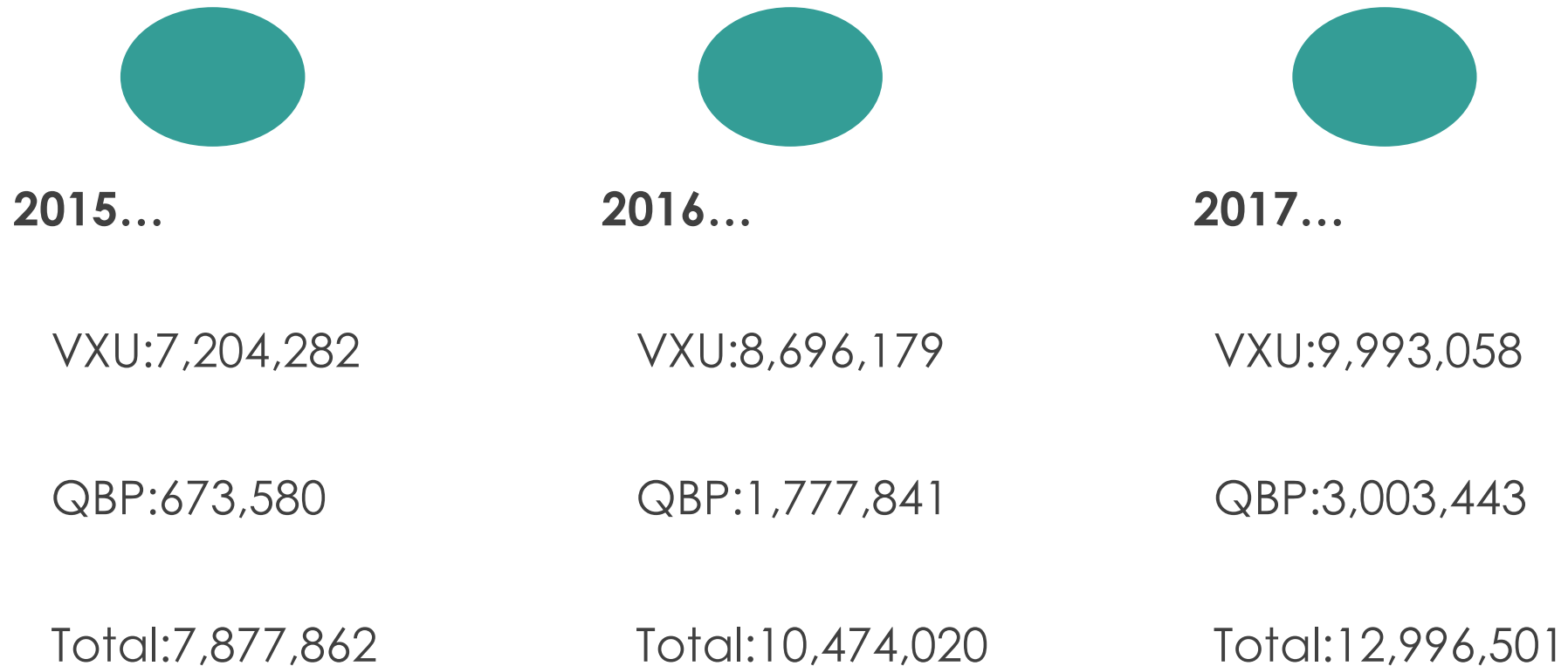*Washington State Department of*
Health

IMPROVED BUSINESS WORKFLOW FOR
ONBOARDING PROVIDERS

Office of Immunization & Child Profile

Dannelle Hauser-Saslo MPH

Background

2015…

VXU:7,204,282

QBP:673,580

Total:7,877,862

2016…

VXU:8,696,179

QBP:1,777,841

Total:10,474,020

2017…

VXU:9,993,058

QBP:3,003,443

Total:12,996,501

Source: WAIIS

Background

- Create a responsive, innovative and data driven culture of continuous improvement.

- Recognize Washington's rich natural resources, diverse people and entrepreneurial dive and build upon our legacy.

- Operate state government with the expectation that success is dependent on the success of all.

- Create effective communication and transparency on goals, measures and progress in meeting expectations.

- Deepen our focus, understanding and commitment to our citizens: Know our customers
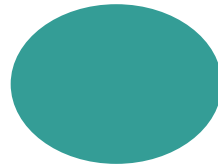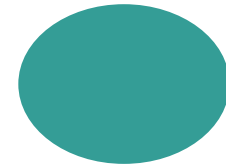
www.results.wa.gov

Objective
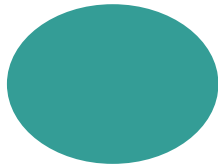
1

Remove inefficiencies in existing onboarding workflow.

2

*Prioritize development of tools* to support expeditious, high quality, onboarding.

3

*Improve transparency* of the onboarding process *and engage providers*.

Methods

	Business Process	Goals	Objectives	Business Rules	Trigger	Task Set	Input	Output	Measureable Outcomes
O n b o a r d i n g	Onboarding Providers engaged in data exchange with the WAIIS	Onboarding supports the business by ensuring providers are able to submit immunization data accurately, completely and timely. This process also has input for meaningful use, the vaccine for childrens program and IIS functional training. The goal is to ensure high quality data is submitted through rigorous testing and validation while on boarding providers.	To connect, validate, and support providers engaged in data exchange to ensure high quality immunization data is available once submitted to production.	Service Level Agreements; HL7 messaging Standards: 2.3.1; 2.4; 2.5.1 (HL7 Implementation Guide), State Requirements (ISA), Reporting Requirements (CDC IISAR)	A new organization/facility submits an ISA and wishes to exchange data; an organization registers for meaningful use, an existing interface wishes to add a new facility; an existing interface changes their EHR; an existing interface wishes to add a bi-directional functionality.	1. *Notice/Waitlist Ranking 2. Invitation to connect/questionnaire 3. Kick Off Call/ Demo 4. Establish HL7 Formatting/ QA Credentials 5. Training 6. Testing & Validation (DQA) 7. Select go live date/ Prod credentials 8. Transition to PROD/Training 9. Engage monitoring process/ create error reports	HL7 Production data; inventory (if VFC), *with iQ the provider interface profile form	DQA, error/warning reports	DQA Results and ongoing monitoring reports enable data exchange staff to measure success rates for providers across time, throughout onboarding and in production. Data timeliness, quality, and quantity as interfaces are added.

