

Models for Scaling

Select one of the four models that best fits your program's current readiness or a model you are interested in exploring.

Grab a sticky note, post the critical questions you should seek the answers to before scaling.



Add a New Route

Maximize your current mobile unit by extending hours or adding new sites.



Add a New Unit

Launch a second mobile unit to duplicate or specialize.



Add a New Service Line

Integrate new clinical or wraparound service



Partnership Scaling

Expand reach by sharing resources, staff, or mobile units with another organization.

how to market to the community you want to expand into

What does it look like to staff another unit for the same sites while maintaining strong relationships with patients and partners

how do we remember and negotiate contracts with multiple units - like quantity discounts, etc. maintenance, insurance, car washes, etc.

what type of technical support would be needed? like wifi, etc.

addressing share staffing times while

What qualities do you look for in a potential community partner

What safety practices have you used to keep the team safe?

Do we have adequate staffing to add a new route/site?

what would the pre registration process look like?

Add new service for existing partners

How would we address the confusion that may be caused for the community if they are seeing different logos and hearing different names?

what are some ideas to streamline services across partners?

We have problems with keeping staff, even with our Public Health clinics. How can you continue to try to expand mobile clinic connections?

What are some ideas for building Partners

What can the support staff do when the providers call out to avoid wasting the day?

How can we most efficiently use the space on the unit to accommodate the multiple services lines?


Our Mobile Unit will not offer clinical services. However, if we wanted to partner with a clinic where they offered health screenings would we need acquire some sort of insurance while we have them on the unit?

wanting PSP services and no mobile dental services


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seasonal or other road safety considerations?

Do we have adequate staffing?

Replacing the current unit with a new vehicle to expand and improve services

How to come up with capital funds to procure a new unit

Do you know of a staffing company that can help us hire a contracted team for our mobile clinic? We operate across 14 states and are looking for local staffing support in each market.

What would it look like to build a unit that centers around prenatal care?

What are some successful service lines? adult physicals?

How can we ensure quality of care and compliance when others are operating on our behalf?

where will it live (i.e., where are you going to store the unit while not in use

Is there a healthy pool of providers to draw from when hiring new staff

Determining documentation requirements to align with clinical best practices and billing

We are here to learn how to get started with 1 unit!

With the mobile units for the school, how long does it take to get a provider to being productive enough to at least cover cost?

licensing and/or insurance considerations

Can the current support staff handle another unit (technology, HR, finance, fleet etc.)

standing orders vs. provider oversight



How do we determine the community need for services, and determine what services to offer?

Do you recommend a company for drivers?

How can we make it clear to the community what each unit can provide?

What training is needed for this new service line?

Where to procure and store supplies

we lease our mobile unit to medical provider to address diabetes management in schools that we partner with

To think about other service lines that could use the mobile unit to increase access.

Always being open to partnerships and making sure everyone feels like they can effectively share your mission

Multiple funding streams

Shelters are a good idea to explore

Unit should be 80-90% full

Tangible cut points for revenue considerations

new ideas for partnerships

Consider multiple locations

WHAT IS THE 1 KEY TAKEAWAY ABOUT SCALING THAT YOU'VE LEARNED TODAY?

Establishing a strong foundation is essential before considering expansion

There is checklist for expansion

Assess readiness for expansion

partnership

Make sure your foundation is solid before building more on top of it

We never considered partnering in a co-utilization model before - we'll have to look into it!

I've learned there is a systematic and detailed formula for scaling

use data to make decisions re scaling

Metrics for helping determine whether your org is in a good place to expand

Ensure you already have a successful model before duplicating it.