Kansas City, MO – Experience with Chexout Software Products

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Overview

- Kansas City utilized Chexout RN for KCMO PrideFest 2017, an annual outreach testing event

  - Chexout Software Developers allowed us to utilize the application in an outreach setting to address several challenges identified from 2016 Pride.

  - Software Developers got a chance to see the potential of the application to used in a outreach setting.

- We are the first user of Chexout DIS
  - We were able to customize to our needs
  - Involved in the development process
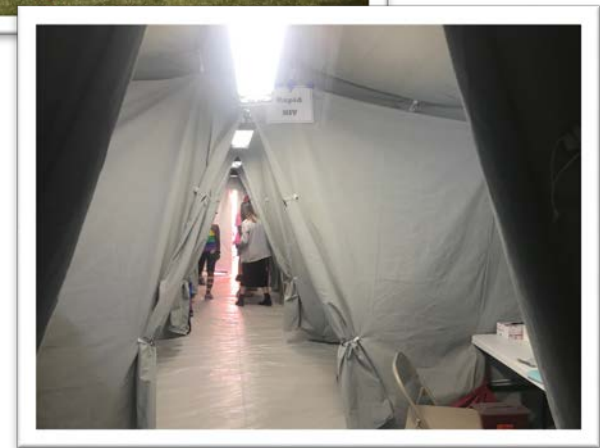
Using Chexout RN for KCMO PrideFest 2017

- Annual Testing Event

- 200-600 tests annually

- A challenge getting results to patients

- Enlisted Chexout to help improve getting results to patients

- Chexout digitized reporting

Using Chexout RN for KCMO PrideFest 2017

The process –

- Patients filled out forms and were told about getting a text message to return for results – 100% participation rate

- Patients got an initial text, had their tests done and then went back to the festivities – no nervous waiting around

- As soon as the texts went out to the patients, the staff responsible for delivering results and counseling were alerted and digitally logged the patients in when they returned.

Using Chexout RN for KCMO PrideFest 2017

The process –

- When rapid tests were ready patients received a text to return for their results

- We had a special area well marked for them to return to

- A staff member greeted every patient and they were directed to private areas to get their results and counseling

Using Chexout RN for KCMO PrideFest 2017

The process –

- At the counseling session, patients were reminded that their confirmatory tests would take about a week and they would receive another message from Chexout when the final results were available

Using Chexout RN for KCMO PrideFest 2017

The takeaway –

- Feedback from patients and staff on the experience was universally positive
- Patients were relieved they didn't have to stand around waiting for rapid results
- Staff found the software easy to use and liked the oddslot process
- Notification rate was 100%
- We will definitely be using Chexout RN for other future community events

Chexout DIS

Overview

- We were using a patchwork of systems that didn't meet our needs

- We waited on purchasing an Electronic Disease Surveillance System (EDSS) because we were unable to find a system that did what we needed

- With Chexout DIS we saw a system that was taking it to another level on Disease Surveillance and Case Management

- Chexout was able to take data from our current systems and lab

- Chexout was able to customize quickly

Assessing Our Needs

Before we began, Chexout worked with us to understand

- How our system operated

- What data we collected

- How we used it

- How we would like an EDSS to improve our workflows

- Where we could reduce multiple entry

- How to facilitate access to data across multiple DIS

Working with Chexout

- Weekly reviews of the customization processes were provided – no surprises

- We didn't require any in house tech support

- We worked with the lead engineer who directly integrated our suggestions into the software

- We had access to demo the software within weeks of the start-up process

- We worked to customize supervisory review functionalities

- Their unique knowledge of Public Health workflow made discussions easy

KC | Public Health

Criteria

Our Criteria

- We needed a system that set up quickly

- A system that could capture relevant patient information (social sites, personal characteristics, etc.) and be easily searchable by all our DIS and staff

- We wanted a system that was flexible enough to add diseases on-the-fly

- We wanted enhanced text and email based messaging built in

- Ability to get our data out quickly and see real time analytics

- A company that could deliver on their promises

Summary

- We just took delivery of the customized software

- We will be working with Chexout to add tools and features specific to us

- Looking forward to testing the upcoming integrated VCA module and working with Chexout on enhanced supervisory features

Public Health

City of Kansas City, Missouri
Health Department