

MOBILE HEALTH TECHNICAL ASSISTANCE COACHING PROGRAM

This is a pilot program that partnered six mobile healthcare experts and 36 new mobile programs for a six-month learning cohort. This program was free to participants. Each participating program was placed into tracks and cohorts based on their preferences, challenges, organizational type, stage of development, and job role. The program was organized around Community Outreach and Engagement and Program Operations and Logistics which were identified as priority needs by the Mobile Healthcare Association 2023 Members' Survey. The cohort met once a month for 6 months in 90-minute sessions. External experts were invited to present on special topics. Each group was offered a one-on-one 60-minute meeting with the mentor. The organizations were divided into two teams who met individually, virtually, and by email/phone. A shared resource file was developed. This cohort would like to encourage MHA to offer a one-year continued mentorship based on location or modality. *Coach: Linda Bily, EdD, CSA, OPN-G, Stony Brook Medicine*

ARIZONA

Chiracahua Community Health Centers, Inc.

“MURPHY” - Emily Harris, MPH

Program Established: 2002/2023 new van

Mobile services offered: Primary care, cancer screenings, vaccines, disease management, pediatrics/adolescents



- CHANGES MADE – Developed potential site needs assessment and evaluation tool
- STILL WORKING ON – Communicating key performance indicators outside of patient productivity to demonstrate programmatic success
- WHAT WE LEARNED – Stakeholder communication and involvement prior to new site establishment
- OUR EVALUATION PROCESS - Assessing overall productivity in relation to community engagement

NEW JERSEY

Rutgers CINJ

“The Lifesaver” - Monica Townsend, MPA, BS

Program Established: November, 2022

Mobile services offered: Cancer Screenings including history and physical exam, lab testing, referrals and authorizations for mammograms and low-dose lung CT scans



- CHANGES MADE – Refined MHU event criteria checklist, draft MOU, instituted safety protocols, signed up for Mobile Health Map
- STILL WORKING ON – Hybrid delivery model, diverse revenue streams, staff scheduling/shifts/per diem, enhancing safety protocols
- WHAT WE LEARNED – Create MOU with host sites/partners, incorporate data integration into outreach process
- OUR EVALUATION PROCESS - developing metrics and evaluation process, patient surveys, and story collection

COLORADO

“The Sun Bus” - Tamara Terzian

Program Established: 2019

Mobile services offered: Dermatology screening and treatment



- CHANGES MADE – Improved volunteer recruitment and incorporated needs assessment into selection of events
- STILL WORKING ON – Improving volunteer selection process
- WHAT WE LEARNED – How to promote our program prior to site visit of the van
- OUR EVALUATION PROCESS - Currently developing formula to evaluate our program

NORTH CAROLINA

Roanoke Chowan Community Health Center - Sherita Vaughan

Program Established: June, 2022

Mobile services offered: Primary care, health screenings, Vaccines, Women’s Health



- STILL WORKING ON – Community engagement and partnerships
- CHANGES MADE – Expanded services. Now offer PAPS, IUD insertion/removal, primary care, and case management
- WHAT WE LEARNED – Tips to promote our program
- OUR EVALUATION PROCESS – Compare data from previous year(s), determine what changes are needed in our program. Customer Service company calls patients to complete surveys

MARYLAND

Carroll County Health Department

“Health on Wheels” - Lisa Rock, BSN, RN, CPPS, CQIA

Program Established: 9/20/23

Mobile services offered: Reproductive Health Services, STI Screening/Testing, HIV/Hep C Testing, Blood Pressure Screening, Smoking Cessation, Oral Cancer Screening, Health Education, Vaccines for Children & Adults, WIC Services, and information/referrals to other services



- CHANGES MADE – Attend more community meetings & training that focus on health disparities. Staff training on importance of culturally and linguistically appropriate services that are inclusive and equitable
- STILL WORKING ON – Increasing community engagement and scope of services we can offer
- WHAT WE LEARNED – Importance of evaluating potential new host sites, reaching target populations, establishing solid community partnerships
- OUR EVALUATION PROCESS – Attendance data is tracked by spreadsheet and evaluated to help determine future planning. New customer satisfaction survey was developed and currently being implemented for all services provided

OHIO

Warren City Health District

“Wellness on Wheels” - Cheryl Strother, MSN, RN, PHCNS-BC

Program Established: 6/19/23

Mobile services offered: BP, glucose, cholesterol screening, HIV, HPV screening/testing/counseling, health education/resources, distribution of Narcan, STI/COVID-19 kits



- CHANGES MADE – Included an exit interview with clients on the unit
- STILL WORKING ON – Developing short screening tool to assess client risk
- WHAT WE LEARNED – Value of survey addressing SDOH
- OUR EVALUATION PROCESS - spreadsheet tracking data per person, Ward, and site; patient satisfaction surveys and post-visit questionnaires