- Goals
- Objectives
- Business Rules
- Trigger

- Task Set
- Input
- Output
- Measureable Outcomes

Methods
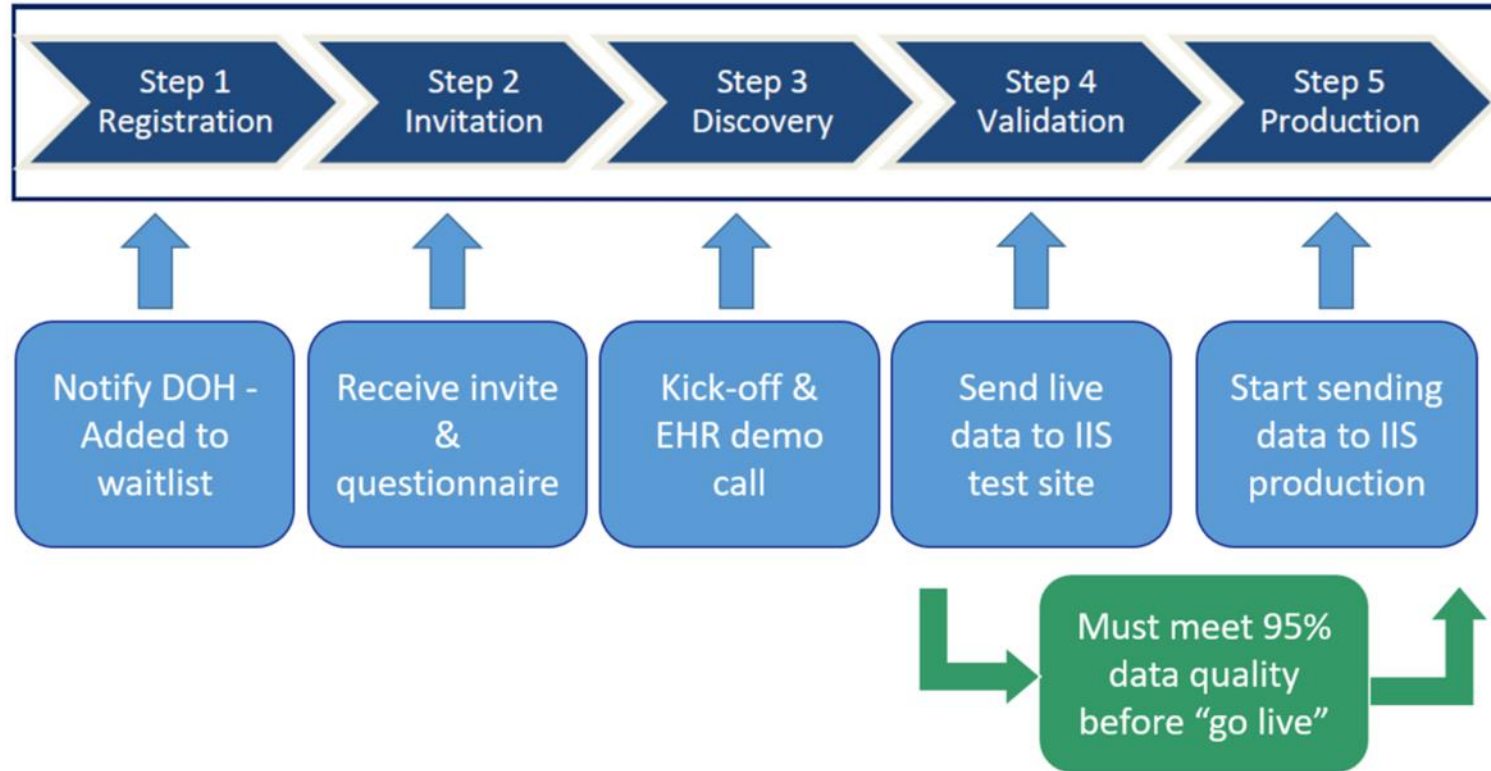
Methods
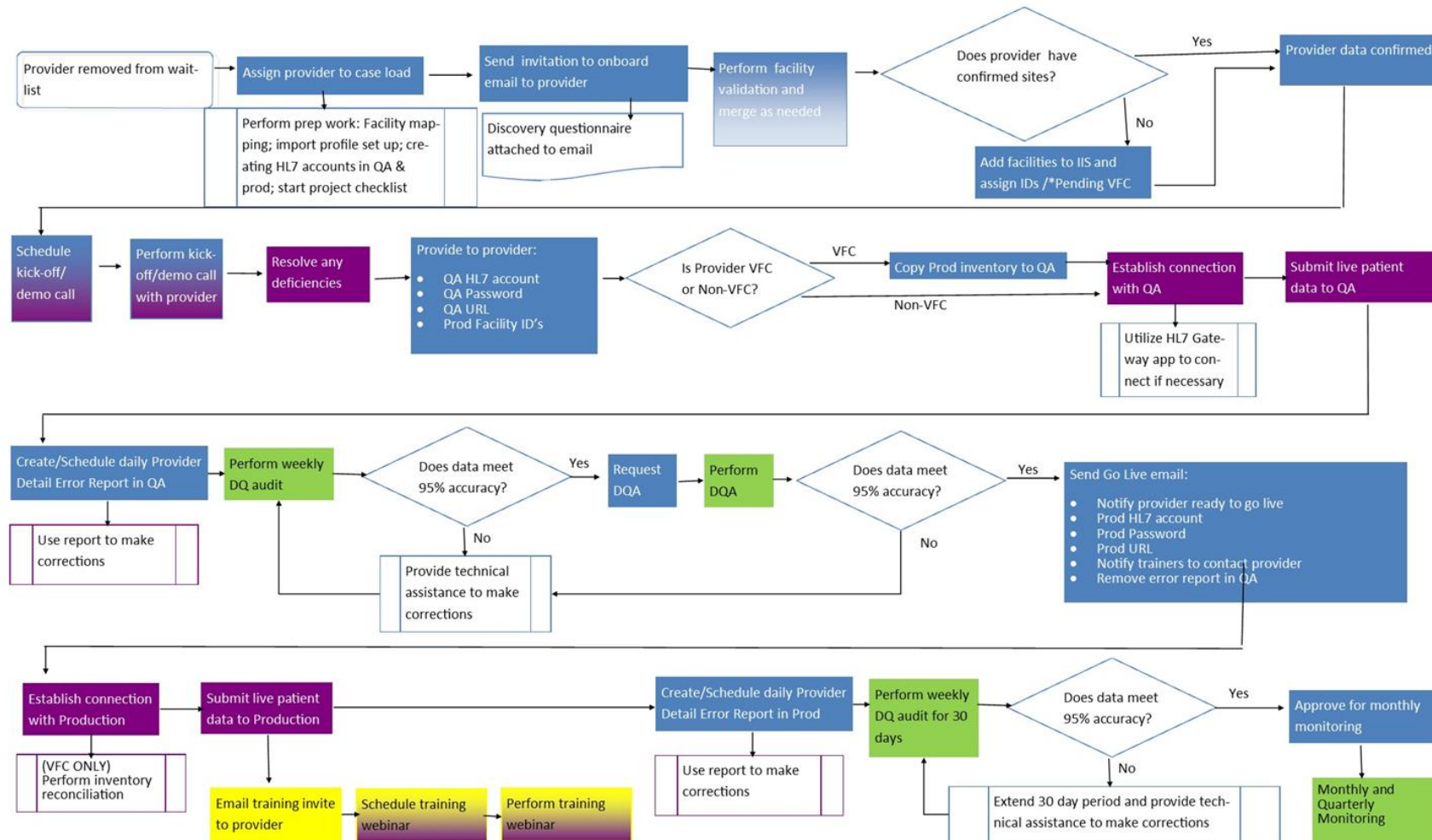
Analysis

- We had insufficient training on reports that support data quality improvement efforts.

