

# Texas Department of State Health Services



## Interoperability: On-boarding Providers via Incident Command System – The Texas Experience

Kathleen Street, MS  
October 2013



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# Interoperability: The Texas Experience

- Before this project
  - DSHS Program hired 3-4 contractors to help providers participate in meaningful use
  - Contractors were not located with the program
  - Contractors reported to IT



# Interoperability: The Texas Experience

What's my status?



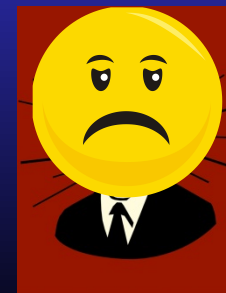
You are #852 in the queue.  
You are in a low/mid/high priority group for on-boarding.

**Complaints!**

**How the Program felt**



**Backlog!**





# Interoperability: The Texas Experience

- Project initiated
  - Physically moved Contractors to Program area
  - Declared project as “ICS” (Incident Command System)
    - 90 days
    - High visibility
    - Enabled temporarily repurposing of program staff from other areas

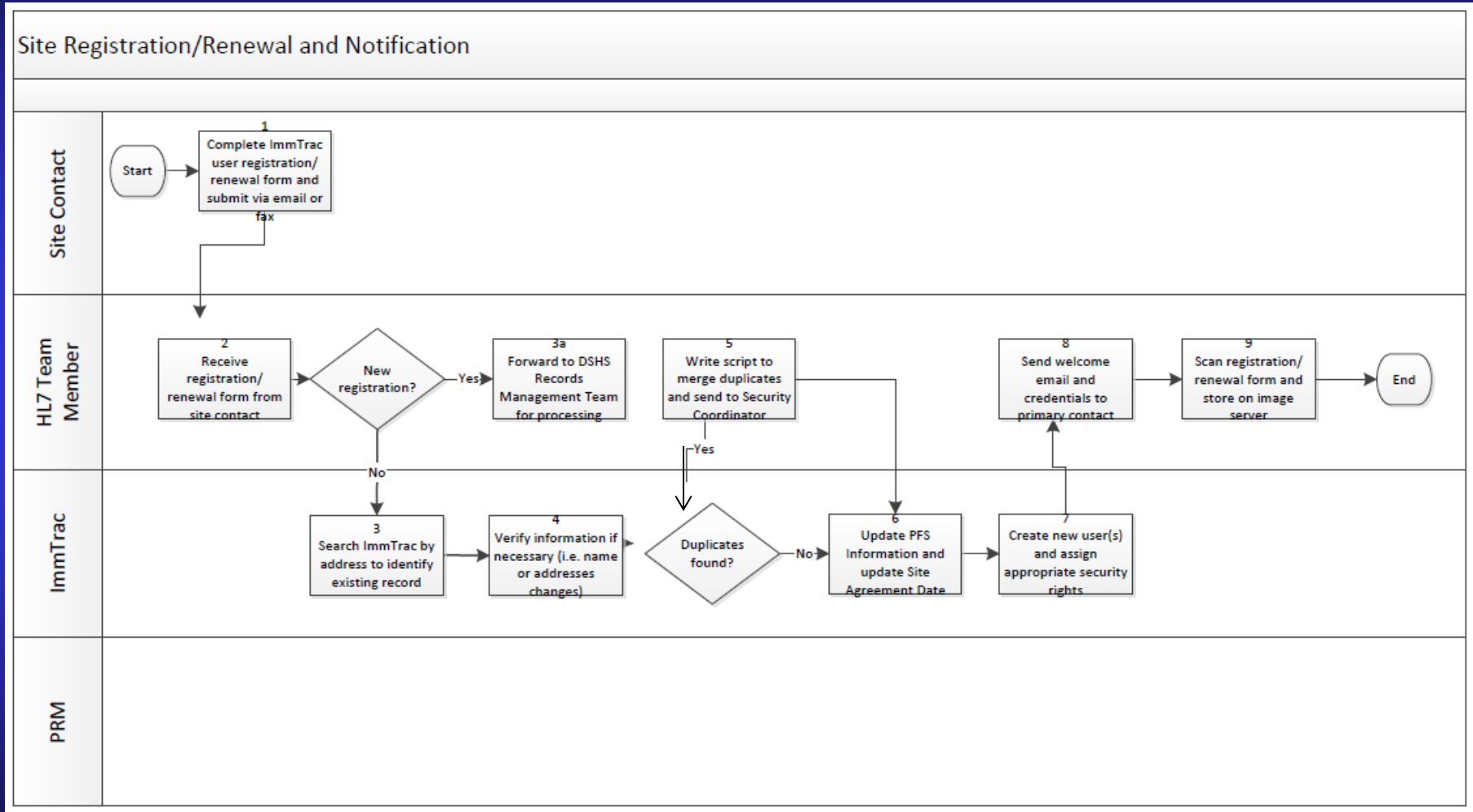


# Interoperability: The Texas Experience

- ICS – Step 1: Knowledge Transfer from Contractor to Program
  - Transferred administrative duties
  - Shared all spreadsheets and files
  - Held trainings
    - How do providers get in queue?
    - How is the queue organized?
  - Documented existing processes

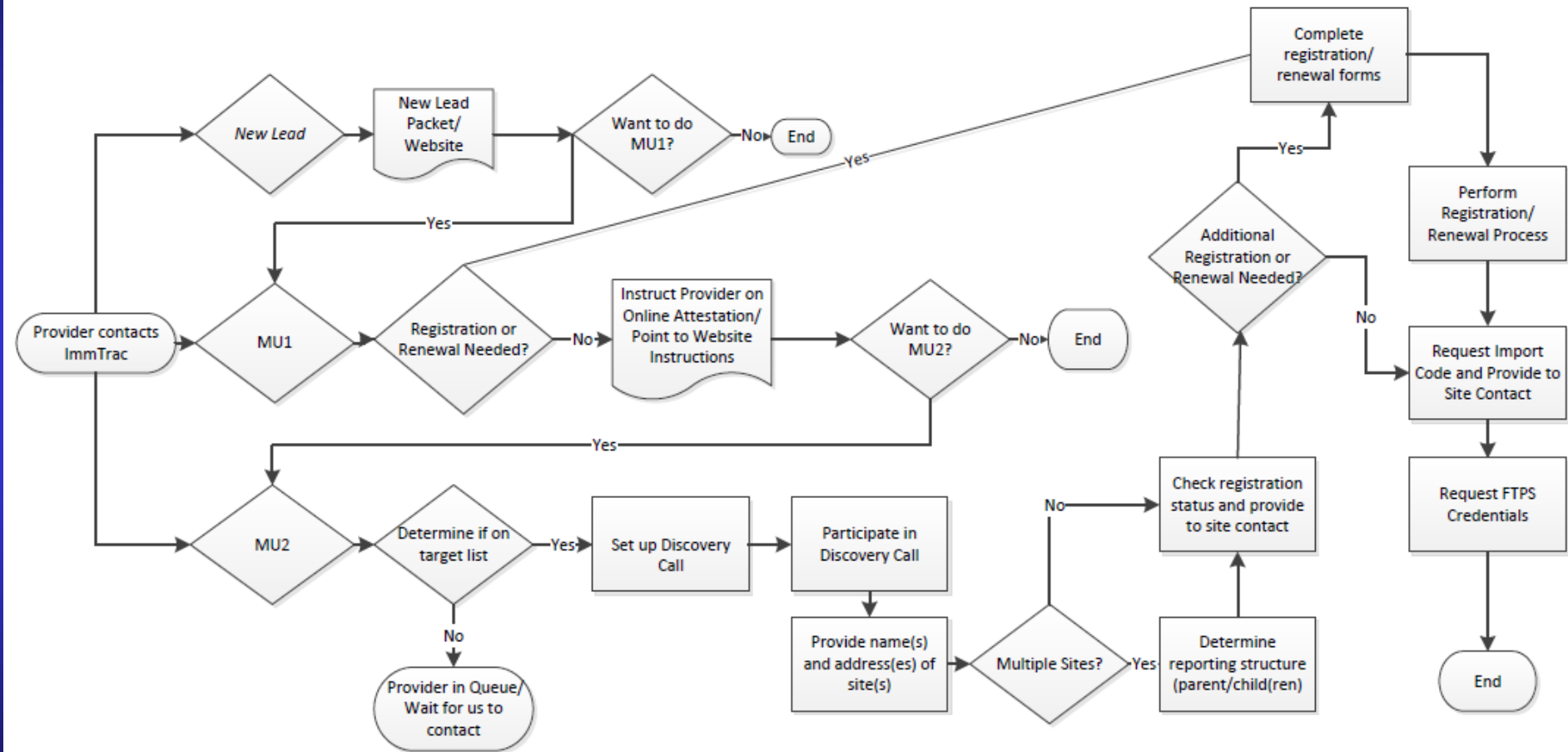


## Provider Registration - Process Map



14 boxes!

