Collecting I/O Data in a Community Clinic Setting: A NIOSH Pilot Project in South Los Angeles

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Western States Occupational Network (WestON) Meeting

Denver, Colorado

September 2017

OHS and Community Health

- Community health centers as primary source of healthcare for many low-wage workers and their families
- Many CHCs lack the capacity to diagnose, treat, advise or refer patients with work-related conditions
- Potential roles for CHCs:
  - Clinical care for injuries/illnesses
  - Occupational health surveillance and detection
  - Partnerships to identify and combat hazardous workplaces

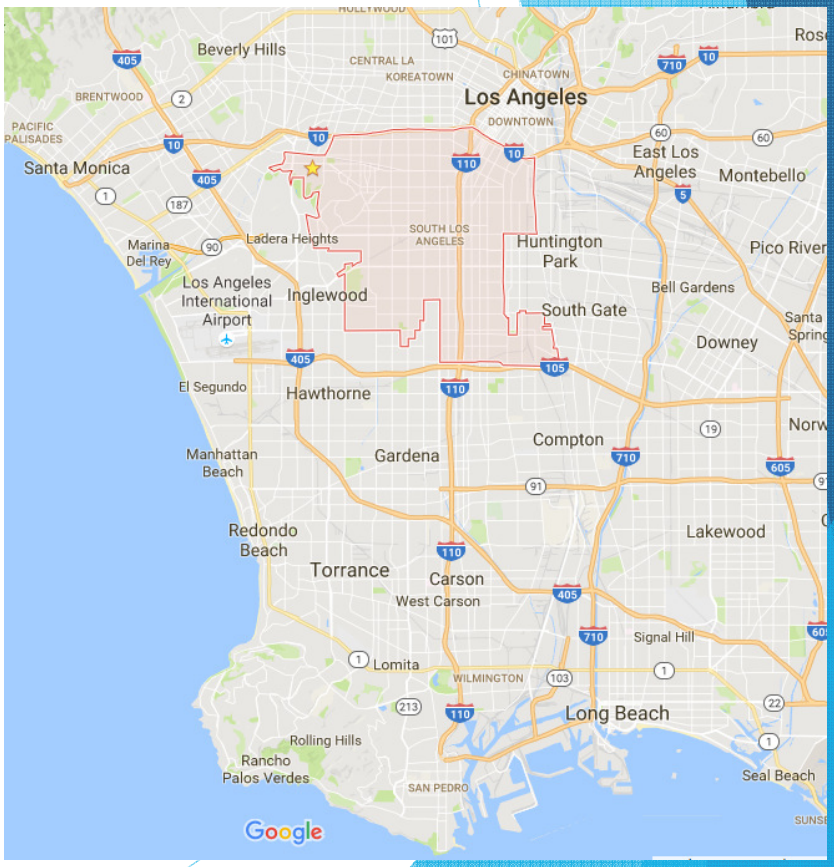
St. John's Well Child and Family Center

- One of the largest safety-net healthcare providers in Central and South LA
- Network of Federally Qualified Health Centers and school-based clinics
- Over 266,000 patient visits each year
- Commitment to social determinants of health

St. John's
Well Child & Family Center

Context: South Los Angeles

- Home to a large population of low-wage, immigrant workers and their families
- Many rely on community health centers as primary source of medical care



Work and Health Initiative Partners

- UCLA Labor Occupational Safety and Health Program (UCLA-LOSH)
- CLEAN Carwash Campaign
- Garment Worker Center
- Restaurant Opportunities Center of Los Angeles (ROC LA)
- *Instituto de Educación Popular del Sur de California* (IDEPSCA)
- Los Angeles Black Worker Center
- Southern California Coalition for Occupational Safety and Health

Components of Work and Health Initiative

- Health screenings and preferred treatment for worker center members
- Pilot occupational health clinic
- Collection of industry and occupation data
- Support for workers' compensation access

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Health Screenings and Treatment

CLEAN CARWASH CAMPAIGN

GARMENT WORKER CENTER
CENTRO DE TRABAJADORES DE COSTURA

ROC LA

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Pilot Occupational Health Clinic

- Total of 34 patients referred over 3 months
- Common industries: garment manufacturing, restaurant/food service, construction, small factories/warehouses
- Common Px concerns: back and joint pain, tingling in legs and arms, skin irritation, work-related stress

