

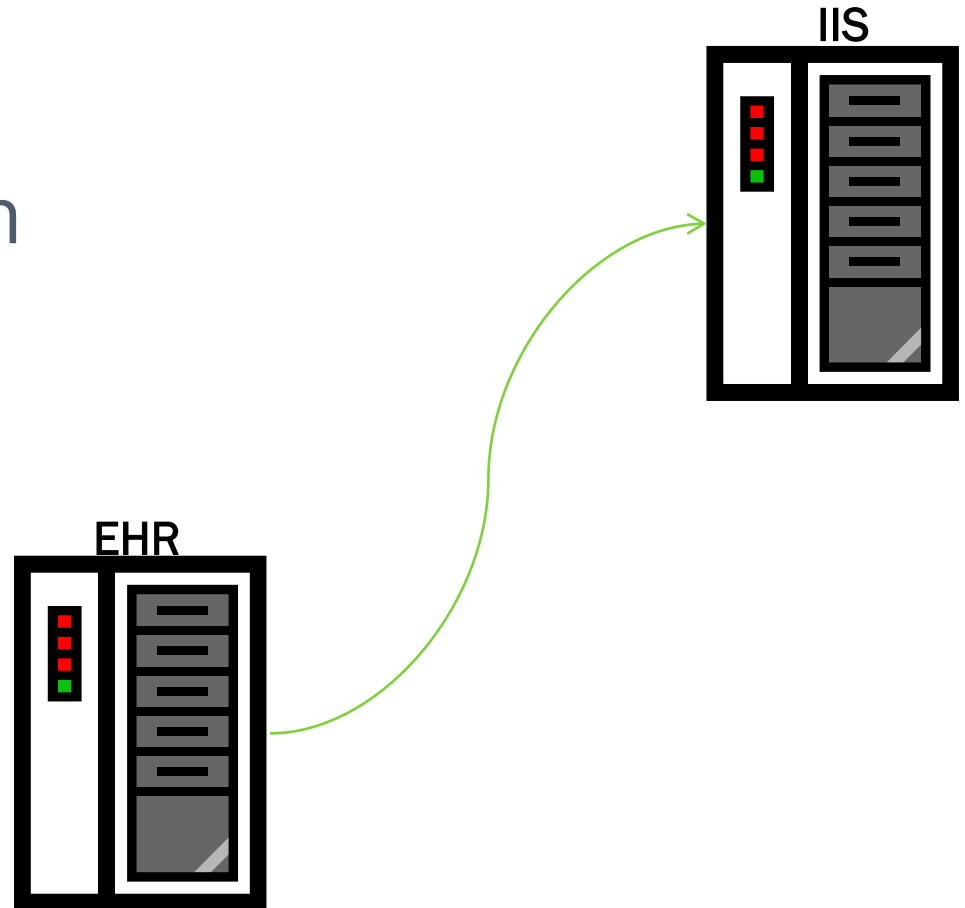
# BEST PRACTICES FOR THE PROVIDER ON-BOARDING PROCESS



# AGENDA

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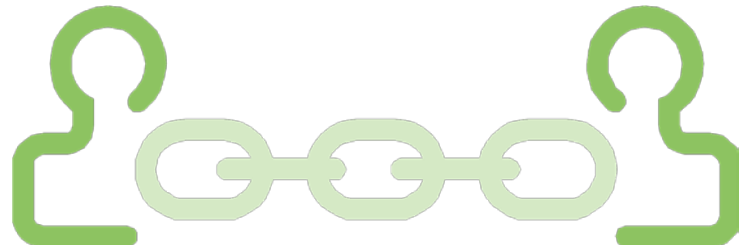
- ✖ Background
- ✖ Three-Step Approach
- ✖ Results
- ✖ Lessons Learned



# BACKGROUND

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- ✖ Benefits of proactive immunization programs
- ✖ Staff buy in is needed to see benefits from health IT
- ✖ Immunization Information Systems abilities and practices
- ✖ Provide to clinicians vaccination data at the point of care



# THREE-STEP APPROACH

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Step 1

Investigation  
and Discovery

Step 2

Test and  
Evaluate

Step 3

Implementation

# STEP 1

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## Investigation and Discovery Phase

Purpose is to learn about the Provider & their EHR, Vendor and Business Process

Crucial to identify primary contacts

# STEP 1: INVESTIGATION & DISCOVERY

- ✕ Identify key players
  - + Provider – Clinical & Technical
  - + Vendor
  - + State

## Kick-Off Meeting

- Ensure all key players attend
- Introduction and Roles
- Onboarding Process
- Next Steps and Timeline