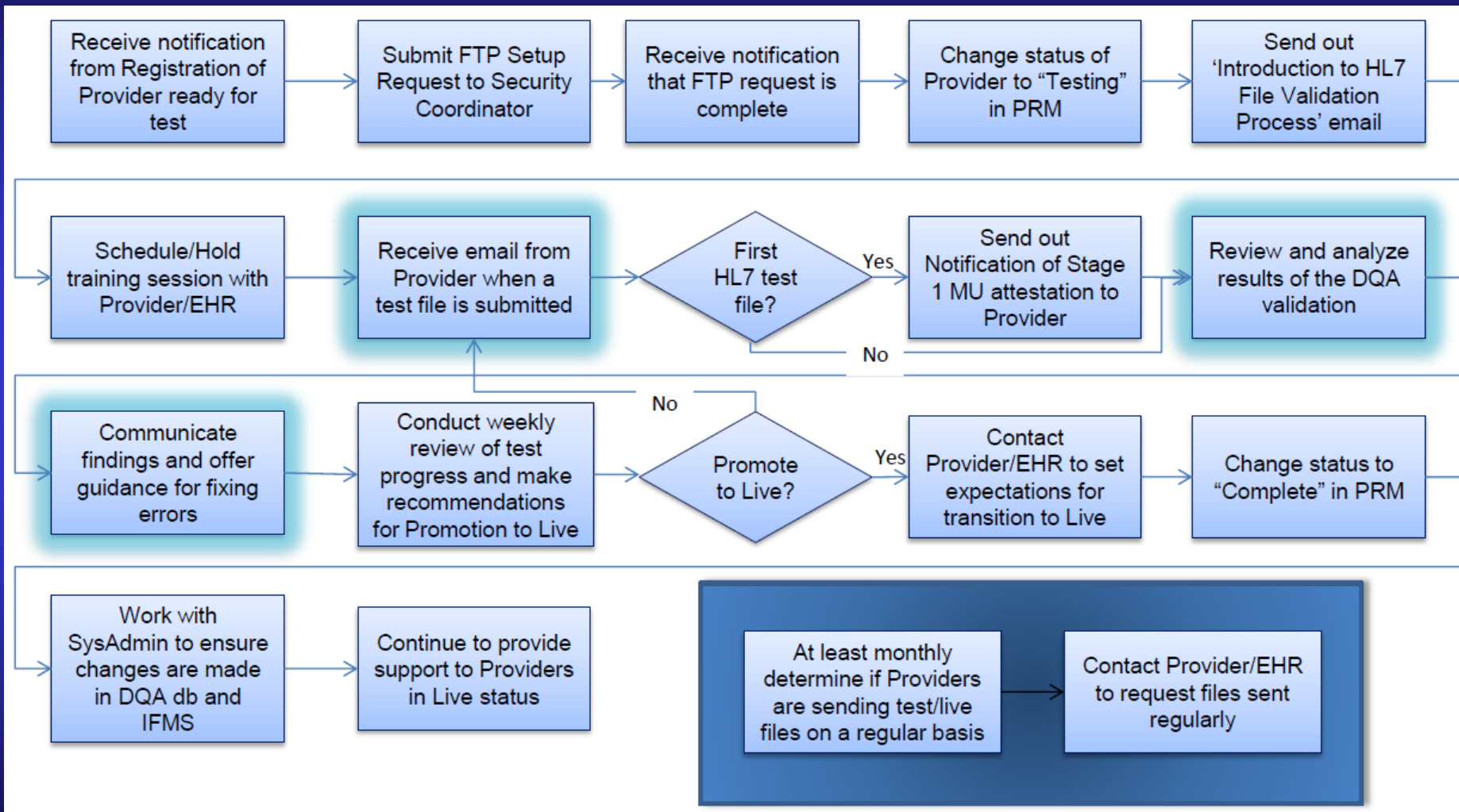
## Discovery Phase - Process Map



25 boxes!



