Human-Centered Design Thinking for Ambulatory Care Solutions

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Abstract (300 word limit)

Modern ambulatory care clinics face not only clinical, but operational challenges. Human-centered design thinking can be applied to react to these challenges and ideate real-world sustainable processes to develop solutions that benefit both the organization as well as the patient.

Image

Recent Publications (minimum 5)

1. Yi, J., Hoang, K., & Walker, M. (2013). Knowledge Toward HPV and Cervical Cancer Among Low Health-Literate Vietnamese American Women. Poster presented at the Institute for Healthcare Advancement 12th Annual Health Literacy Conference, Irvine, CA.

2. Polzin, R., Richman, M., Sklaroff, L.M., Hoang, K., & Wang, C.J. (2014, September). Improving Patient Safety Through More Effective Care Transition Communication. Poster presented at the Los Angeles County Department of Health Services Patient Safety Conference, Los Angeles, CA.

3. Richman, M., Sklaroff, L. M., Hoang, K., Wasson, E., & Gross-Schulman, S. (2014). Innovative Use of Technologies and Methods to Redesign Care: The Problem of Care Transitions. The Journal of ambulatory care management,37(2), 100-105.

4. Hoang, K., Polzin, R., & Richman, M. (2015, May). ACCESS Playbook: Accessing Continuity Care: Expanding Solutions & Services. Poster presented at the Center for Care Innovations Innovation Fair, Berkeley, CA.

5. Tsai, G., Richman, M., Giboney, P., Bernstein, K., Benitez, C., McCravey, H., Hoang K., Polzin R., Richman M. (2015, May). Cultivating Smooth Transitions between the L.A. County Departments of Health Services and Public Health and Alcohol Treatment Centers. Poster presented at the Center for Care Innovations Innovation Fair, Berkeley, CA.

6. Polzin R, Richman MR, Sklaroff LM, Hoang K, & Wang CJ. (2015, June 24-26). Improving Patient Safety Through More Effective Care Transition Communication. Poster presented at the Essential Hospitals Vitals2015 Conference, San Diego, CA.
7. Park N, Sklaroff LM, Gross-Schulman S, Scheib GP, Wang CJ, Hoang K, Guterman JJ. (2015, June 29-30). Expanding Cardiovascular Disease Risk Reduction for Patients with Diabetes in Patient Centered Medical Homes. Poster presented at the North American Primary Care Research Group (NAPCRG) 2015 Practice-Based Research Network (PBRN) Conference,

Bethesda, MD.

8. Sklaroff LM, Park N, Gross-Schulman S, Scheib GP, Wang CJ, Hoang K, Guterman JJ. (2015, June 29-30). Use of the Automated Remote Monitoring System (ARMS) in Los Angeles County: Wrapping our ARMS Around Chronic Disease and Prevention. Oral presentation presented at the North American Primary Care Research Group (NAPCRG) 2015 Practice-Based Research Network (PBRN) Conference, Bethesda, MD.

9. Sklaroff LM, Park N, Li A, Gross-Schulman S, Scheib GP, Hoang K, Guterman JJ. (2015, June 29-30). Preventing Diabetes in the Los Angeles Safety-Net: a Los Angeles County Department of Health Services PBRN/Los Angeles Metro YMCA Collaboration Oral presentation presented at the North American Primary Care Research Group (NAPCRG) 2015 Practice-Based Research Network (PBRN) Conference, Bethesda, MD.

10. Park N, Myerchin Sklaroff L, Gross-Schulman S, Hoang K, Tran H, Campa D, Scheib G, Guterman J. (2016). Innovative Strategies Designed to Improve Adult Pneumococcal Immunizations. Journal of Population Health Management. doi:10.1089/pop.2015.0099



Biography (150 word limit)

Khathy Hoang holds a bachelor's degree from the University of California, Los Angeles (UCLA) in Environmental Science. During her studies, she participated as a clinical and research assistant with UCLA Doris Stein Research Center. Khathy has been well-involved with education, writing, and research with nutrition, health literacy, technological innovations, and combining environmental perspectives to public health research. She completed her Master of Public Health degree in Community Public Health at the California State University, Northridge (CSUN). She has conducted research at the Olive View-UCLA Education and Research Institute, part of the Los Angeles County Department of Health Services, and assisted several federal and private grant-funded projects that focus on chronic disease prevention, improving quality of life, and applying innovative solutions. Khathy is currently the Senior Director of Data, Evaluation, and Development for the YMCA of Metropolitan Los Angeles and the President of the Southern California Society for Public Health Education.

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Notes/Comments: