Catapult

Lessons Learned by Lisa V.

This is a collection of my observations now that I've done a few Catapult events. They are just my thoughts but they might help you get a better picture of what they do so you know what to expect.

Times:
- These are fasting labs, so the earlier, the better.
- We did a lot of 7:00-1:00 events and that seems to work pretty well.
- For a 7:00 event, you have to be there 1-1.5 hours early for setup (large teams need 1.5 hours). Yes, for you math whizzes, that's 5:30 a.m. to open the doors.
- Also, if you have automatic locking doors like ours, you may need to have someone available to open the door for early a.m. appointments.

Room comments:
- Catapult is very good at figuring out any number of odd spaces, but it will be more comfortable for everyone if you can do some of the below.
- Large conference room with 6' moveable tables is best for the screening room.
- The nurse practitioner rooms are best if they are within 100' of the screening room. See the network information below for detail.
- I would recommend that you see the room. Make sure it's a regular room and not a lecture hall or a room with tables or chairs you can't move.
- What they do is set up a check-in table, 2-4 technician stations (with screens – end up being 7'x7' or so), 1 height/weight station (screened), and then all of the computers and printers. In addition, they need a waiting area (often inside the room).

Food
- Food is not required, but because a) you have staff who have come in at 5:30 or 6:00 and work pretty consistently for the entire event and b) you have fasting participants, something is appreciated by all.
- Based on what I was told, every organization does it differently. Some cater a true breakfast. Some, like me (since I was doing a bunch of events), just got snack-type things, juices and water so it was low maintenance. Do what works for you.
- Staff (as well as participants) appreciate some coffee.

Signs
- The sign-up system tells them what building and in some reminders what room, but I heard from several "I don't know what room" etc.
- Consider signs inside and outside of the building. Especially in the early morning, when certain doors are locked, you can direct people to the door that is open.
- I have some pre-made signs on the site if you want to edit those.
- You will not need signs to direct people to the nurse practitioner rooms. Participants will be escorted.

Communications
- I found that the e-mail worked much better than the flyer to drive appointments. Both are good but something definitely struck a chord with the "text" e-mail.

- Consider creating something for folks that includes a map, directions, and parking information. I put it on a web page for our people and we linked to it from the scheduling system.

Scheduling system
- The scheduling system is pretty good. It schedules, confirms appointments with a calendar reminder, sends e-mail and text reminders a couple of days before the event.
- When the drop down shows no locations (i.e. it says "Choose location" but then nothing shows up), it means you are full. We've put a note about this on the previous page, but if they're already in the scheduler, they won't see that. People can check back for cancellations (I did have a couple of people who did that and it worked).
- They automatically build in some extra "spaces" so they can keep on time. What that means for you is that if you "need" someone to get in, they can sometimes squeeze that person in.

Who can get a screening?
- Any employee on the A&M Care health plan. What that means is no:
  - Spouses or other dependents
  - Grad Plan or J plan participants
  - Employees who are not on the A&M Care plan (i.e. they are covered by a spouse elsewhere)
- We will consider adding spouses in the future.
- If you want to add spouses (i.e. because you won't be able to make your minimum), please contact System Benefits ahead of time.
- Catapult gets a list of employees who are covered under the A&M Care plan from BCBSTX. This will not include dependents, so covered spouses who are also employees won't show up. Catapult checks folks as they come in to verify eligibility. If the person is not eligible, you can allow them to go through, but your institution will be responsible for any costs not covered by our BCBSTX plan. Catapult will require that you sign a release to allow that person to go through.

Things to do ahead of time:
- Schedule rooms. Especially because it's best to have the nurse practitioners close, the earlier you schedule, the better.
- Unlocking doors. Check to find out how to open the doors to the building before your date. It's no fun to be locked out at 5:30 a.m.
- Parking. If the Catapult staff need to have parking permits, please facilitate that so there aren't ticketing issues. They usually have 4 cars for small teams and 8 for large teams.
- Equipment. If you need to order tables or chairs for your room, make sure that is done ahead of time.
- WiFi access.
- Make sure everything set up ahead of time, internet, equipment requests, doors, parking

Their computer network needs:
- They create a mini-network. They use our wi-fi to connect to the internet, but between the screening room and the nurse practitioner rooms, they connect the computers
- So, it's best if the NP rooms are within 100 feet of the screening room. There is a "trick" to doing it farther away, but I would recommend letting your Catapult coordinator know beforehand if the rooms are distant so they can plan for that.

How to schedule a catapult event
- Contact Jenni Abisror (jenni@catapulthealth.com) 214.396.4803 or 661.645.2223 to schedule
- She'll walk you through everything