## Testing Phase - Process Map



19 boxes!



# Interoperability: The Texas Experience

- ICS – Step 2: Form Teams & Establish Baseline
  - Formed mini-ICS teams
  - Integrated workload of Contractors and Program staff
  - Counted number of providers in queue
  - Implemented one-page dashboard



# Interoperability: The Texas Experience

- March 4, 2013

1157 providers “in queue”



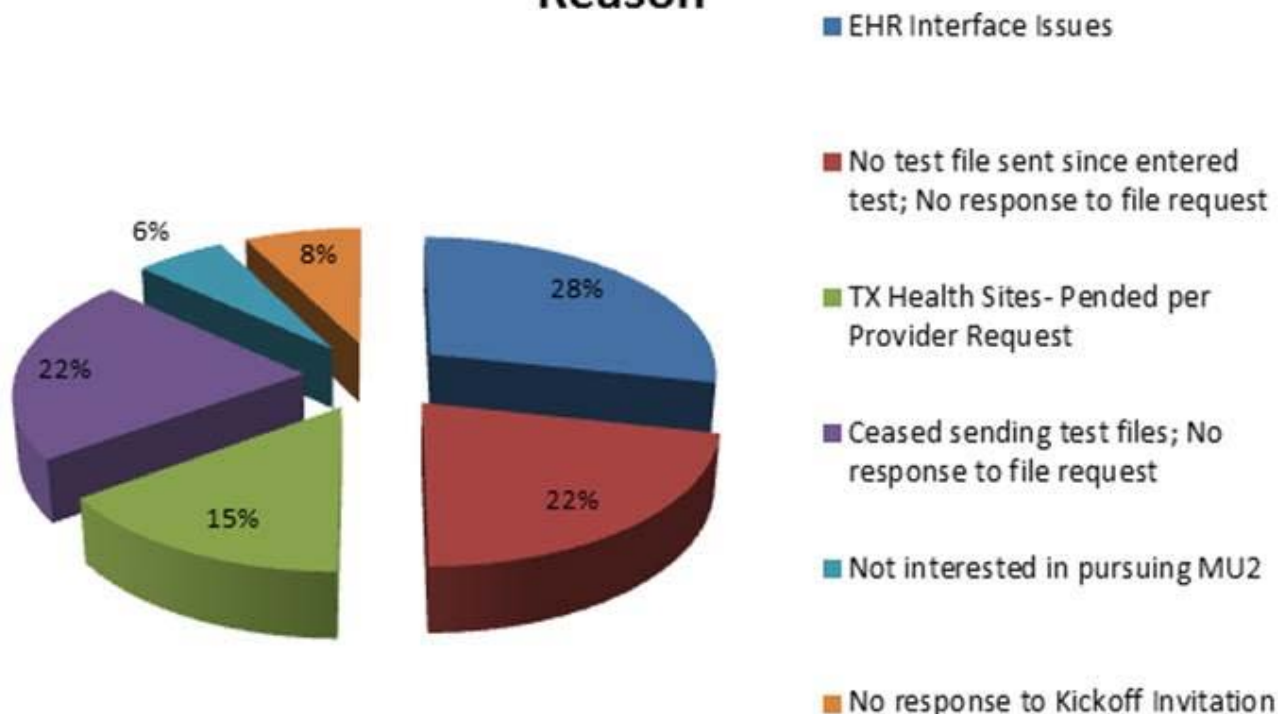
# Interoperability: The Texas Experience

- ICS – Step 3: Work the queue!
  - Cleaned up queue
    - Sorted providers by organization and site
    - Determined if providers were ready/interested
  - Held 1 hour meetings (daily)
    - Viewed dashboard
    - Shifted workload between ICS teams
    - Looked at outcomes
    - Implemented efficiencies



