IMPLEMENTING THE HEALOW MOBILE APP AT STONY CREEK COMMUNITY HEALTH CENTER

Capstone Project

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INTRODUCTION / PROBLEM STATEMENT

- PATIENTS HAD LIMITED ACCESS TO HEALTH INFO AND APPOINTMENTS

- GOAL: IMPROVE PATIENT ENGAGEMENT, COMMUNICATION, AND PORTAL USAGE

BACKGROUND / CONTEXT

- Stony Creek Community Health Center: small FQHC with diverse patients

- April 2025: discussions began with eClinicalWorks to implement Healow

- Mobile app adoption is key for patient-centered care

PROJECT PURPOSE AND OBJECTIVES

- Implement Healow app for patients

- Train front desk staff to assist patients

- Increase patient portal usage and appointment adherence

- Measure adoption and patient satisfaction

LITERATURE / RATIONALE
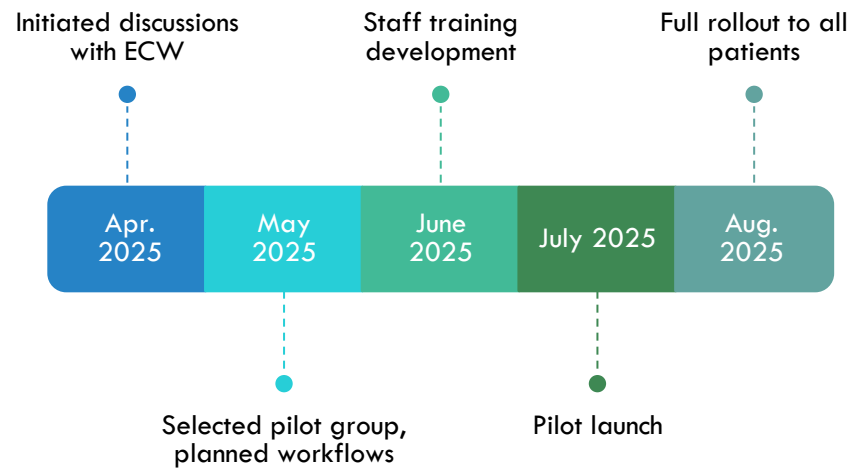
- HEALOW app improve patient engagement and adherence

- Portal access reduces missed appointments

- Healow integrates with eClinicalWorks EHR

PROJECT TIMELINE

Initiated discussions with ECW

Staff training development

Full rollout to all patients

| Apr. 2025 | May 2025 | June 2025 | July 2025 | Aug. 2025 |

Selected pilot group, planned workflows

Pilot launch

STAFF TRAINING OVERVIEW

- Front desk trained to help patients download and register

- Provided talking points, troubleshooting guides, and handouts

- Step-by-step workflow to assist patients

PATIENT ENGAGEMENT / WORKFLOW

- Front desk integrates app promotion during check-in/check-out

- Encourage all eligible patients to activate Healow

- Support for login, password, and navigation provided

EVALUATION METRICS

- Number of new activations

- Portal usage statistics (lab views, messages sent)

- Patient satisfaction feedback

- Staff feedback on workflow ease

EXPECTED OUTCOMES

- INCREASED PATIENT PORTAL ADOPTION

- IMPROVED APPOINTMENT ADHERENCE

- BETTER PATIENT-STAFF COMMUNICATION

- REDUCED ADMINISTRATIVE BURDEN ON FRONT DESK

CHALLENGES AND LESSONS LEARNED

- Patient tech literacy barriers

- Ensuring accurate contact info in eCW

- Continuous staff support needed

CONCLUSION / RECOMMENDATIONS

- HEALOW ENHANCES PATIENT-CENTERED CARE

- STAFF ENGAGEMENT CRITICAL FOR ADOPTION

- RECOMMEND ONGOING MONITORING AND PATIENT EDUCATION

REFERENCES / RESOURCES

- eClinicalWorks Healow documentation

- HEALOW studies on patient portal adoption

- Internal clinic workflow guides