

La Maestra Community Health Centers' Use of Health Education Staff to Administer PRAPARE

La Maestra Family Clinic, Inc. administered PRAPARE initially in the Health Education department with women at their Comprehensive Perinatal Service Program (CPSP) visit. CPSP provides a wide range of services to Medi-Cal pregnant women from conception to 60-days postpartum. However, due to the program needs there were not enough CPSP patients to reach the target numbers, so the organization implemented PRAPARE with all patients at any health education visit across the organization, and later PRAPARE was rolled out to all patients at the time of registration.

The Health Education Staff completed PRAPARE with the patient and recorded the responses in the PRAPARE EHR template. La Maestra chose to use Health Education staff because of their experience and knowledge with asking social need related questions and addressing patient's needs by referring them to resources and additional information.

The PRAPARE team at La Maestra plans to roll out tablets across all sites as part of a new patient registration workflow instead of using paper forms. La Maestra will use these tablets and user-friendly software to provide PRAPARE and all patient registration forms in Spanish, English, Vietnamese, and Arabic. La Maestra is working on developing a "Welcome to La Maestra" orientation, where a patient concierge could administer the PRAPARE template at the patient's initial visit, with the registration staff administering PRAPARE once annually for all patients thereafter.

What Worked Well

- **Having the Right Staff:** La Maestra found it helpful to have staff who have experience with motivational interviewing and asking similar questions sit with the patient to help build the relationship with the patient.
- **Training Staff:** Train staff early and often and retrain and involve frontline staff.
- **Developing Patient Education Materials:** La Maestra developed a one-pager on PRAPARE that is included in all patient registration packets.
- **Demonstrating the Value of PRAPARE Data:** La Maestra downloads and analyzes PRAPARE data every month as part of monthly QI meetings



Impact of PRAPARE at La Maestra

- Improved tracking and metrics for grants and individual fundraising
- Created a new marketing plan for La Maestra's onsite social services to ensure that patients are aware of and are being referred to onsite services
- Data on social needs allowed La Maestra to participate in a community information exchange

with other organizations (e.g., 2-1-1, Catholic Charities, PATH, Scripps, etc.)

- Developed a system to track referrals and services in Intuit Quickbase, used by onsite social service providers

Next Steps

- Training frontline staff to administer PRAPARE
- Anticipate hiring a patient concierge at each site to administer PRAPARE at new patient orientation
- Using tablets for patient registration
- More marketing and partnerships for services not offered at the clinics
- Ensuring referrals are made to onsite services, such as housing, food pantry, microcredit, afterschool care, community garden, etc.