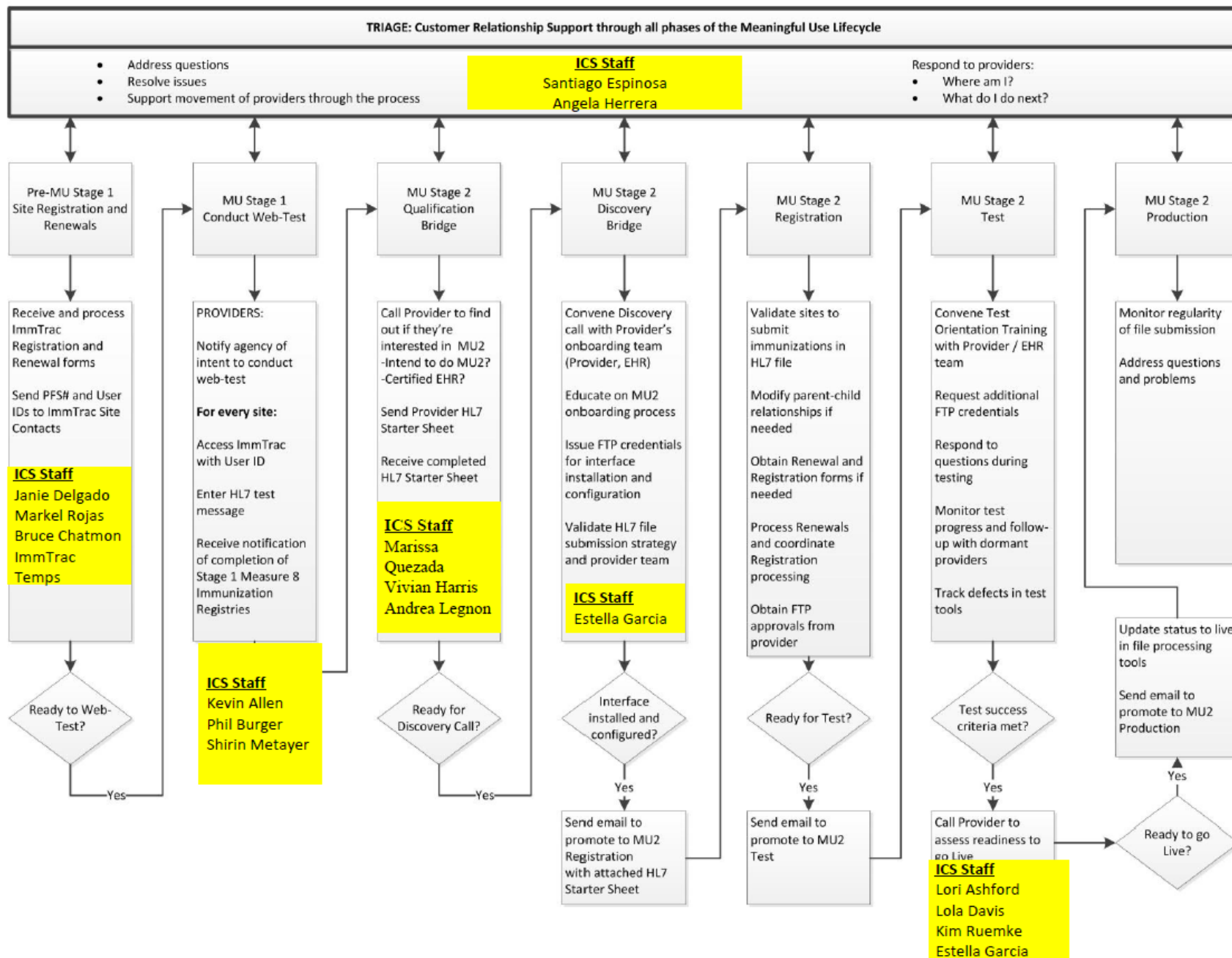
# Interoperability: The Texas Experience

**Texas Immunization Registry ICS Team  
Percentage Analysis of Provider Pend Status, by  
Reason**



# High Level Business Process

## Onboarding Providers to HL7 in support of Meaningful Use





# Interoperability: The Texas Experience

What's the workload?

We have 52 registrations to complete.

**Before**

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**After**

What's the workload?

We have 52 registrations to complete and 2 staff to complete them. Workload is manageable.





# Interoperability: The Texas Experience

Before

(nothing)

After

What did you do yesterday?

2 Discovery Calls.

Why?

Only 2 were ready.

How many in the step before?

132.

Let's make that step more efficient.







