

DESIGNING A DIGITAL ENVIRONMENT TO CULTIVATE INNOVATION

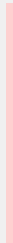
MOHAN NAGARAJA



Department of Public Health
Immunization Program
CITY OF PHILADELPHIA

Preface

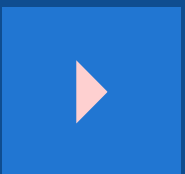
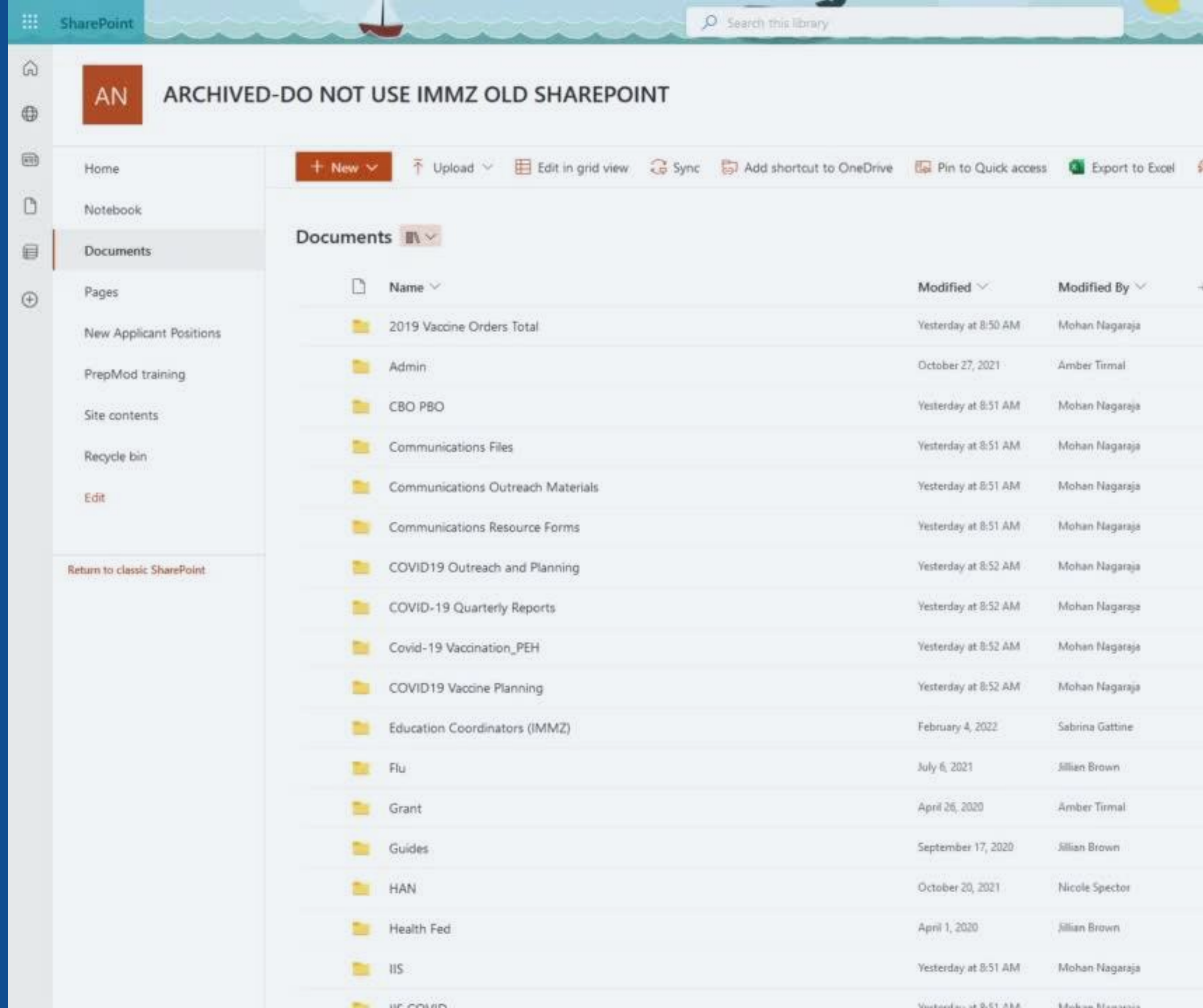
- In Person Meetings
- Cubicle Culture
- Inherited Workflows



Phase 1: Organization

Where We Started

- Scattered Folders
- No Consistent Structure
- No Standard File Naming Convention



Where We Started

- Scattered Folders
- No Consistent Structure
- No Standard File Naming Convention

