

QI Chat Room Podcast

Redwood Community Health Coalition Promising Practice

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PROMISING PRACTICE OVERVIEW

RCHC created a quality improvement (QI) podcast to showcase health center promising practices and community resources available to health center patients. Speakers include RCHC health centers, outside health centers, county and federal agencies, health plans, and more. Episodes are taped twice monthly with a live audience who ask presenters questions. All episodes of the podcast are available on RCHC's [website](#) and on podcast streaming services.

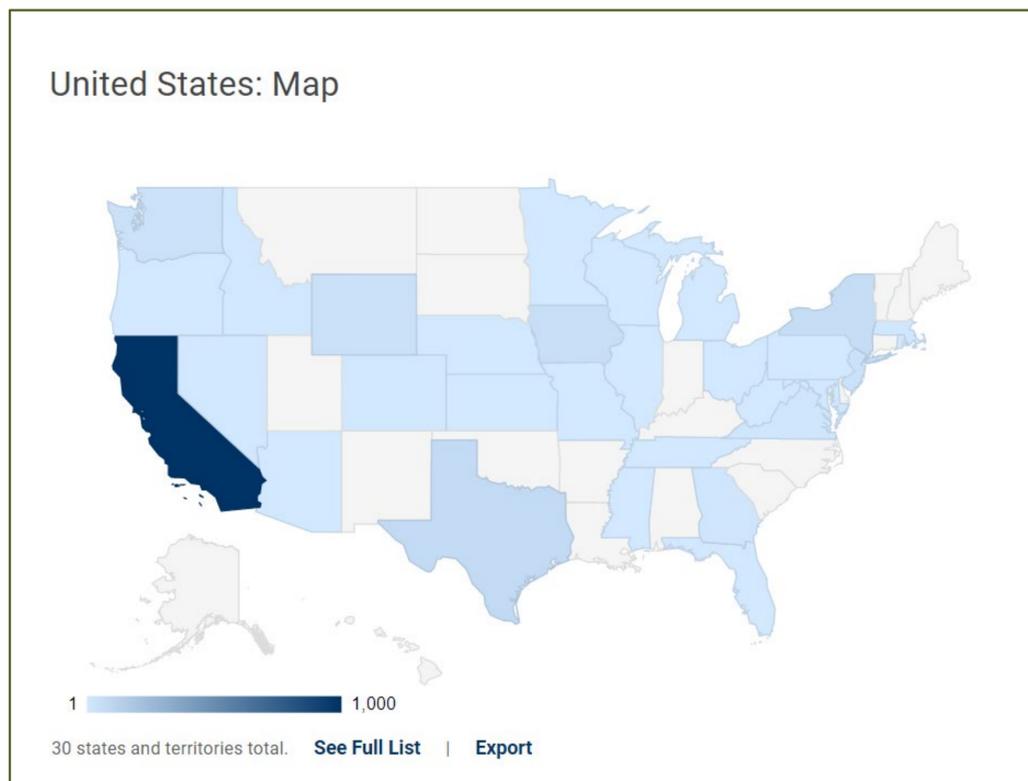
AIM

To share best practices and resources with health centers in a format that best suits their needs.

TOPICS INCLUDE

FIT Test Lab Packaging	Colorectal Cancer Screening Best Practices	COVID-19 Series: COADs, VOADs, & Food Resources
Vaping 101	Healthcare and The 2020 Census	COVID-19 Series: RCHC's Response
How to Huddle	2020 Policy Priorities & Advocacy	Patient Portals
HIV Testing and PrEP Management	COVID-19 Series: Telehealth for QI	Childcare Resources
PHASE for QI Leads	COVID-19 Series: What Matters Most to You? Part I	Continuous Glucose Monitoring for Patients with Diabetes
PHASE for Care Teams	COVID-19 Series: What Matters Most to You? Part II	Patient-Centered Medical Home Transformation & Behavioral Health Integration
Nutrition Counseling for Providers	COVID-19 Series: Health Center Homeless Response	The Power of Medically Tailored Meals

Listeners by State



ACTIONS TAKEN

- Took over QI webinar series from Petaluma Health Center in December 2018, changing the name to the "QI Chat Room"
- Received \$5,000 in funding from the California Improvement Network to convert the webinar series into a podcast in the fall of 2019 with the intention of engaging busy providers that are unable to attend webinars during clinic hours
- Worked with a website developer to set up podcast webpage and hosting platform (Blubrry)
- Worked with video and podcast producer to create theme music and podcast logo
- Researched and tested audio editing software for publishing podcast episodes
- Began taping, editing, and publishing podcast episodes
- Promoted the podcast through RCHC peer workgroups and partner organizations
- Continue to host twice monthly podcast episodes

IMPLEMENTATION



RESULTS TO DATE

To date RCHC has published 26 podcast episodes, with a total of 1,509 downloads. Listeners are found in 30 states and several countries.

The podcast is accessed 48.2% via mobile applications, and about 44.4% via web browsers. The most popular platform for streaming episodes is iOS (iPads and iPhones), followed by Windows, Macintosh, and Android.

LESSONS LEARNED

Letting health centers guide the direction of the podcast and topic selection is key. Promotion of the podcast should be ongoing to all stakeholder groups. Podcasts are an effective way to engage busy providers that may not be able to attend meetings during clinic hours.