



...linking people to good health

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CASE STUDY

COMMUNITY HEALTH PARTNERSHIP DEPLOYS HEALTH RISK KIOSK

A non-profit community group deployed health risk assessment kiosks targeting those at greater risk for health disparities.

The Community Health Partnership (CHP), an all volunteer organization based at Nativity Church in the District of Columbia (DC) developed and launched a health kiosk project called **HEALTHY? FIND OUT!** The project aims were to link people to preventive healthcare services for early detection, screening and testing; and to raise awareness about the inequities in healthcare in its community, which include a shorter life expectancy and higher rates of diabetes, cancer, heart disease, and stroke.

According to a 2007 study, performed by the DC Department of Health, the leading causes of death in DC are preventable. Two additional studies conducted by RAND in 2008, indicated that DC residents lack knowledge about existing available healthcare resources, as well as clear up-to-date information on how to navigate the health care system, limiting their ability to obtain timely care and understand what is covered by insurance.

CHP sought to facilitate access to up-to-date information on health risk behaviors and chronic diseases through informational kiosks at convenient neighborhood locations. Three kiosks were installed in 2011 at community-selected locations; two at different recreation centers, and the third in lobby of a police station, an active social networking site. The kiosk installations, all located in DC's Ward Four, targeted residents at greater risk for preventable diseases. The kiosks are equipped with a printer, a directory of partnering healthcare organizations, and telephones to facilitate calls to schedule appointments with physicians.

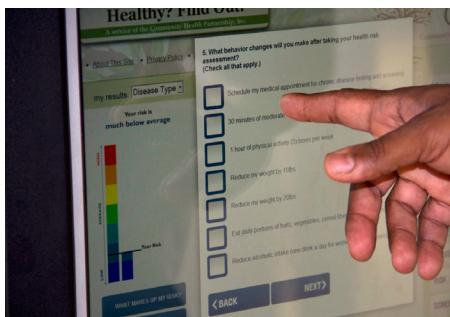
The kiosk user is provided with an individualized graphical risk profile generated after the user answers a simple set of questions about age, weight, height, diet, family medical history, and habits. The results page also offers suggestions for lifestyle changes and shows how the individual's risk could change if they adopt recommended healthy behaviors. Once the assessment is completed, users are able to take a printout that includes their assessment and preventive care information to share with their physician. **HEALTHY? FIND OUT!** does not take the place of regular medical check-ups.



One of the three kiosks installed in the lobby of a DC neighborhood police station.



One of the kiosks in use at a community recreation center.



At the end of their health risk assessment, users complete a short survey.

ABOUT COMMUNITY HEALTH PARTNERSHIP

The Community Health Partnership (CHP) is a unique grassroots organization working in the District of Columbia to develop community-driven solutions to one of our neighborhood's -- and our nation's -- biggest challenges: eliminating inequities in healthcare across racial, ethnic and socio-economic groups.

The goal of CHP programs is to help people become better self-advocates for their own health.

Kiosk visitors are also offered a short survey to assess satisfaction with the program and which unhealthy behaviors they plan to change. A touch screen telephone is attached to the kiosk for clients who wish to immediately schedule medical appointments with partnering organizations that are listed in the kiosk healthcare provider directory.

According to the survey's results, the majority of users perceived the kiosks as valuable. Eighty-eight percent of people surveyed found that it was easy to use and navigate. Most (82.78%) said they would recommend it to friends, and 89% found the information presented to be easy to understand.

The survey also indicated that users planned to make lifestyle changes to improve their health. When asked which changes they planned to make, 23.59% of respondents answered "Change diet", 16.55% respondents answered "Schedule medical appointment", 16.20% respondents answered "One hour of physical activity", and 15.85% respondents answered "Reduce weight by 20lbs".

Even more immediate actions to implement changes were taken. During the first year of deployment, 216 or 7% of kiosk participants used built in kiosk telephones to contact a physician's office for assistance in scheduling a healthcare appointment.