



Clinic Workflow Assessment

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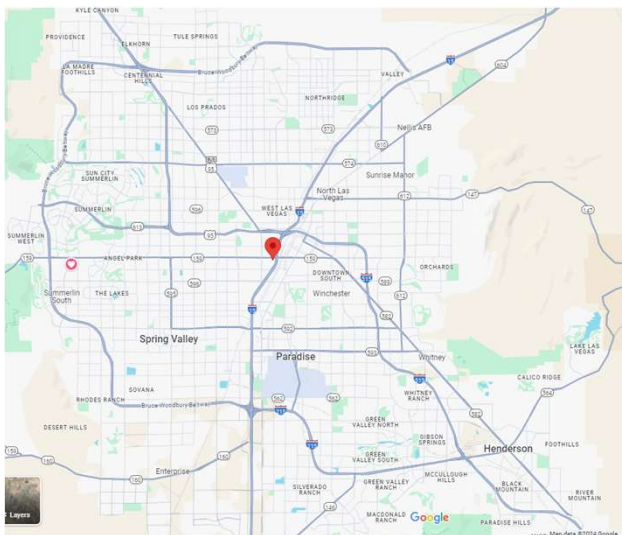
Outline



UNIV HEALTH

- Background
- What we did
- Our findings
- Implications

Clinic Information

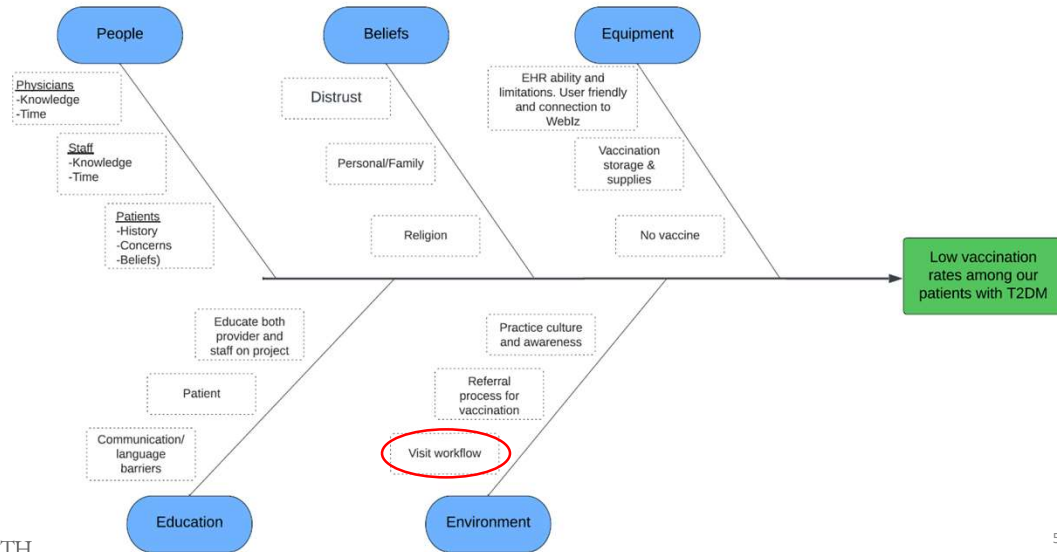


UNIV HEALTH

- Demographics
 - 25% Hispanic/Latino
 - 20% Black
 - 61% White
 - 18% Other
- Payor Mix
 - 38% Medicare
 - 22% Medicaid
 - 37% Commercial
 - 3% Self-pay/other
- Vaccination status
 - Low rates (~12% for influenza)
 - Many issues identified

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Root Cause Analysis



Purpose of Workflow Assessment



Preparation

Facilitators (UNLV/AACE)

- Reviewed information on workflow analysis
- Created draft clinic workflow
- Prepared information on vaccinations/project
- Organized space/materials and arranged lunch 😊

Clinic staff (1 week before)

- Reviewed information about vaccinations
- Reviewed fish-bone diagram
- Reviewed draft of current workflow (provided input)
- Included information on CDC SAIP