# Interoperability: The Texas Experience

## MU Stage 1 (One-Time Test)

|   |   |
|---|---|
| <b>Cumulative Total<br/>7/1/11-6/3/13</b> | <b>728 organizations<br/>(1048 sites)</b> |
| <b>3/4/13 - 6/4/13<br/>(ICS)</b>          | <b>70 organizations<br/>(70 sites)</b>    |



# Interoperability: The Texas Experience

## MU Stage 2 (On-Going Submission)

|                                     | Testing                         | Pended<br>(in testing phase) | Live                             |
|-------------------------------------|---------------------------------|------------------------------|----------------------------------|
| Cumulative Total<br>7/1/11 - 6/4/13 | 95 organizations<br>(203 sites) | 121<br>organizations         | 216 organizations<br>(796 sites) |
| 3/4/13 - 6/4/13<br>(ICS)            |                                 |                              | 123 organizations<br>(384 sites) |

No queue!



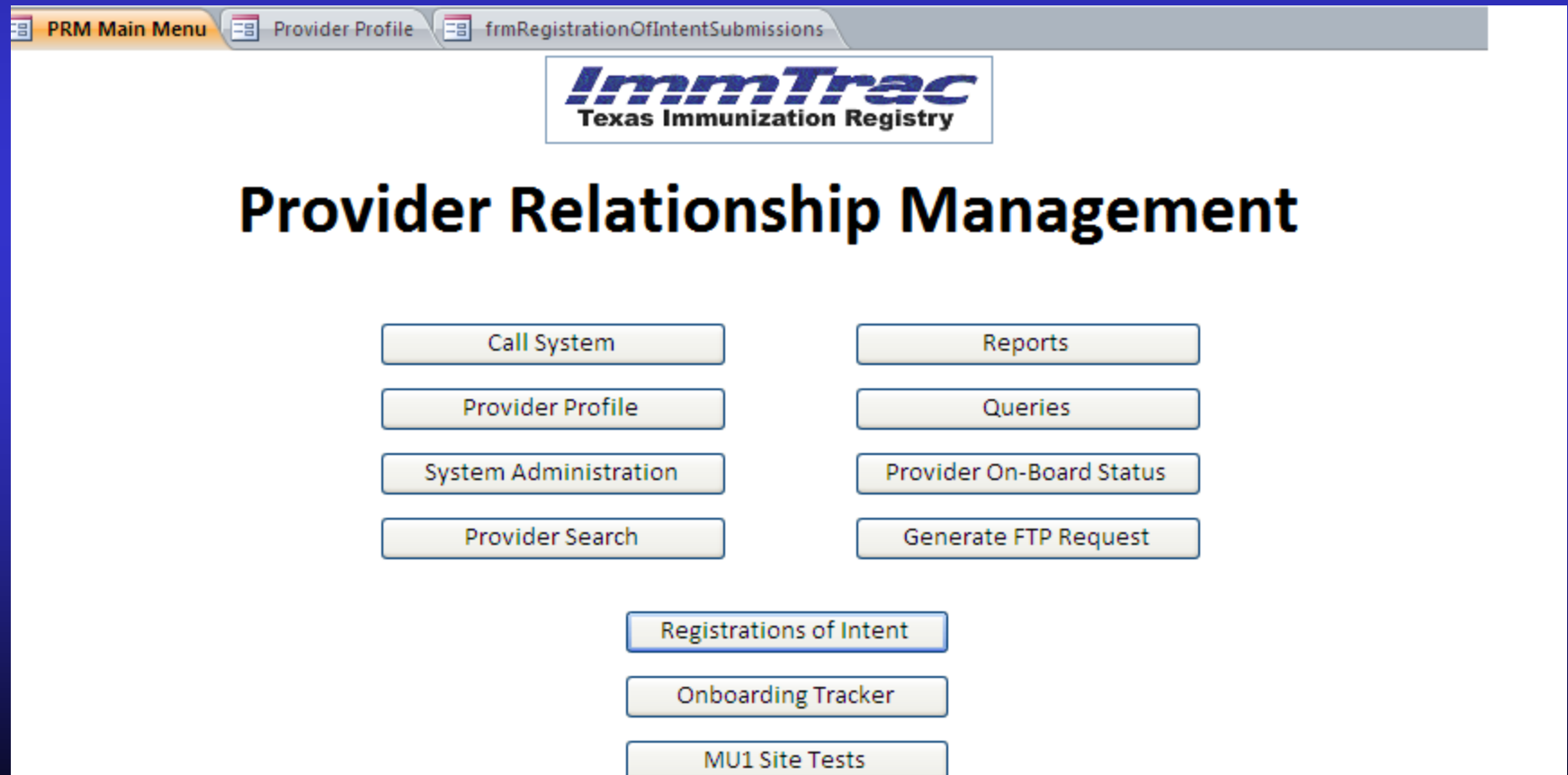
# Interoperability: The Texas Experience