- We experienced extreme delays in scheduling a kick off call and a demo separately with providers.

- Reviewing provider data regularly was time consuming.

- Our errors and warnings sometimes didn't explain clearly what the issue is, or explain how to fix it.

- Our Data Quality Analysis report was lacking in some basic information to include: the # of messages in the analysis, the separation of vaccination data by patients < &> 19 years of age, and missing patient identifiers along with the value location for the issue for providers to find the issues and resolve.

Analysis

- The time it takes to conduct a full data quality analysis on providers in test.

- EHR's are all different and some do not have immediate project support to providers.

- Questions are inevitable.

- During organization acquisitions, we are unable to re-engage in data exchange efforts until the organization resubmits an Information Sharing Agreement.

Results
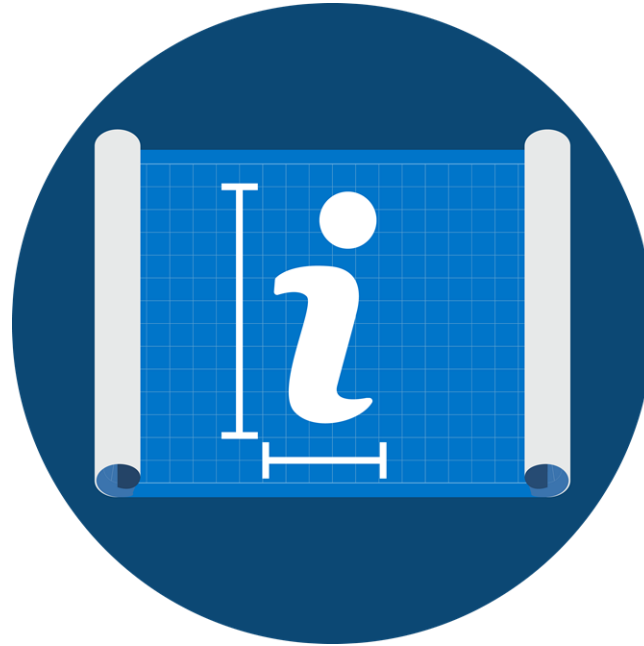
Results

1.
- Changing when we offer training & to whom
- Consolidating calls to kick off and demo
- Creating weekly status reports
- Clarifying error and warning messages
- Enhancing our existing DQA

2
- Engaging our community and our vendor

3
- Let requirements drive the technology

Onboarding Panel

Data Quality Analysis Tool

HL7 Transaction Log Viewer

HL7 Transaction Log

Patient Name:

MRN:

Lot #:

Dates

| 10/01/2017 ✖ | 10/31/2017 ✖ | | SEARCH |

ID▬	MRN▬	PATIENT▬	LOT#▬	ORGANIZATION▬	FACILITY▬	STATUS	DATE/TIME▬	DETAILS
3691	E34856	TONY U GORDON	1026-1	1354		🟢 Saved in IIS	10/31/2017 04:59AM	Details
3691	E34856	TONY U GORDON	P2675	1354		🟢 Saved in IIS	10/31/2017 04:59AM	Details
3691	E34856	TONY U GORDON		1354		🟢 Saved in IIS	10/31/2017 04:59AM	Details
3690				1354		🔴 HL7 Validation	10/31/2017 04:58AM	Details
3689	A37762	ELLA I FOWLER	1026-1	1354	LGP TEST FACILITY	🟢 Saved in IIS	10/31/2017 04:56AM	Details
3689	A37762	ELLA I FOWLER	P2675	1354	LGP TEST FACILITY	🟢 Saved in IIS	10/31/2017 04:56AM	Details
3689	A37762	ELLA I FOWLER		1354	LGP TEST FACILITY	🟢 Saved in IIS	10/31/2017 04:56AM	Details
3682				1354	LGP TEST FACILITY	🔴 Issue Resolution Validation	10/26/2017 06:05AM	Details

What's Next?

Thank you

Washington State Department of
Health