Guiding principal(s): Quality is the work of the organization. Our Quality Management Program is a frame work for assessing and improving clinical, operational and financial performance. Quality is a continuous process that fosters an organizational culture of learning for a living. Organizational decisions must be data driven. **Goal:** Develop one standardized comprehensive quality management (QMP) program. **Methods:** We will utilize the Plan-Do-Study-Act model of continuous improvement and adopt a data driven measurement system to evaluate and monitor our progress. **Scope of QMP and Plan:** Accountability, Authority, Risk Management, Compliance, Assurances,
APPENDIX 3

Courier Service Schedule to Bend Clinic:

<table>
<thead>
<tr>
<th>CLINIC</th>
<th>TUESDAYS</th>
<th>THURSDAYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>La Pine Clinic &amp; SBHC</td>
<td>WIC Staff</td>
<td>Family Planning Staff (Rosa or Jeniffer)</td>
</tr>
<tr>
<td>Lapine</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Redmond Clinic</td>
<td>Carmen ? (MOA)</td>
<td>Holly Nyquist</td>
</tr>
<tr>
<td>SBHC Lynch</td>
<td>Adriana to BJC (Carmen)</td>
<td>Adriana to BJC (Holly)</td>
</tr>
<tr>
<td>SBHC Ensworth</td>
<td>Debbie Amberson</td>
<td>Carmen Peters</td>
</tr>
<tr>
<td>SBHC Sisters</td>
<td>TBD</td>
<td>TBD</td>
</tr>
</tbody>
</table>
Appendix 4
Immunization Workflow
Main Office

- MOA runs IRIS/ALERT
- MOA gives VAR&VIS to client
- Client fills VAR (front & second pgs) returns to MOA
- MOA enters demographics into OCHIN (not IRIS) & checks-in client
- VAR goes with chart & encounter form in an in-box to Nurse
- Time=15 mins

- Nurse reviews VAR
- Determine client needs
- Review imm record
- Circle what client needs on back of first pg
- Review imms with family, questions?
- Administer vaccine
- Document lot #s, locations, exp date, dosage, elig. Code, VIS given, imms not & why
- Form completed during appt, after pt leaves, or end of day
- Time=5-30mins

- Encounters to client
- VAR in slot for front office
- End of day, MOAs match VAR & encounter
- Drop in billing drop box at end of day

- Angela reconciles payments with encounters
- Angela takes VARs & Encounters to billing

- Billing separates encounters with VARs and those without. Those with go to Jan’s inbox in Billing

- See separate workflow for data entry specific process

Potential Issues Identified:
Jan receives encounter form without VAR and vice versa.
Appendix 4
Immunization Workflow
Lapine Clinic

- MOA runs IRIS/ALERT
- MOA gives VAR&VIS to client
- Client fills VAR (front & second pgs) returns to MOA
- MOA enters demographics into OCHIN (not IRIS) & checks-in client
- VAR goes with chart & encounter form in an inbox to Nurse
- Time=15 mins

- Nurse reviews VAR
- Determine client needs
- Review imm record
- Circle what client needs on back of first pg
- Review imms with family, questions?
- Administer vaccine
- Document lot #s, locations, exp date, dosage, elig. Code, VIS given, imms not & why
- Form completed during appt, after pt leaves, end of day
- Time=5-30mins

- Give VAR & encounter to MOA (sometimes not together)
- Charges entered into OCHIN
- Put in blue bag to courier
- Once/week
- Med. Records receives blue bag, separate contents
- Time= same day

- Jeniffer/Rosa bring back same day
- Once/week
- Med. Records receives blue bag, separate contents
- Time= same day

- Angela reconciles payments with encounters
- Angela takes VARs & Encounters to billing
- Billing separates encounters with VARs and those without. Those with go to Jan’s inbox in Billing
- See attached workflow for Jan’s detailed data entry process

- Var encounter forms to Billing. Billing separates non-immunization forms from those with VARs and then drops in Jan’s Immunization Basket
Appendix 4  
Immunization Workflow  
Redmond Office

MOA runs IRIS/ALERT  
MOA gives VAR&VIS to client  
Client fills VAR (front & second pgs) returns to MOA  
MOA enters demographics into OCHIN (not IRIS) & checks-in client  
VAR goes with chart & encounter form in an in-box to Nurse  
Time=15 mins

Review VAR  
Determine client needs  
Review imm record  
Circle what client needs on back of first pg  
Review imms with family, questions?  
Administer vaccine  
Document lot #s, locations, exp date, dosage, elig. Code, VIS given, imm not & why  
Form completed during appt, after pt leaves, end of day  
Time=5-30mins

Debbie: VAR & encounter back to Cherie  
Holly: encounter to client/VAR to Cherie later  
Cherie enters charges into OCHIN  
Cherie puts in blue courier bag  
Courier once/week

Courier occurs once/week (Weds)  
Med. Records receives blue bag, separate contents  
Time= Min 3 days to week +

Encounters & VARs to Angela  
Angela reconciles with payments and encounters  
Time=same day/ within an hour

Angela submits the VARs/Encounters to Billing  
Billing separates encounters with VARs and those without. Those with go to Jan’s inbox in Billing  
Time= within

Potential Issues Identified:  
• One MOA working the clinic  
• Open 4 days/week

See attached workflow for Jan’s detailed data entry process
Appendix 4
Immunization Workflow
Bend SBHC Office

