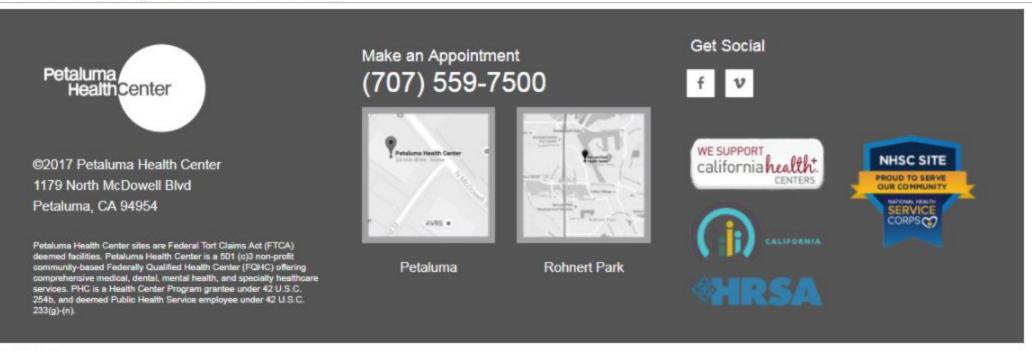
Q

## Centered Around You.

(Redirected from Main Page)

What's a wiki?₽

The PHC Mission, Vision + Values! [edit]



#### Our Values

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

- 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?
- Normal Not to schedule a Scheening Manimogram
   Incomplete Screening Mammogram Letter

#### What is a Screening Mammogram? [edit]

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? [edit]

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

Read Edit View history

Search phow