## Discovery Call

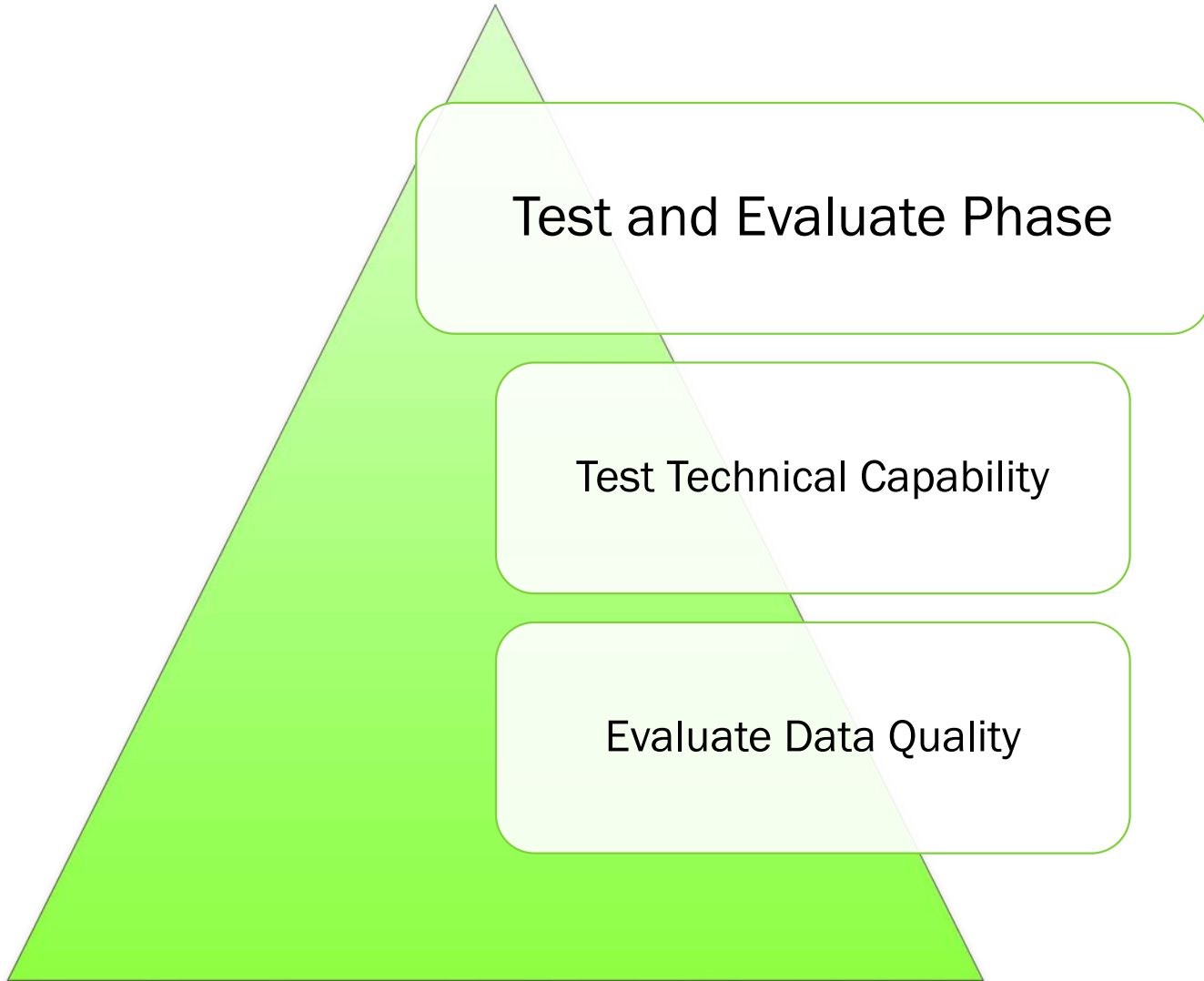
- Review information concerning the provider, EHR, and IIS participation

## Demonstration

- The provider staff demonstrates how they use their EHR to enter demographic and immunization data

# STEP 2

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# STEP 2: TEST AND EVALUATE

## Technical Testing

- Validate capability to send correctly formatted and fully populated HL7 messages
- Test file to identify possible random technical transfer issues
- Live patient data is required to know what the IIS will ultimately get

