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Masters Theses/Capstone Projects   Student Research & Creative Work

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OhioHealth Employer Services

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Otterbein University: Masters of Science and Allied Health

Introduction

Employer Services is one of the many divisions within OhioHealth. The division's focus is to improve the health and wellness of different employers. This includes onsite clinics, health screenings, flu shots, fitness and nutrition programming, and tobacco cessation programs.

For my practicum, I worked primarily with the data team whose main responsibility is to compile all the data within E.S and look for ways to improve services and delivery of care.

Practicum Goals

1. Learn how to utilize Redcap (data collection software) to develop a strategy in order to increase the number of participants during OhioHealth wellness seminars and wellness programs.
2. Create a presentation so other staff members can better understand Redcap and so they can use it as well. I want to be prepared giving a presentation in front of a large group of people at the end of the practicum.
3. My goal is to develop a way to collect new results without having to print out a new copy of the OhioHealth Cotinine book used in biometric screenings. Results change weekly and OhioHealth has to constantly print out a new book each time.
4. Having never worked in a business setting, I want to learn to be professional through email etiquette, appropriate attire, and communication amongst my coworkers.
5. I want to learn and understand how OhioHealth markets themselves to other large companies to get their business.

Creating Employer Education Seminars through Podcasting

OhioHealth offers onsite education classes to its employers over a wide variety of health and wellness topics. Employers have the opportunity to listen in on the classes during their lunch hour. It is ran by a healthcare professional, who is offsite, and they use a software called WebEx to livestream so they can talk and communicate with the employers.

My Responsibility was to explore using Podcasting instead of WebEx. This includes figuring how to create one, how many hours went into it, what equipment is needed, and how to effectively deliver the health information. The benefits of doing this would include: being able to listen to it anywhere at anytime, saves the healthcare professionals time by not having to repeat the same seminar, and the ability to listen to the podcast multiple times
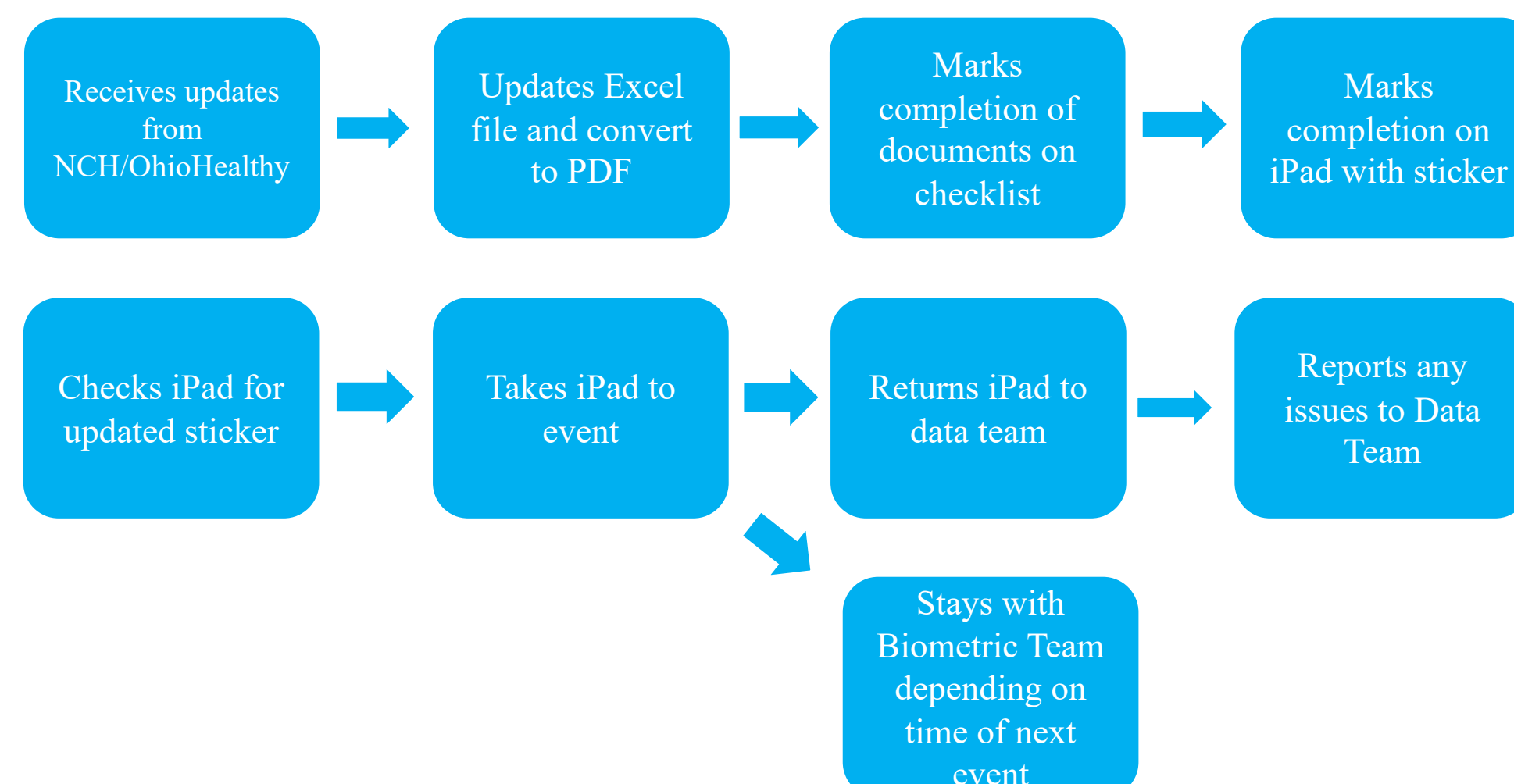
The sample episode I created is called "Riding your bike to work". You can listen to it through Spotify and Apple right now!
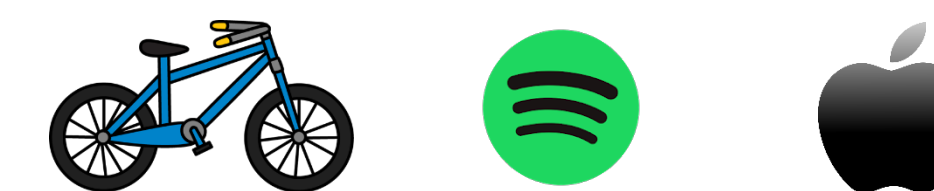
Biometric Screenings