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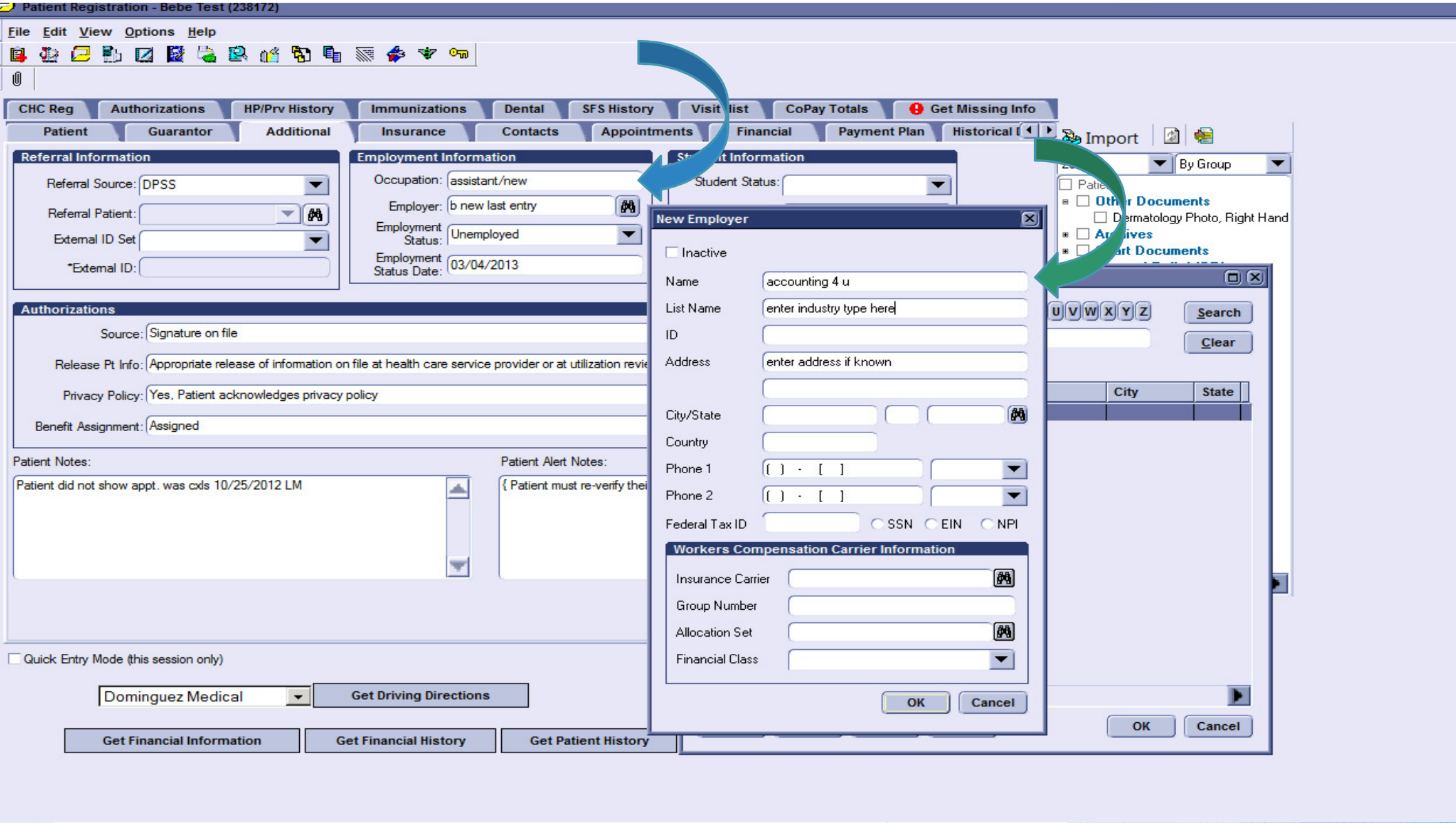
Collecting Industry and Occupation Data

- Funding through NIOSH NORA mechanism
- Contract with primary healthcare organization to:
  - Oversee EHR modifications and training of relevant staff
  - Collect patient I/O data for 8-12 months
  - Evaluate quality of data collected and effect on workflow
- Contract awarded to St. John's in October 2013; project work began Spring 2014
- UCLA-LOSH provided project support and technical assistance