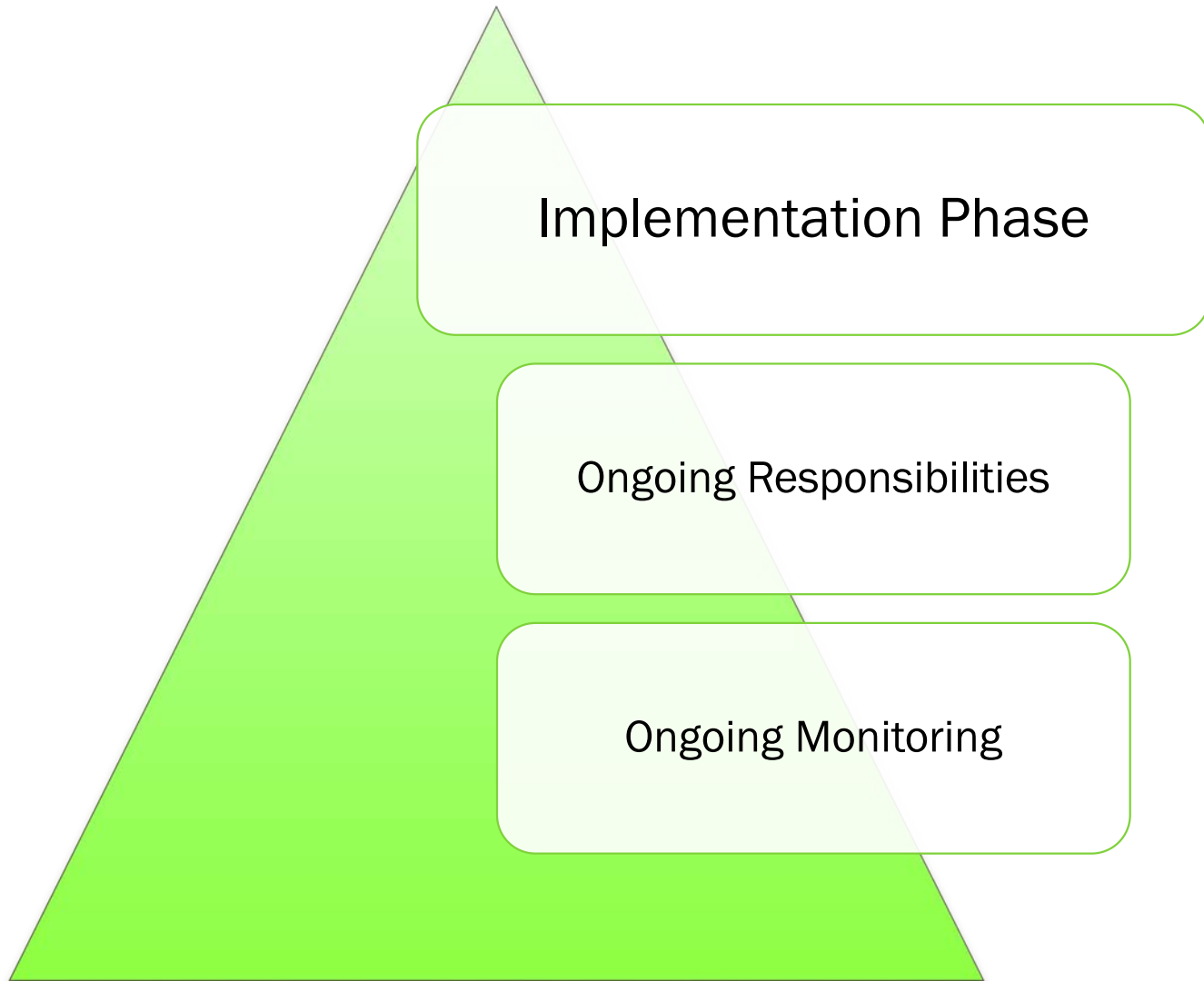
## Data Quality Testing

- Ensure patient and immunization data is accurate, correct, and complete
- Review accuracy of CVX and MVX codes
- Indicator for VFC Eligibility
- Ensure correct lot decrementing
- Random Chart Review