OhioHealth offers biometric screenings to employers to determine how healthy employees are. The number of risk factors an employee determines their health insurance. OhioHealth's 2 largest companies are Nationwide Children's Hospital and OhioHealthy. Part of these biometric screenings includes screening for tobacco. These cotinine results are stored in a physical book that they bring to different biometric events.

My project was to determine a more efficient way to store the information. The method I came up with is to store the information on iPads. The benefits of doing this include more secure (password protected), easier to update information, and faster to locate the patient's information. Below is the process mapping and cost benefit analysis of how it would work:

Receives updates from NCH/OhioHealthy → Updates Excel file and convert to PDF → Marks completion of documents on checklist → Marks completion on iPad with sticker

Checks iPad for updated sticker → Takes iPad to event → Returns iPad to data team → Reports any issues to Data Team

Stays with Biometric Team depending on time of next event

Time spent assembling book	
4 hours of printing and assembling x 4 times a year(2 Each)	16 Hours
1 Hour to update iPad x 4 times a year	4 Hours

Resources per year	
Employee Salary: $20.00 x 8 hours of assembling book	$160
Printing Paper Ink Cartridge $17.84 x 4 = $16.00 x 4	$135.36
	$295.36 Saved Each Year

Faster to locate patients at events	
NCH: 11,592 participants x 45 seconds = 521,640 seconds	144.9 Hours
NCH: 11,592 participants x 5 seconds = 57,960 seconds	16.1 Hours
OH: 7,596 participants x 45 seconds = 341,820 seconds	94.95 Hours
OH: 7,596 participants x 5 seconds =	10.55 Hours

Results

New cotinine book at biometric events
-The new method was utilized at a Nationwide Children's Hospital biometric event in February. Both the data team and biometric team enjoyed the new method and are onboard with using it in the future. This new approach is currently being reviewed by the OhioHealth Internal Support Team. If it gets approved, it will need to be budget approved by the Employer Services Budget Team. If both get approval, the new approach will take effect in October 2020

Podcasting
-The Podcasting project is also in the stages of getting reviewed by the Internal Support Team. If it gets approved, the plan is to produce 10 episodes in year 1, and 4 episodes each following year. The podcasting would replace the 1 hour lunch education sessions that occur monthly.

Discussion

The majority of my time was spent on goal #3: finding an alternative to the cotinine book. The biggest issue I ran into is how much approval and barriers you can face when trying to implement a new strategy in healthcare. In order for this strategy to get approved, it needd to get approved by both OhioHealth Internal Support along with getting approved to be in the Employer Services budget. It made me realize that when you want to introduce new ideas you need to be as detailed as possible and be patient through all the barriers you need to go through.

The podcast assignment was the most fun I had during my practicum experience. Podcasting is so popular today and I really enjoyed looking at what technology to use, learning how to edit, and actually recording one. I am hopeful it will get approved because I think it can benefit OhioHealth a lot and provide more information in a more efficient way.

I benefited a lot from working in a business setting at the OhioHealth administrative campus. The area I worked at had all the different supervisors of the different departments within Employer Services. I enjoyed meeting all of them and seeing how they work and interact with one another.