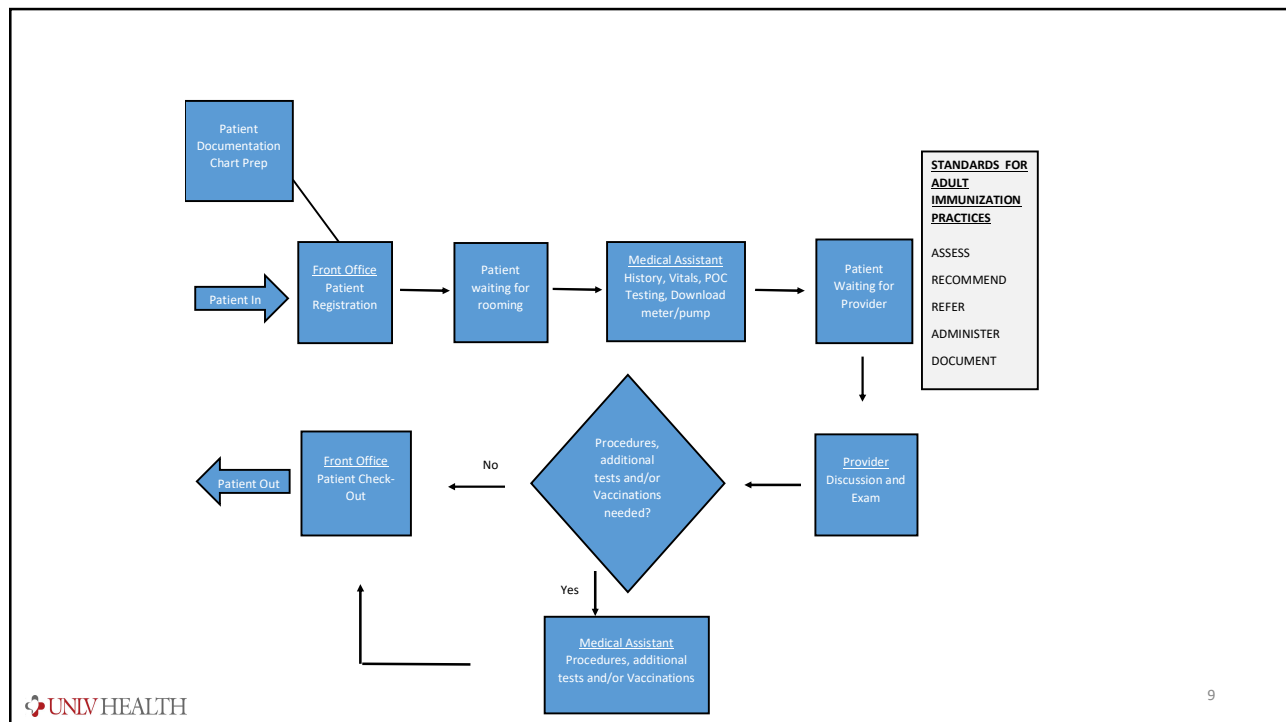
Preparation

Logistics

- Selected suitable date
- Duration: 1 - 2 hours (lunch)
- Location: Clinic education room

Participants

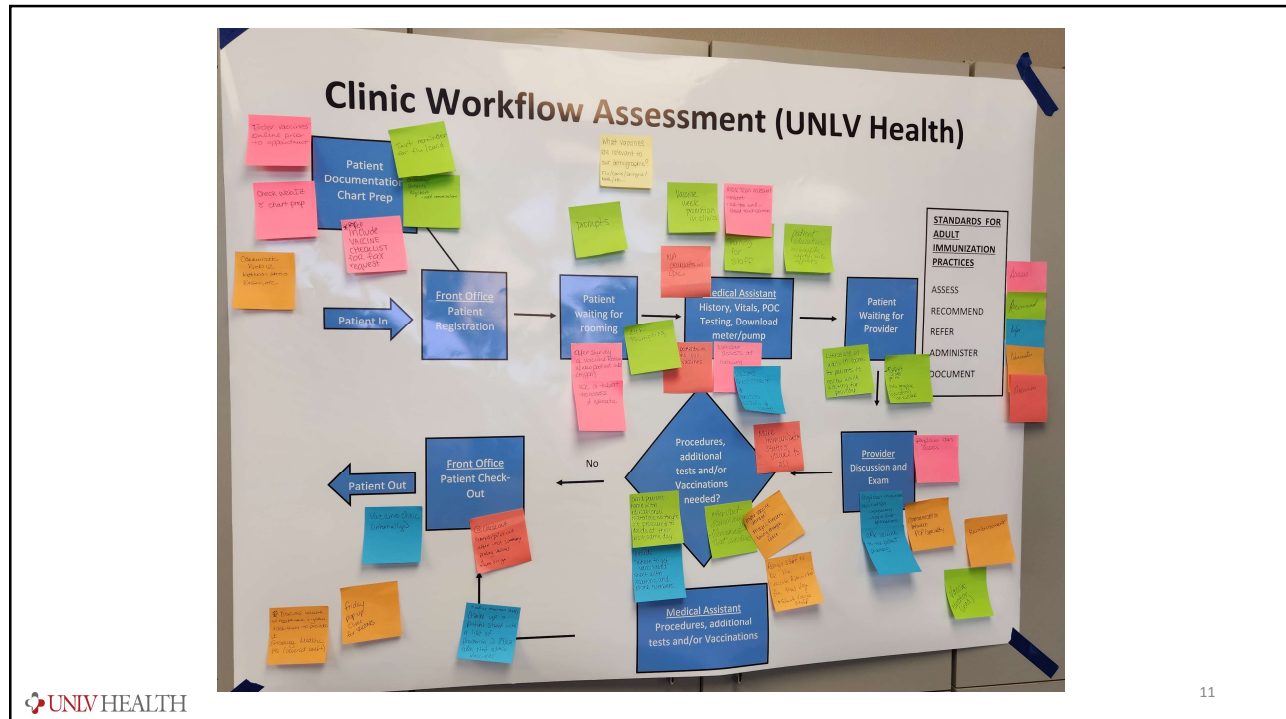
- Providers (physicians, diabetes educator)
- Medical assistants
- Front office staff
- Clinic administration
- Practice administration
- Information Technology/EHR analyst



