



Quality Improvement Success Story

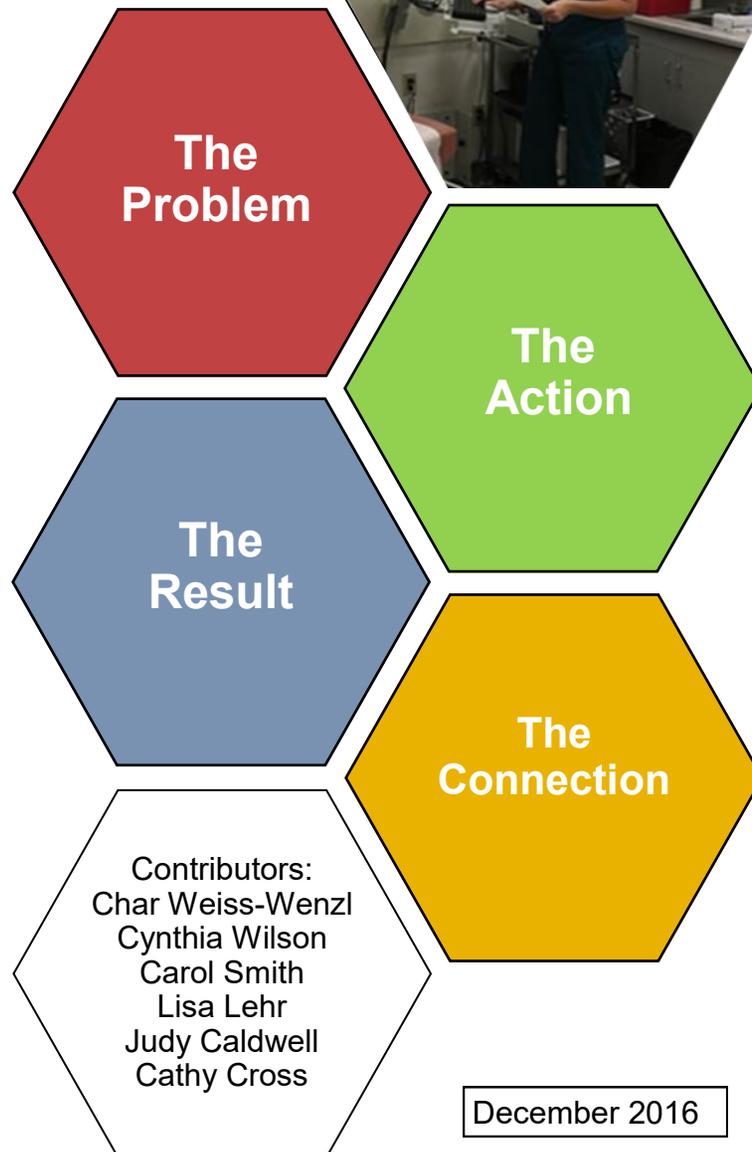
Immunization Clinic Improvements



NEVADA COUNTY
Public Health

What started out as pretty straight forward charge to start billing for immunizations turned into a full scale assault to make our immunization clinics a better, more professional experience for customers and clinicians alike. Over the course of 12 months we completely overhauled the process. Clinics were a pen and paper exercise. We did not check for eligibility or bill for immunizations. Children's clinics were conducted off site when the infrastructure, exam rooms, computer, cash register, etc. was available on site. Vaccine had to be inventoried, logged and transported in temperature controlled coolers/freezers. Immunization records were being reviewed twice, once by the MA and again by the Nurse. Manual entry of immunizations given into state registry. Manual tracking and reconciliation of immunization inventory.

Increased billing revenue from \$0 in 2014-15 to \$10,000 for FY 2016-17. A more streamlined process free of multiple duplications of effort. A positive patient experience. A more professional experience for staff, leading to increased job satisfaction. A more efficient and effective use of existing resources. Reduced risk of injury to staff. Increased adherence to the Vaccine for Children program eligibility standards. Reduced vaccine waste. A desire to build upon the success of the changes made to date; constantly looking for ways to improve the quality of our clinics.



Phase One (Fall 2015):
Positioned staff at front counter to greet clients and build the client record and check eligibility at check-in. Removed duplication of immunization record review. Shifted taking payment to the very end of the process.

Phase Two (Winter/Spring 2015-16):
For two months tested bringing the children's clinic back to Crown Point. Built Vaccine inventory in EHR. Set up interface between EHR and state registry. Began charting in the EHR in real time. Started scanning IZ consent form, Insurance card and IZ shot records directly into EHR at check-in. In January of 2016 it was decided that the Children's clinic would be relocated to Crown Point permanently.

Phase Three (Spring/Summer 2016)
Began to scan consent forms from previous visits into the EHR.

Ongoing
Continuing to monitor & track progress
Make further refinements to processes

Nevada County Public Health works to improve resource efficiencies and customer satisfaction by:

- ⇒ Providing a more Safe, Suitable and Professional clinic environment.
- ⇒ Leveraging existing technology
- ⇒ Eliminating redundancies
- ⇒ Reducing vaccine waste