
Tammy Toscos PhD
Maria D. Carpenter RN, BSN
Kislaya Kunjan MS, MBA
Iman Mohammadi MS
Amy Miller

See next page for additional authors

Follow this and additional works at: https://researchrepository.parkviewhealth.org/informatics

Part of the Health Information Technology Commons
Authors
Tammy Toscos PhD; Maria D. Carpenter RN, BSN; Kislaya Kunjan MS, MBA; Iman Mohammadi MS; Amy Miller; Brad N. Doebleing MD, MS; and Huanmei Wu PhD
Background
We are partnering with community health centers (CHCs) and their patients to redesign systems to deliver timely care to underserved populations in Indiana. Our Delphi study was designed to address two questions:
1) What solutions (e.g. organizational factors, processes, procedures) serve as facilitators to accessing care?
2) What organizational strategies might work to implement solutions in CHC environments?

Methods
- We used a modified Delphi method, bringing experts together for a face-to-face meeting to prioritize solutions for reducing access barriers and strategies to implement the solutions.
- We invited clinicians, operational leaders, staff and patients to participate. Including patients, rarely done with underserved populations, required us to modify the traditional Delphi method.
- Our modified Delphi approach, which included a patient orientation session, allowed patients to participate as equals among other experts.

Results
Our Delphi process resulted in three rounds of voting:
1) Round one was completed by the participants prior to coming to the event using ranking forms. Participants ranked each item by giving the item a score 1, 2, or 3:

2) Round two was completed during the event using paper posters with individual items around the room. Top items were identified based on highest count of number 1 votes for a particular item.
3) Following group discussion roughly half of the items were removed for the 3rd of ranking, which was completed in a similar fashion to round 2.

Conclusions
The Delphi study was conducted with patients, staff and content experts to prioritize and weigh solutions to improve access to healthcare in the CHC patient population. The Delphi study also produced suitable strategies for implementing solutions. The prioritized lists that emerged will be used to specify the targeted efforts we make in the final phase of our larger study currently underway in three intervention CHCs.