



POPULATION HEALTH A CHECKLIST FOR AN INTEGRATED APPROACH

Instructions

Evaluate how your facility design and planning is meeting the following population health goals. Under each goal, mark the relevant environmental, operational, and people measures that are being considered or have already been implemented. Then add any other measures implemented at your facility that do not appear below. While the strategies below are recommended to support population health, the specific components included in any facility will depend on the available resources and the community being served.

Physical Activity

Environment

- Facility located in or near the community it serves
- Facility integrated into local parks, paths, green space, and mass transit
- Walking trails connect to the clinic
- Amenities available along walking trails, bike paths
- Bike storage/racks provided onsite
- Gym or exercise space onsite, or partnership with adjacent gym
- Graphics that mark distance and encourage activity
- Stairs that are easily accessible and attractive
- Shower and changing rooms onsite for active commuting

Operations

- Provide walking groups
- Provide onsite gym, exercise classes
- Incentive programs/competitions for staff fitness
- Insurance incentives for monitoring physical activity (e.g., Fitbits)

People

- Staff member(s) (e.g., health coach, behavioral health clinician) available to assist patients with behavioral changes
- Staff member(s) engaged in educating and encouraging patients/families to be physically active
- Multilingual staff and services for patients and caregivers



Healthy Eating (Nutrition)

Environment

- Educational kitchen onsite, accessible to patients and community members
- Multi-purpose group meeting rooms
- Dedicated WIC room onsite (e.g., weight and nutritional markers)
- Laboratory onsite (to analyze patient nutritional markers)
- Educational materials (interactive learning, learning room)

Operations

- Provide cooking classes
- Community outreach
- Host farmers markets
- Provide educational courses
- Staff nutritionist and health coach
- Engage family in nutritional changes
- Multilingual services for patients and caregivers

People

- Registered dietitian onsite
 - Time dedicated to WIC
 - Time dedicated to clinical consultations
- Laboratory staff onsite
- Staff member(s) (e.g., health coach, behavioral health clinician) available to assist patients with behavioral changes
- Staff member(s) engaged in educating and encouraging patients/families to eat healthy foods
- Multilingual staff to meet demographics

Community Integration

Environment

- Multi-purpose group meeting rooms
- Locate facility adjacent to community and/or accessible by mass transit
- Locate facility near mixed use community activities (e.g., shopping, working, dining, living)
- Mobile clinics to go into community
- Non-medical spaces for community use (e.g., café, library, daycare, gym)

Operations

- Partner with existing community organizations (to provide and refer services)
- Programs for kids and adults (e.g., education, nutrition, community services)
- Health fairs onsite to increase community reach and health screenings
- Additional services for community engagement (e.g., cybercafé, learning library, classes)
- Conduct Community Health Needs Assessment (CHNA) or Health Impact Assessment (HAI) to align services with community needs

People

- Administrators and leadership working to align services with the community and determine outreach strategy
- Connect with community partners
 - Who provides healthy foods?
 - Who can host community activities and physical activities?
 - Who provides assistance related to legal, transportation, and financial issues (and other social stresses for patients)?



Whole-Person Care

(See also the PCMH Issue Brief)

Environment

- Collaboration spaces (flexible meeting and shared office spaces)
- Communication infrastructure
- Flexibility to enable testing and adjustment of teamwork processes/equipment
- Spaces for informal/formal meetings, including team huddles
- Exercise facilities

Operations

- Population management to meet the needs of patient subgroups (e.g., chronic disease/complex cases)
- Team-based care (MDs, non-MD clinicians, social workers, care coordinators, pharmacists, and nutritionists)
- Team huddles/meetings
- Learning collaborative
- Patient disease registry
- Integrated, coordinated care across the spectrum of needs (PCMH for each patient)
- Empanelment (assign patients to a clinical team)

People

- Dedicated care manager/coordinator for transitions in care (e.g., from facility to home)
- Allied health team members (e.g., social workers, pharmacists, and nutritionists)

Improved Access to Care

Environment

- Facility located in or near the community it serves
- Location of facility integrated into transit lines and walking trails
- Telemedicine consultation rooms
- Mobile health clinics (e.g., dentist, screenings) and parking spaces where they can serve patients

Operations

- PCMH model of care
- Partner with existing community organizations
- Health fairs onsite to increase community reach and health screenings.
- Extended hours/flexible visits
- Urgent care access
- Telemedicine
- Home services
- Outreach to infrequent users
- Coordinated care teams, monitoring after clinical visit
- Staff work at top of license
- Staff credentials meet needs of patient population (e.g., behavioral health, nutritionist, health coach)

People

- Team members, at clinic level, who reach out to individual community members and current/future patients
- Administrators and leadership working to align services with the community and determine outreach strategy
- Staff time for talking with high-risk community members
- Staff time for helping patients with medication management



- Monitor patient and community health outcomes

Patient Activation

Environment

- Talking rooms for patients and their health coach/provider (where long conversations will not slow down throughput)
- Interactive education through onsite digital interface (e.g., iPad, hospital television) or learning room
- Telehealth consultation rooms for high-level consultations

Operations

- Integrated, coordinated care across the spectrum of needs (PCMH for each patient)
- Classes to educate and empower patients and their families about their condition (e.g., diabetes)
- Time for patients to ask questions and talk with care provider (e.g., health coach, nutritionist)
- Access to patient information on Patient Portal
- Medication management services for patients on multiple medications
- Home visits as needed

People

- Team members responsible for following up with patients after clinic visits
- Staff member(s) (e.g., health coach, behavioral health clinician) available to assist patients with behavioral changes
- Staff member(s) engaged in educating patients and caregivers on condition, treatment, and maintenance
- Multilingual staff and services for patients and caregivers

Sustainability & Healthy Environments

Environment

- Daylight
- High-level air filtration and ventilation
- Non-toxic building materials
- Location of facility integrated into transit lines and walking trails
- Sustainable site principles

Operations

- Green cleaning protocols, safe for patients and staff
- Incentives for staff carpooling and hybrid/electric cars
- Education and training for cleaning and maintenance staff

People

- Personnel responsible for monitoring onsite green cleaning
- Cleaning staff educated on proper use of non-toxic cleaners
- Facility department and maintenance staff who support a sustainable approach

Refer also to the [Population Health Issue Brief](#).