Client Completes Vaccine Administration Record → VAR Demographics Input into OCHIN by MOA → VAR to Nurse to Administer Vaccine & Document on Form → VAR Back to MOA to enter vaccine charges into OCHIN → Courier Contents to Medical Records to distribute → VAR and encounter form to Angela to reconcile payments/reports → VAR and encounter forms to Billing. Billing separates non-immunization forms from those with VARs and then drops in Jan’s Immunization Basket → VAR and encounter forms to Jan for data entry into IRIS/ALERT

Client Completes Vaccine Administration Record

- MOA runs IRIS/ALERT
- MOA gives VAR&VIS to client
- Client fills VAR (front & second pgs) returns to MOA
- MOA enters demographics into OCHIN (not IRIS) & checks-in client
- VAR goes with chart & encounter form in an in-box to Nurse
- Time=15 mins

Nurse reviews VAR
- Determine client needs
- Review imm record
- Circle what client needs on back of first pg
- Review immns with family, questions?
- Administer vaccine
- Document lot #s, locations, exp date, dosage, elig. Code, VIS given, imms not & why
- Form completed during appt, after pt leaves, end of day
- Time=5-30mins

Give VAR & encounter to MOA (sometimes not together)
- MOA enters charges into OCHIN
- MOA separates VAR & encounter
- Put in blue bag to courier
- Couple days/week Courier to Main Office
- Time=day(s)

Courier occurs couple days /wk
- History has been if MOA is busy and can’t get to data entry, it has been weeks.
- Med. Records receives blue bag, separate contents
- Time= Min 1 day to week+

Encounters & VARs to Angela
- Angela reconciles with payments and encounters
- Time= same day/ within an hour

Angela submits the VARs/ encounters to billing
- Billing separates encounters with VARs and those without. Those with go to Jan’s inbox in Billing
- Time= within a few hours

See attached workflow for Jan’s detailed data entry process

Potential Issues Identified:
Variation in courier time based on clinic location/day
Variation in staff: SBHC workload for day (scheduled appts vs walk-ins, interpreting)
Appendix 4

Immunization Workflow

Lapine SBHC Office

- MOA runs IRIS/ALERT
- MOA gives VAR&VIS to client
- Client fills VAR (front & second pgs) returns to MOA
- MOA enters demographics into OCHIN (not IRIS) & checks-in client
- VAR goes with chart & encounter form in an in-box to Nurse
  - Time=15 mins
- Nurse reviews VAR
  - Determine client needs
  - Review imm record
  - Circle what client needs on back of first pg
  - Review imms with family, questions?
  - Administer vaccine
  - Document lot #s, locations, exp date, dosage, elig. Code, VIS given, imms not & why
  - Form completed during appt, after pt leaves, end of day
  - Time=5-30mins
- Give VAR & encounter to MOA
  - Sometimes brought by Claudia on a weekend
  - Charges not entered into OCHIN, Fawn does at Main office
  - Put in blue bag to courier
  - Time=about a week+
- Sometimes entered by Fawn on a weekend
- Courier Contents to Medical Records to distribute
- Var and encounter form to Angela to reconcile payments/reports
- VARs/Encounter forms to Fawn
- Fawn enters encounter form and checks registration
- Fawn separates encounters with VARs and those without. Those with go to Jan’s inbox in Billing
  - Time= hours to days
- This step is skipped for LP SBHC
- Potential Issues Identified:
  - No interpreting issues
  - More walk-ins
  - Families with no imms records, no med histories, increased time constraints

See attached workflow for Jan’s detailed data entry process
Appendix 4
Immunization Workflow
Redmond SBHC Office

Client Completes Vaccine Administration Record
VAR Demographics Input into OCHIN by MOA
VAR to Nurse to Administer Vaccine & Document on Form
VAR Back to MOA to enter vaccine charges into OCHIN
Courier Contents to Medical Records to distribute
VAR and encounter form to Angela to reconcile payments/reports
VAR and encounter forms to Billing. Billing separates non-immunization forms from those with VARs and then drops in Jan’s Immunization Basket
VAR and encounter forms to Jan for data entry into IRIS/ALERT

- MOA runs IRIS/ALERT
- MOA gives VAR&VIS to client
- Client fills VAR (front & second pgs) returns to MOA
- MOA enters demographics into OCHIN (not IRIS) & checks-in client
- VAR goes with chart & encounter form in an in-box to Nurse
- Time=15 mins

- Nurse reviews VAR
- Determine client needs
- Review imm record
- Circle what client needs on back of first pg
- Review imm’s with family, questions?
- Administer vaccine
- Document lot #s, locations, exp date, dosage, elig. Code, VIS given, imm’s not & why
- Form completed during appt, after pt leaves, end of day
- Time=5-30mins

- Give VAR & encounter to MOA (sometimes not together)
- MOA enters charges into OCHIN
- MOA separates VAR & encounter
- Put in blue bag to courier
- Takes to BJC For courier to Bend
- Once/week Courier to Bend
- Time= Min 3 days to week +

- Courier occurs once/week (Weds)
- History has been if MOA is busy and can’t get to data entry, it has been weeks.
- Med. Records receives blue bag, separate contents
- Time=about a week

- Encounters & VARs to Angela
- Angela reconciles with payments and encounters
- Time= same day/ within an hour

- Angela submits the VARs/ Encounters to billing
- Billing separates encounters with VARs and those without. Those with go to Jan’s inbox in Billing
- Time= within a few hours

Potential Issues Identified:
Variation in courier time based on clinic location/day
Variation in staff:
SBHC workload for day
(scheduled appts vs walk-ins, interpreting)