- ICS accomplishments
  - Replaced paper processes
    - Online registration/renewal for providers
    - Online web test submissions for MU1
    - Online registration of intent for MU2
  - Implemented provider tracking system
  - Program staff engaged in interoperability
  - Increased interaction between Program & IT



# Interoperability: The Texas Experience

- Implemented provider tracking system





# Interoperability: The Texas Experience

- Post-ICS accomplishments
  - Upgrading provider tracking system
    - Automated e-mails
    - Automated status tracking
  - 3 dedicated FTE's on the MU Team
    - Fully meeting CMS guidelines
    - Implemented additional process efficiencies



# Interoperability: The Texas Experience

- Upgrading provider tracking system

The screenshot displays the iPRM - ImmTrac Provider Relationship Management application. The interface includes a top navigation bar with tabs for Search, ImmTrac Registration, MU1 Testing, MU2 Intent, MU2 Invitations, MU2 Testing, MU2 Production, Reports, and Tools. On the left, a sidebar lists 'Search Providers', 'All Provider Organizations', and 'All Provider Sites'. The main content area features a search form with the heading 'You may search for providers using provider criteria -OR- contact criteria'. The form has two tabs: 'Provider Criteria' and 'Provider Contact Criteria'. The 'Provider Contact Criteria' tab is active, showing input fields for 'PFS Number:', 'Import Code:', 'Provider Name Contains:', 'Provider Address Contains:', and 'Provider City:'. At the bottom of the form are 'Search' and 'Clear Criteria' buttons.



# Interoperability: The Texas Experience

- Upgrading provider tracking system

Provider Management

Provider Parent Name: COOK CHILDREN'S HEALTH CARE SYSTEMS

Profile MU Profile Address Phone Contacts Sites FTP Management

Profile Dashboard

Overall MU Status: Active

Last MU Activity Date:

Last MU Activity: MU2 INVITATION TO ONBOARD: Requested Additional Information

What Needs to Happen Next: PROVIDER NEEDS TO: Update/Resubmit Registration of Intent

Last MU Activity Created By: bcarswell

☒ MU Notes ☐ Pend Notes ☐ Action Notes 

| Registrations/Renewals | Start | Pend | Complete |
|------------------------|-------|------|----------|
|                        |       |      |          |

| MU1 Site Testing | Start | Pend | Complete |
|------------------|-------|------|----------|
|                  |       |      |          |

|  |                            |          |          |
|--|----------------------------|----------|----------|
|  | MU2 Registration of Intent | Start    | Submit   |
|  |                            | 5/3/2013 | 5/6/2013 |

|  |                           |          |      |      |
|--|---------------------------|----------|------|------|
|  | MU2 Invitation to Onboard | Start    | Pend | Sent |
|  |                           | 5/6/2013 |      |      |

| MU2 Testing | Start | RFA | Complete |
|-------------|-------|-----|----------|
|             |       |     |          |

| MU2 Production | Start | Pend |
|----------------|-------|------|
|                |       |      |

