

# Portage County Health District - Curbside Crew: Project DAWN Quality Improvement Storyboard

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## PLAN

### BACKGROUND INFORMATION

Project DAWN is a community-based drug overdose education and Narcan (Naloxone) distribution program from the Ohio Department of Health (ODH). PCHD started implementing Project DAWN in 2015 and has actively engaged community residents, social service agencies, and first responders ever since. The mission of the Portage County Project DAWN program is to reach the most at-risk population, family and friends of this population, and those serving this population with harm reduction education, distribution of Narcan, and information on addiction being a chronic disease. PCHD provides the Project DAWN program through one-on-one classes, group trainings, community events, and agency partnerships.

In March 2020, the ODH put in place the Stay at Home order for Ohio residents. At that time, PCHD enacted its Continuity of Operations Plan (COOP). This closed the PCHD offices to the public. All essential businesses activities were appointment only. Project DAWN was deemed an essential service because of its life-saving capability.

### ASSEMBLE THE TEAM

The QIC selected team members who are involved in the Project DAWN program. This would allow for the full understanding of the Project DAWN program and how the needs of our clients would best be met while maintaining their safety and the safety of the PCHD Project DAWN staff.



## DO

One aspect of the Project DAWN program was one-on-one appointments with clients. The majority of the clients seen by PCHD for these appointments were pain management patients. In order to continue to provide this one-on-one services, while maintaining safety for the clients and PCHD staff, a curbside service program was developed.

- . Clients called PCHD Project DAWN staff and scheduled an appointment.
- . Paperwork was completed over the phone by the Project DAWN staff member.
- . Clients were instructed to park in the “Reserved for PCHD Customers” parking spots.
- . Clients were instructed to call the Project DAWN staff member when they arrived for their appointment.
- . PCHD Project DAWN staff member provided the education and distributed the Project DAWN kit at the clients car.

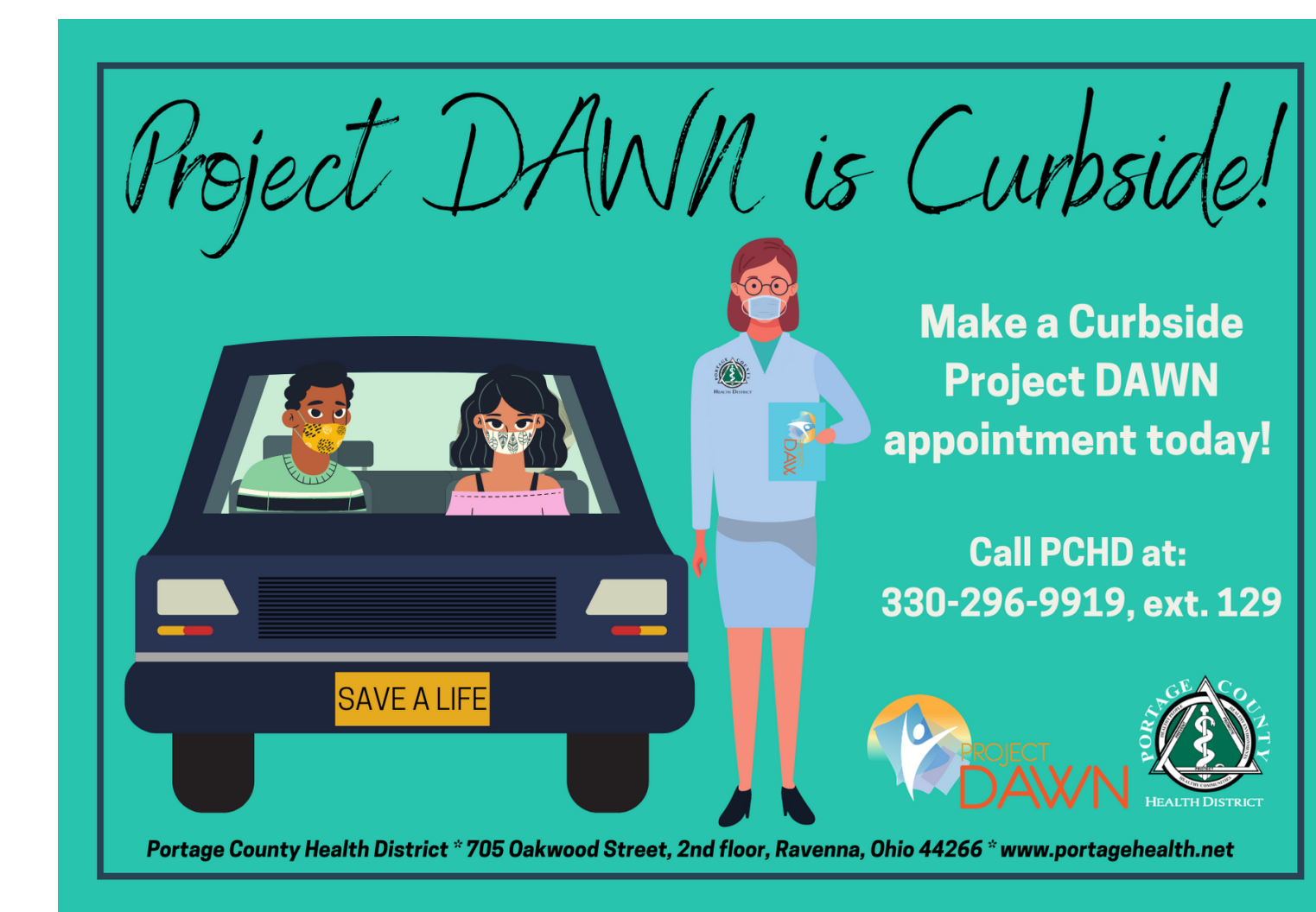
For maximum safety, PCHD staff will wear proper PPE (N95 masks) and clients will wear face coverings/masks.

## STUDY

PCHD had an approximate no-show rate of 15% for the one-on-one Project DAWN classes. Reasoning behind clients not showing up for appointments included feelings of stigma or embarrassment and the inability to move easily due to pain.

Since implementing the Curbside Project DAWN program, PCHD has experienced zero no-shows. PCHD has received the following positive feedback from clients:

- . Able to complete the class and receive their Project DAWN kit in less than 15 minutes.
- . Not have to go into the building and find where they are supposed to go.
- . Classes are provided individually and privately.



## ACT

As the COVID-19 pandemic continues, the Curbside Crew will meet monthly to discuss the Curbside Project DAWN program to ensure the program initiatives are being met and safety continues to be a priority.

PCHD Project DAWN staff will discuss the continuation of the Curbside Project DAWN program after the COVID-19 pandemic has been resolved.