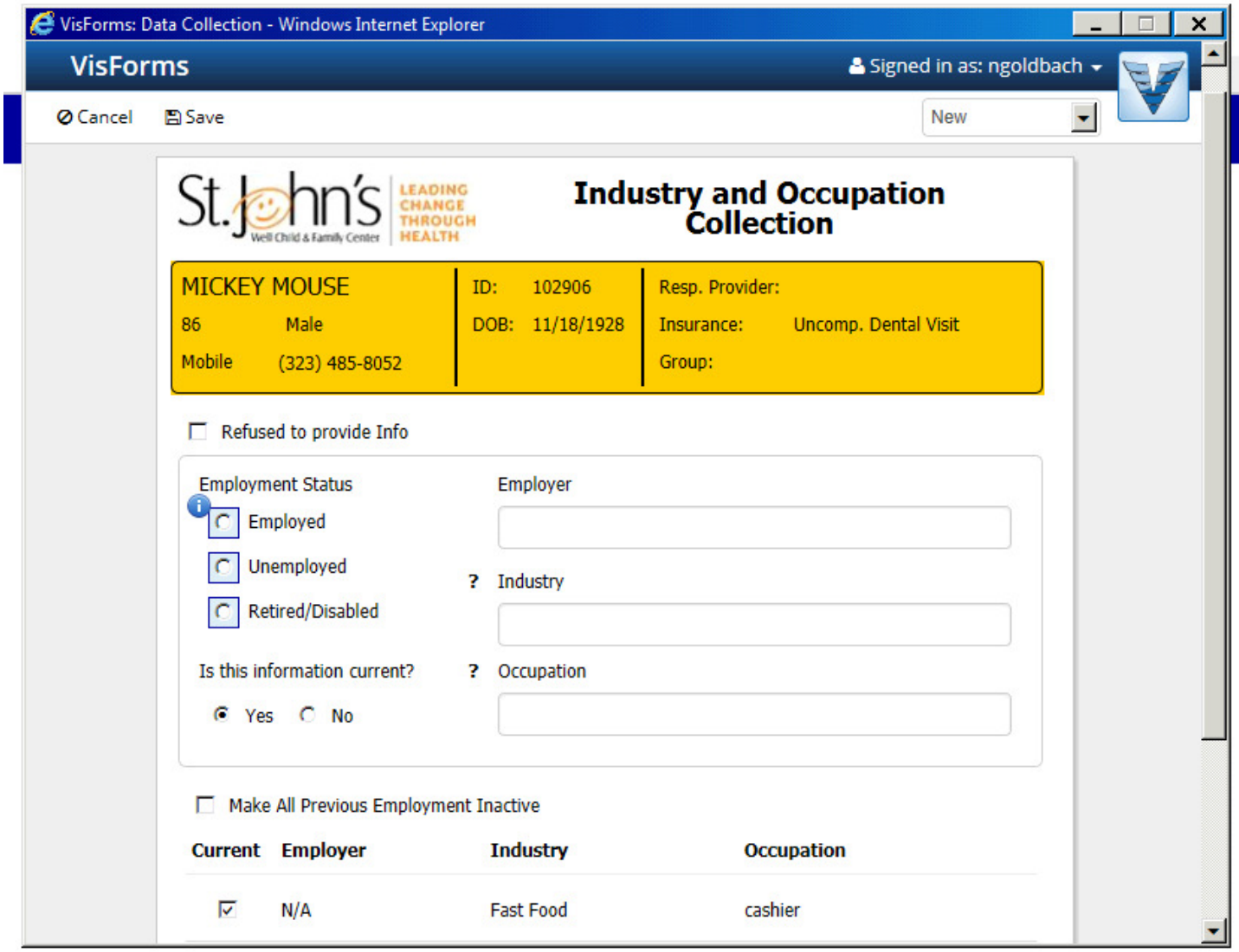
Collecting Industry and Occupation Data

- Scope of work detailed requirements for a modified HER system that would capture minimum of I/O for multiple jobs, archive data over time, and allow work to be visible in the medical module
  - Contractor added capture of current employment status and employer to I/O
- Data to be collected during patient registration by front desk staff or medical assistants


Patient Registration - Bebe Test (238172)
File Edit View Options Help
CHC Reg
Authorizations
HP/Prv History
Immunizations
Dental
SFS History
Visit list
CoPay Totals
Get Missing Info
Patient
Guarantor
Additional
Insurance
Contacts
Appointments
Financial
Payment Plan
Historical
Referral Information
Referral Source: DPSS
Referral Patient:
External ID Set
*External ID:
Employment Information
Occupation: assistant/new
Employer: b new last entry
Employment Status: Unemployed
Employment Status Date: 03/04/2013
Student Information
Student Status:
Authorizations
Source: Signature on file
Release Pt Info: Appropriate release of information on file at health care service provider or at utilization revie
Privacy Policy: Yes, Patient acknowledges privacy policy
Benefit Assignment: Assigned
Patient Notes:
Patient did not show appt. was cxls 10/25/2012 LM
Patient Alert Notes:
{ Patient must re-verify thei
Quick Entry Mode (this session only)
Dominguez Medical
Get Driving Directions
Get Financial Information
Get Financial History
Get Patient History
New Employer
Inactive
Name accounting 4 u
List Name enter industry type here
ID
Address enter address if known
City/State
Country
Phone 1
Phone 2
Federal Tax ID
SSN EIN NPI
Workers Compensation Carrier Information
Insurance Carrier
Group Number
Allocation Set
Financial Class
OK
Cancel
Import
By Group
Other Documents
Dermatology Photo, Right Hand
Archives
Chart Documents
Search
Clear
City
State
OK
Cancel