Documents > Communications Files > COVID-19 > **Boosters**



Name ▾



Booster FAQ June 2022



BoostersFlowChart



BoostersGraphics



Booster FAQ May 2022.docx



v1Booster-FAQs_COVID19_3-11-22.pdf



v1Booster-FAQs_COVID19Prisons_3-11-2022.pdf

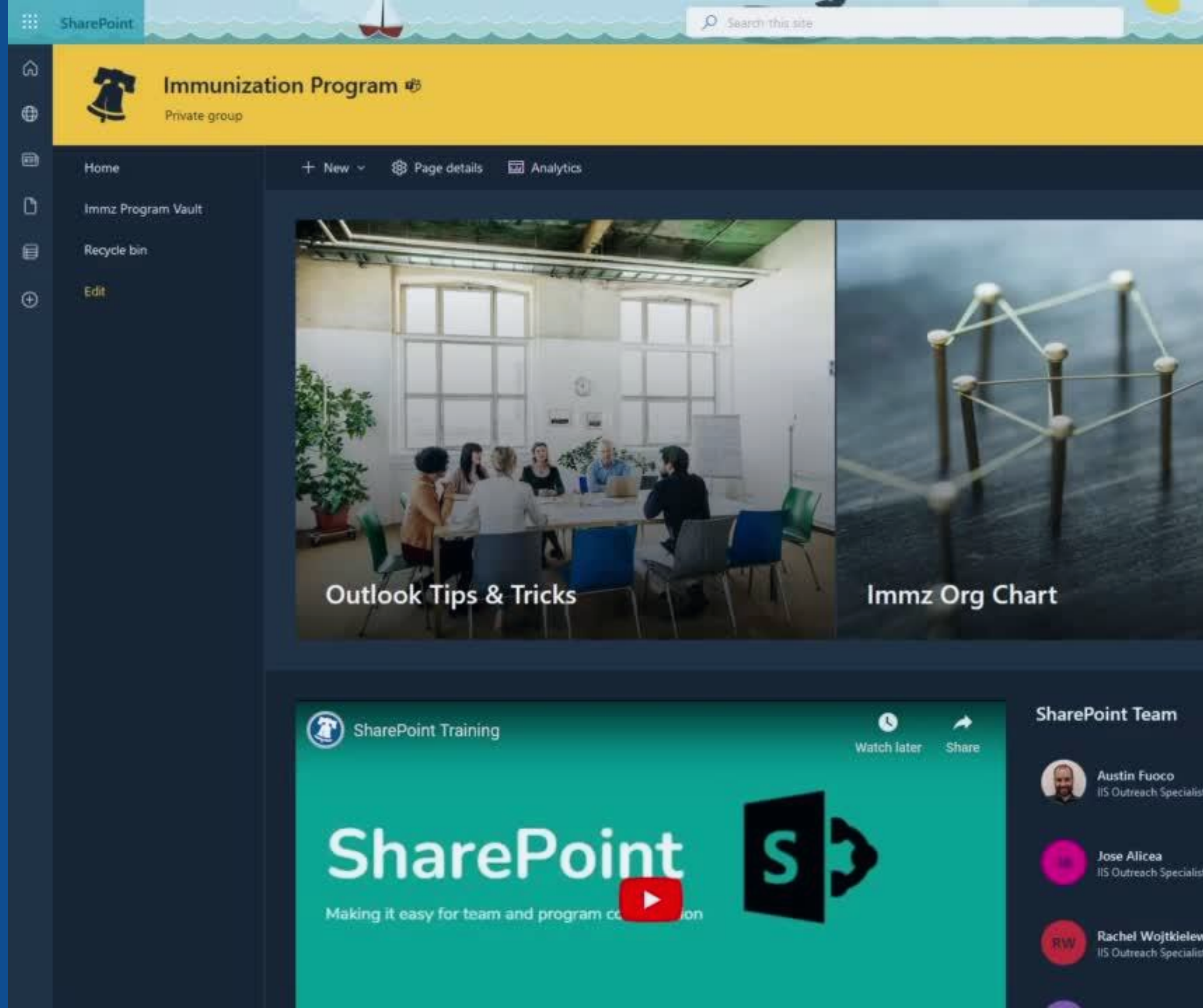
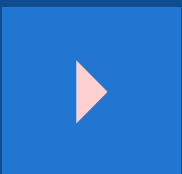


