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Practicum Site: Siloam Health

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Optimizing a Quality Tracking Tool for Data Storage and Analysis in a Community Health Program

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Introduction: Siloam Health is a faith-based, volunteer-supported primary and specialty care clinic that provides high-quality care to Nashville's uninsured, including immigrant and refugee populations. Siloam's Community Health Program trains community health workers (CHWs) to serve as health ambassadors in their communities. The objectives of this practicum project are to develop a sustainable quality tracking tool for the program, analyze existing program data to identify trends, and build a scheduling survey for COVID-19 vaccination efforts.

Methods: A cost-benefit analysis was conducted to evaluate Homebase, the program's existing quality tracking tool. REDCap's database and survey capabilities were explored to assess its suitability as an alternative to Homebase as well as a platform for the clinic's vaccine outreach scheduling. Finally, quantitative data analysis of the program, conducted in Excel and Stata, included assessing CHW cohort improvement by primary language, chronic disease measure, and number of contact efforts.

Results: REDCap Data Core was identified as the most sustainable, cost-effective option for quality tracking moving forward. Clinic leadership met with REDCap representatives to enter a contractual relationship for database development. Several CHW program trends were identified, including chronic disease measure improvement with increased number of home or community visits. Lastly, a patient-facing REDCap survey was built and used for scheduling Siloam patients for the COVID-19 vaccine.

Conclusions: CHW programs that serve marginalized and underserved communities have the potential to reduce health inequities through a variety of mechanisms, including improving access to health services, improving adherence to health recommendations, and facilitating improved understanding between community members and the healthcare system. REDCap was identified as an ideal platform for quality tracking, survey execution, and data management. Siloam's transition to REDCap this year will ensure the sustainability and scalability of the program, as well as continued analysis of demographic, process, and outcome measures.

