

# **BUILDING A SUCCESSFUL MOBILE HEALTH PROGRAM**

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# Learning Objectives

- Understand the crucial phases in building a mobile health program
- Understand steps to consider before building a mobile health program
- Understand what is involved in the construction of a mobile clinic
- Understand the process of licensing a mobile clinic
- Understand ongoing needs when owning a mobile clinic

# Building a Successful Mobile Health Program

- What is a Mobile Health Program?
  - A program that delivers health care in non traditional settings using mobile vehicles
  - Services may include medical, dental, behavioral health, radiology, specialty care etc.

# Phases in Developing a Mobile Health Program

- Phase I: Needs Assessment
- Phase II: Clinic Construction
- Phase III: Certification and Licensure
- Phase IV: Supporting Ongoing Clinic Needs

# Phase I

## Needs Assessment

- **Available resources:**
  - Consider Government and Foundation funding, and private fund raising
- **Area/location:**
  - Competitors;
  - Patient access;
  - Potential clientele and their healthcare needs;
  - Geographic area to be covered
- **Services to be Provided:**
  - Medical care;
  - Dental care;
  - Radiology;
  - Specialty care; etc

# Phase I

## Needs Assessment Continued

- **Staff:**

Staff buy-in is important;

What is the staffing pattern (driver, clinician, support staff);

**Must** consider the staffing pattern before construction

- **Partnering Institutions:**

Depends on the services that will be provided, population(s) that will be serviced;

Some affiliations are mandatory (e.g. hospital affiliation);

Other affiliations such as laboratory are essential (service dependent)

# Phase I

## Needs Assessment Continued

- **Time Frame:**

Funding- When/how much of the funds is available?

Construction- How long

Certification- Can be lengthy

Outreach- Community, elected officials, targeted population

## Phase II Clinic Construction

- **Requirement before Construction:**
  - A reliable vendor;
  - A designated staff person(s) to coordinate the construction
- **Building out the Clinic** (minimum requirements):
  - Sink;
  - Toilet;
  - Exam room(s);
  - Waiting room/area;
  - Storage space;
  - Handicap accessibility



## **Phase II**

### **Clinic Construction continued**

- **Other important Requirements:**
  - Safe entrance to and from the clinic;
  - Adequate ventilation system;
  - Insulation (depending on location);
  - Greening (recommended)
- **Wish List:**
  - Awning;
  - Reception amenities; etc
- **May be able to acquire used materials, such as exam tables, ship them to the manufacturer, and have them secured in place**

## **Phase III**

# **Certification and Licensure**

- **Become familiar with Federal, State and Local Laws that govern mobile clinics:**

Physical Properties- including height, weight, length;

Other regulations- applicable health, environmental and fire regulations;

Parking;

Labor/union rules governing use of staff time (e.g. the driver)

- **Do not depend on the manufacturer's interpretation of local rules.**
- **Understand how the mobile clinic will be classified for transportation and parking rules.**

## Phase IV

# Supporting the Clinic's On-Going Needs

- **On-going Needs:**

Parking and overnight power source;

Fuel (including generator needs);

Clinic cleaning (interior and exterior);

Water tank filling and drainage;

Labs and other services;

Supplies;

Maintenance;

**Salaries**

# Summary

- **Consult Other Institutions with Mobile Clinics**
- **Get staff buy-in**
- **Secure funding and other resources**
- **Be comfortable that Needs Assessment is done well**
- **Choose Manufacturer carefully**
- **License the clinic (be smart)**
- **Equip Clinic**
- **Get on the road!**