“Pilot-within-a-pilot”

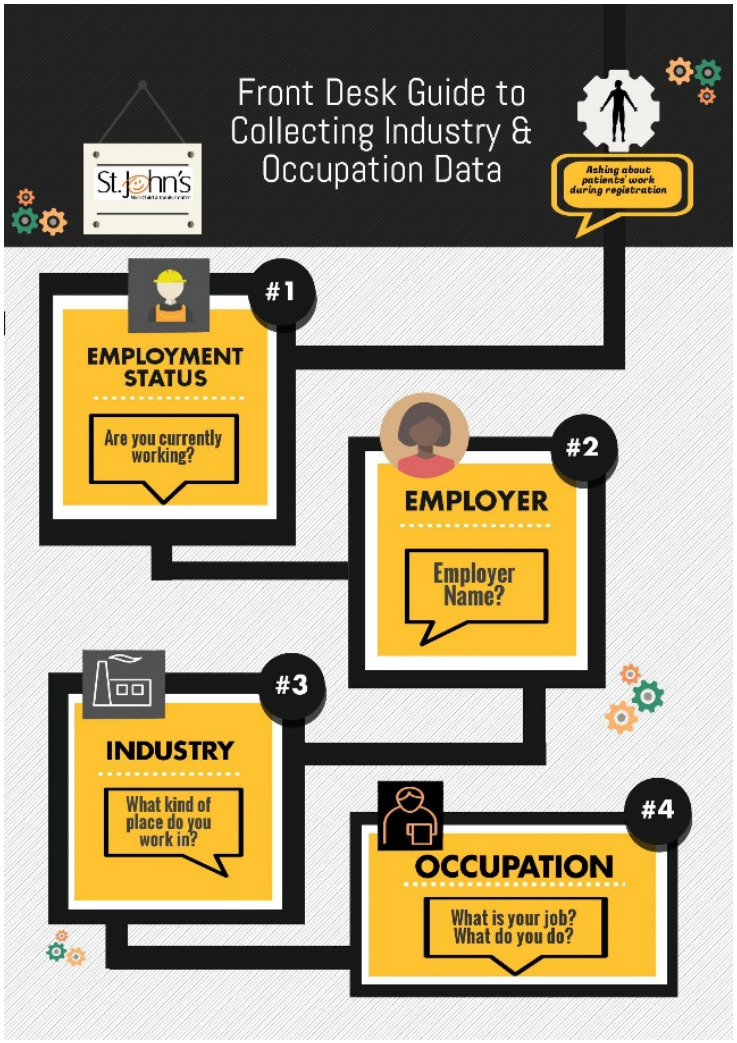
- Capture of I/O pairs for 869 patients
- Valuable lessons learned for project:
  - Occupation completed more often than industry; industry concept evidently less well understood
  - More mini-training/refreshers needed
  - EHR ‘workaround’ entry not ideal for data collection
  - Registration staff able to capture codeable data

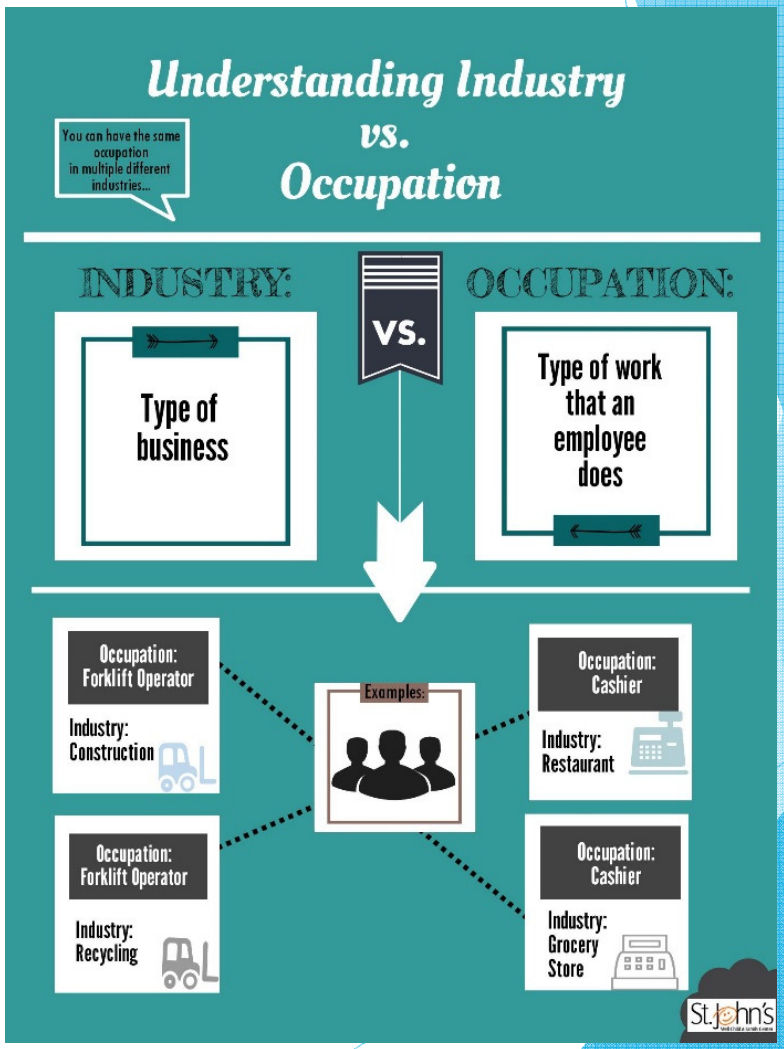

VisForms: Data Collection - Windows Internet Explorer
VisForms
Signed in as: ngoldbach
Cancel
Save
New
St. John's
Well Child & Family Center
LEADING CHANGE THROUGH HEALTH
Industry and Occupation Collection
MICKEY MOUSE
86 Male
Mobile (323) 485-8052
ID: 102906
DOB: 11/18/1928
Resp. Provider:
Insurance: Uncomp. Dental Visit
Group:
Refused to provide Info
Employment Status
Employed
Unemployed
Retired/Disabled
Is this information current?
Yes
No
Employer
Industry
Occupation
Make All Previous Employment Inactive
Current
Employer
Industry
Occupation
N/A
Fast Food
cashier

What is my occupation?

What is my industry?

What is my occupation?


Front Desk Guide to Collecting Industry & Occupation Data
St.John's
Asking about patients' work during registration
#1
EMPLOYMENT STATUS
Are you currently working?
#2
EMPLOYER
Employer Name?
#3
INDUSTRY
What kind of place do you work in?
#4
OCCUPATION
What is your job? What do you do?


Understanding Industry vs. Occupation
You can have the same occupation in multiple different industries...
INDUSTRY:
VS.
OCCUPATION:
Type of business
Type of work that an employee does
Examples:
Occupation: Forklift Operator
Industry: Construction
Occupation: Forklift Operator
Industry: Recycling
Occupation: Cashier
Industry: Restaurant
Occupation: Cashier
Industry: Grocery Store
St.John's

Results of Data Collection

- From September 1, 2015 through April 18, 2016, 26,480 patient visits were recorded; 10,384 unique patients

  - Employment status recorded for 10,359 patients:

Employment Status	N	%
Unemployed	7,043	68.0
Employed	2,968	28.7
Retired	348	3.4

  - About 23% of records include missing Industry field

Data Sample: Sept-Nov 2015

Industry/Sector	Pct.
Restaurant/food service	10.4%
Domestic work	9.0%
Warehouse	8.3%
Retail/sales	7.6%
Garment manufacturing	6.5%
Construction	4.9%
Manufacturing (non garment)	4.5%
Medical	4.4%
Childcare	3.8%
Transportation	3.7%
Day labor	3.5%

N = 1,643

I/O Data Collection: Some Lessons Learned

- With some training, registration personnel were able to collect basic I/O data
- Industry more difficult concept than occupation for registration personnel
  - Asking employer before I/O seemed to facilitate capture of Industry
- Staff turnover necessitated repeated (short) training
- Small HIT project vastly different from changes potentially made by EHR vendor

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Workers' Compensation Access

Challenges

- How to bring pieces of initiative together???

- CHC staff turnover
- Competing demands of health center providers and staff
- Replacement of St. John's EHR system (June 2016)

Lessons Learned and Future Directions

- Importance of addressing work and health concerns in community-based setting
- Feasibility of collecting I/O data from patients, using data to develop OHS programs
- Role of “cheerleaders” within CHC to promote OHS activities
- Value of collaboration with worker advocates and those with OHS expertise

Thank you

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