*Current*

## MU2 Processes

Agency

Declaration of Readiness



Provider

Register/Renew  
with ImmTrac

Registration  
of Intent

Ongoing  
Submission

Non-MU Team

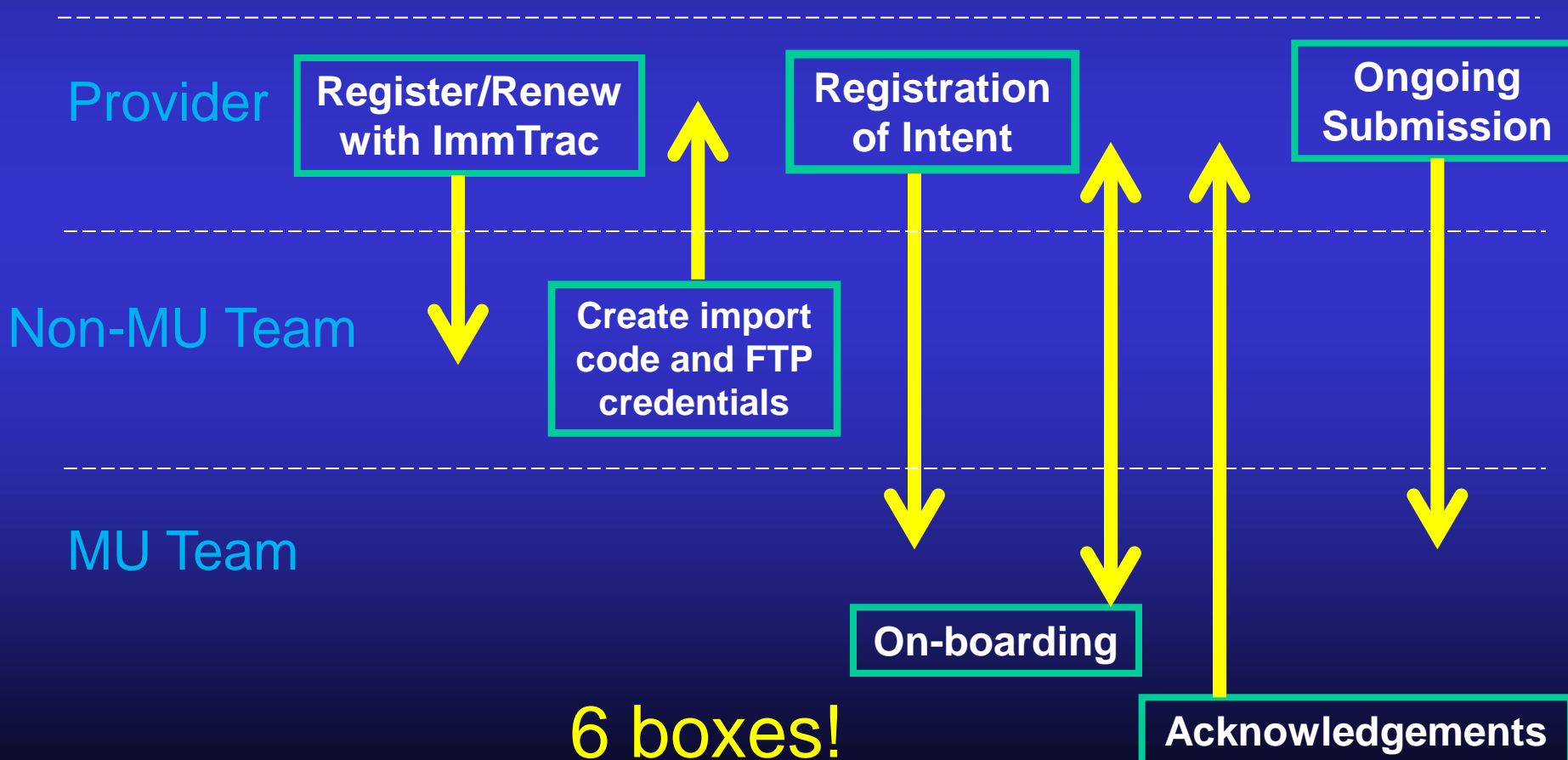
Create import  
code and FTP  
credentials

MU Team

On-boarding

Acknowledgements

6 boxes!







# Interoperability: The Texas Experience

- No queue!
- Same day service!



# Interoperability: The Texas Experience

## – Team Leads

- Kevin Allen
- Janie Delgado

## – Management

- Vicki Cowling
- Monica Gamez
- Vivian Porter
- Saroj Rai
- Mark Ritter
- Rey Velazquez

## – Team Members

- Lori Anderson
- Phil Burger
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- Santiago Espinosa
- Meme Estes
- Estella Garcia
- Vivian Harris
- Angela Herrera
- Arthur Lara
- Andrea Legnon
- Shirin Metayer
- Marissa Quezada
- Markel Rojas
- Christine Robinson
- Kim Ruemke
- Ana Thomas