



Best Practices in Staff & Clinician Usage

This document, created by the Owl Customer Success Team, is designed to assist you in helping to get and increase good staff and clinician usage of the Owl.

Ways to Help Ensure Staff & Clinician Usage

- Provide time and resources to train staff and clinicians
- Provide time and resources for staff and clinicians to foster patient enrollment and use
- Provide time for super users/trainers to provide support and supervision to staff and clinicians
- Ensure staff has been trained on how to troubleshoot patient connectivity/usage issues
- Allot time for measurement-based care training for clinicians
- Mandate participation to yield higher engagement and consistency
- Provide incentives for clinicians to support Owl adoption
- Establish baseline metrics and target usage goals for clinicians (for example, 70% of patients completing at least 1 measure)
- Integrate Owl use into performance evaluations
- Monitor Owl metrics to ensure clinicians are actively using the Owl
- Reach out to those who are not sufficiently engaged in the Owl, offer to provide training and resources to support/increase their use
- Set monthly or quarterly goals for the entire care team and staff members
- Educate the entire clinical care team on the benefits of measurement-based care
- Set and share organizational goals related to usage and adoption of the Owl and measurement-based care