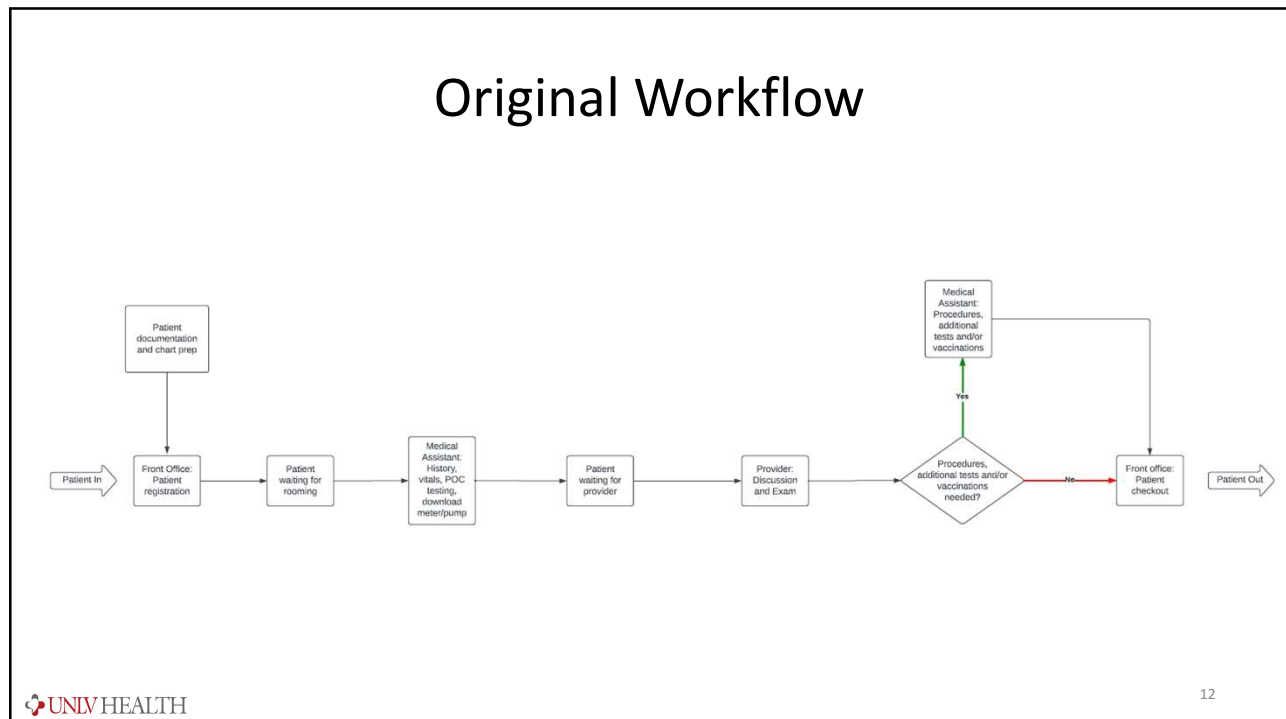
Workflow Assessment

- Brief presentation on;
 - Vaccination project
 - CDC SAIP components
 - WFA process/guide
- Reviewed current workflow (poster size)
- Discussed each step and potential modifications
- Using different colors, posted different ideas on WF poster
- Summarized the responses and discussed potential challenges to implementation
- Created modified workflow, incorporating ideas from team