# STEP 3

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# STEP 3: IMPLEMENTATION

## Ongoing Responsibilities

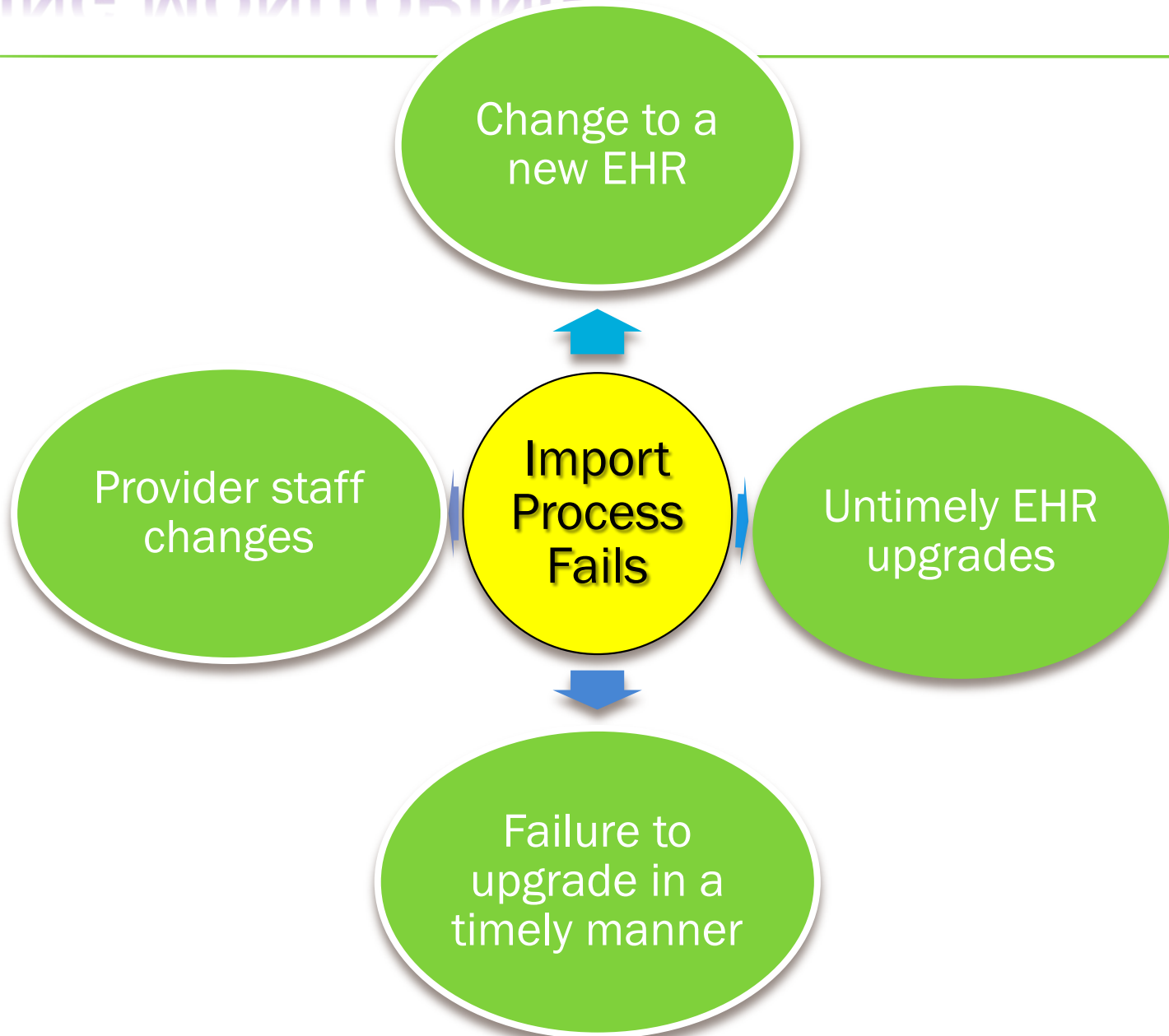
- Establish how CVX and MVX codes will be kept current
- Assign staff who will ensure data files are sent on a regular basis
- Identify who will be responsible for EHR upgrades

## Ongoing Monitoring

- Establish a schedule of intermittent data quality checks
- Provide permissions to check error log in IIS and EHR
- Create a provider detail error report
- Review CVX and MVX codes after upgrades

# ONGOING MONITORING

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# RESULTS

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- ✖ Onboarding time was drastically reduced
- ✖ Data quality was improved
- ✖ Sustainability of the interface more manageable
- ✖ All of these results were due to
  - + Using background knowledge
  - + Thorough testing process
  - + Clear expectations of ongoing monitoring

# CONCLUSION

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- ✖ Using proven practices are key to implementing and supporting HL7 interfaces
- ✖ IIS processes and systems must be in place to monitor, alert, and support the EHR and clinical care community
- ✖ Provider staff, both technical and clinical, must be engaged

# CONTACT INFORMATION

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Karen Meranda

IIS Exchange Coordinator

Washington Department of Health

[karen.meranda@doh.wa.gov](mailto:karen.meranda@doh.wa.gov) 360.236.4368



Linda Pursley

Public Health Informatics Specialist

Scientific Technologies Corporation

[linda\\_pursley@stchome.com](mailto:linda_pursley@stchome.com) 480.249.7262

