

Who We Are

RHC in Iowa associated with CAH
Over 50% Medicare and Medicaid
Farming community with underinsured

Background

Clinic remodel with disrupted workflow
Multiple vaccine storage sites
Increased vaccination error rate
Decreased patient and provider satisfaction
Over \$2,000 of billing errors

Plan

LEAN methodology to refine workflows
Design a centralized vaccine/work space
Develop an education strategy for providers, nurses, and initiated community outreach
Devise strategies to enhance care quality:
Reduce error rate
Improve patient experience
Improve nursing satisfaction

Do

Utilizing Compass PTN grant:
TCPi core team designed a plan
Organized Vaccine Safety Committee
Remodeled and centralized vaccine area
Used LEAN methodology to develop workflows
Held education meetings for nurses and providers
Initiated community outreach/education
Monitored and improved processes



Don't wait, vaccinate!

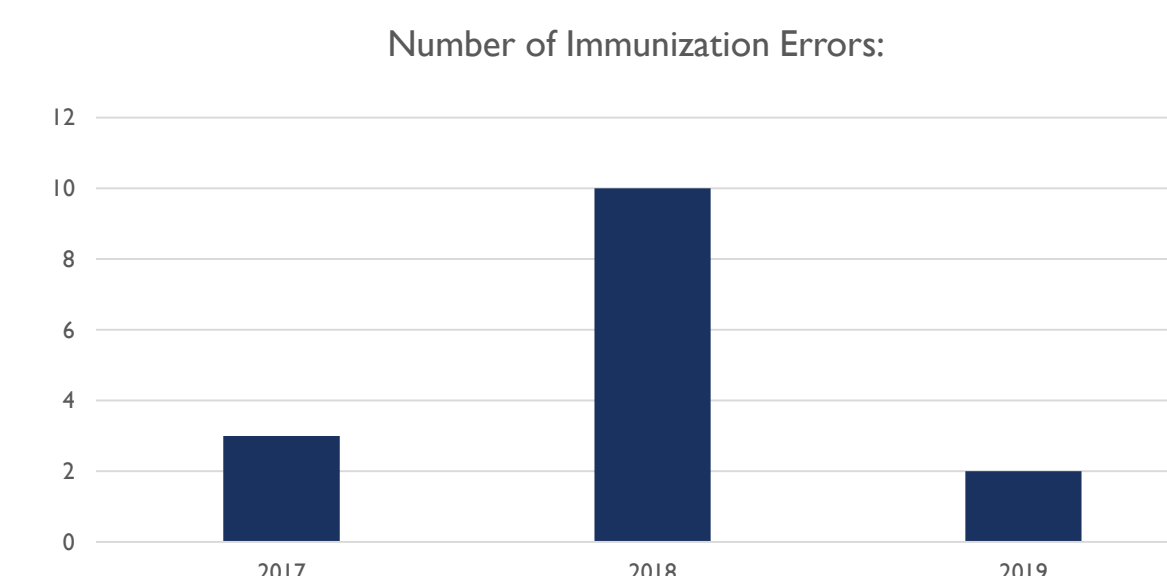
Kenneth Anderson, DO/Amy McCurdy
Becky Runnells/Deb Black
LCHC Medical Clinic
Chariton, IA

Before and After



Study

Monthly monitoring of vaccine errors by Vaccine Committee
BOT Quality Committee reviewed errors
Re evaluated workflow with nursing staff and providers
Met with individual provider teams for education and suggestions for improvement
Reviewed CGCAHPS
Met with community health partners (Board of Health, School Nurse, local pharmacies)
TCPi evaluated conclusions and devised action plan



Act

Remodeled vaccine space
Improved security with entrance badge access
Improved accuracy with vaccine barcode scanning
Decreased errors by reorganizing vaccines and adding visual labels
Sent out postcard reminders for vaccines
Collaborated with local pharmacy to document and ensure adult immunizations (IRIS)

Goal

Zero immunization errors immediately
Improved community immunization rate
Positive patient satisfaction (CGCAHPS)
Increased provider and nurse satisfaction
Enhance provider and nurse experience

Team/Acknowledgment

LCHCMC Vaccine Safety Committee Members:

Allison Krutsinger PA-C; Amy McCurdy; Andrea West; Ann Moon, R.Ph.; Becky Runnells; Bill Baer, R.Ph.; Cathy Heston; Deb Black; Katie Werts; Kenneth Anderson, DO; Lori Johnson; Peter Hoftiezer, DO; Twilla Kruzic