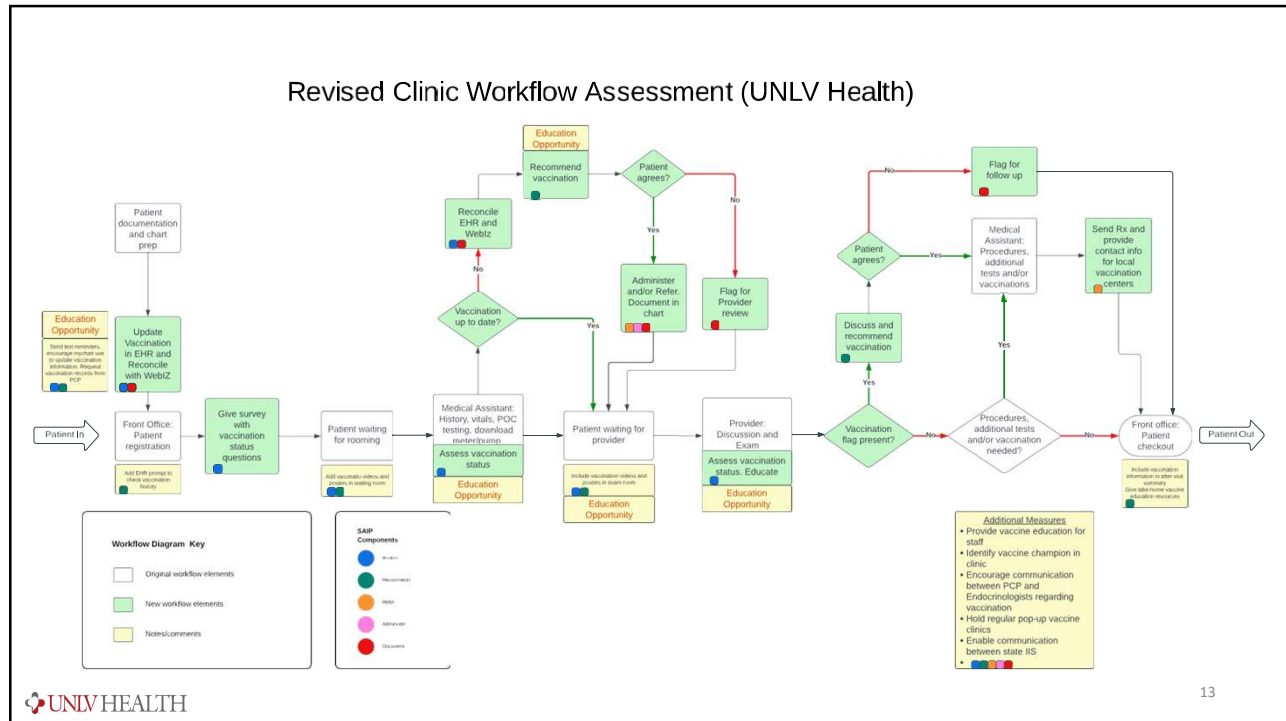




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Findings

- Staff was enthusiastic about participation
- Representation is important
 - Different perspectives
 - Easier to implement changes
 - Buy-in from team
- Most modifications involved Assessment and Recommendation of vaccinations
- Front office and medical assistants crucial for implementation
- Potential challenges
 - Delays from modified workflow
 - Availability of vaccines
 - Inaccurate vaccine information
- It is not feasible to implement all modifications simultaneously



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Next Steps



Implementation of
modifications to workflow

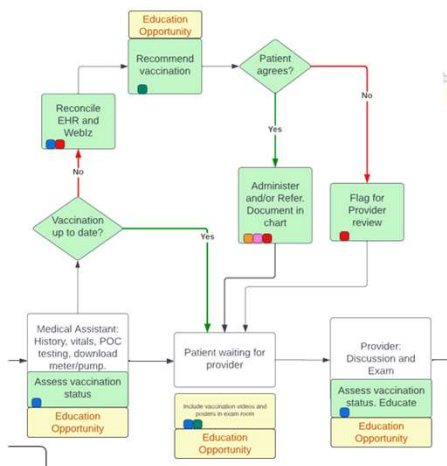


Quality Improvement
intervention cycles



Identification of education
materials

Next Steps



Vaccine Assessment

Time taken: 9/8/2023 1258

Vaccines

Have you received your entire Covid-19 Vaccine Series?

☒ Yes - Documented in Chart

☐ No - Patient would like to receive today, Ordered

☐ No - Patient would like to receive today, Referred

☐ No - Patient not eligible

☐ No - Patient was offered and declined

☐ No - Patient would like to discuss with provider.

Have you received your Influenza Vaccine for this Flu season?

☐ Yes - Documented in chart.

☐ No - Patient would like to receive today, Ordered

☐ No - Patient would like to receive today, Referred

☐ No - Patient not eligible

☐ No - Patient was offered and declined.

☐ No - Patient would like to discuss with provider.

Summary

- Involving staff in workflow assessment is important for successful implementation
- Having poster-sized workflow facilitated discussions and encouraged participation
- Identify and implement high impact and least time-consuming modifications
- Modifications to clinic workflow were all potential QI projects

Acknowledgements

Supported By



Thank you

Questions?

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