v2Booster-FAQs_COVID19_4-1-22.pdf



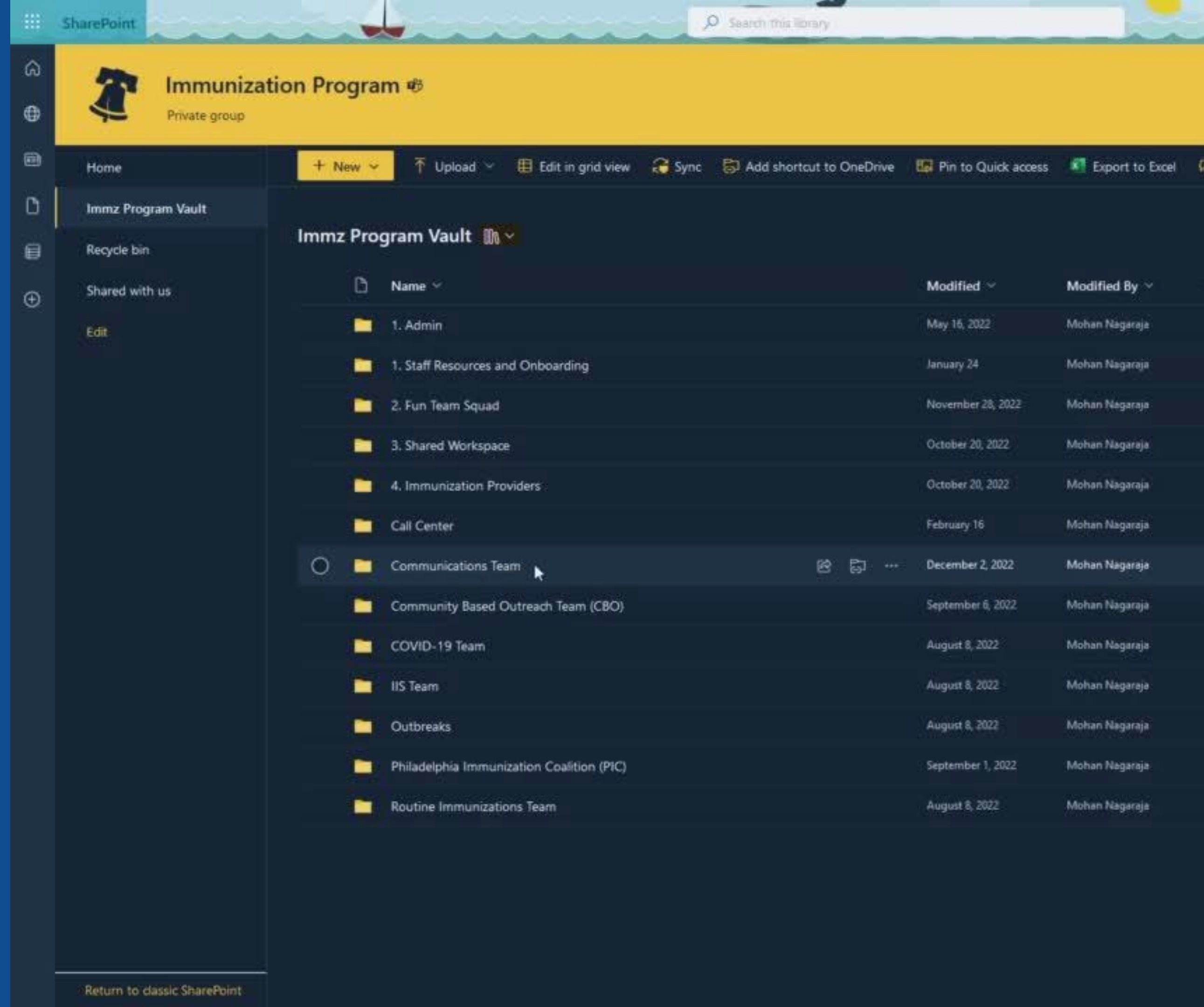
Where We Are

- Consistent Structure
- Flexibility
- File Naming Convention
- Dark Mode



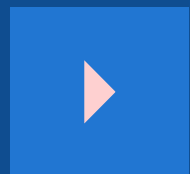
Where We Are

- Consistent Structure
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Where We Are

- Consistent Structure
- Flexibility
- File Naming Convention
- Dark Mode



Immz Program Vault > COVID-19 Team 



Name ▾



1. Minutes and Agenda



2. SOPs and Policies



3. Forms, Media, & Resources



4. Trainings and Presentations



5. COVID-19 Admin



6. Incident Reports



7. Archive



Distribution, Ordering, & Enrollment



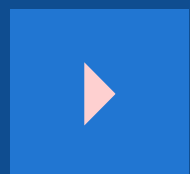
Matchmaking Team



Quality Assurance Team

Where We Are

- Consistent Structure
- Flexibility
- File Naming Convention
- Dark Mode



Immz Program Vault > Communications Team > 09. Projects > COVID



Name ▾



COVID-19 Booster Promtional Flyer English 2.23.22.pdf



COVID-19 Booster Promtional Flyer Spanish 3.4.22.pdf



COVID-19 Pediatric Vaccine Promotions Flyer English 6.14.22.pdf



COVID-19 Senior Booster Promotional Flyer Blue English 12.2.22.pdf



COVID-19 Senior Booster Promotional Flyer English 4.22.22.pdf



COVID-19 Senior Booster Promotional Flyer Green English 12.2.22.pdf



COVID-19 Senior Booster Promotional Flyer Red English 12.2.22.pdf



COVID-19 Senior Booster Promotional Flyer Yellow English 12.2.22.pdf

Phase 2: The Polymath Employee

EVERYONE
CAN ACHIEVE
EVERYTHING
ALL AT ONCE

Flex Team



Flex Team

**Internal
Training**

Udemy

**Internal
Training**

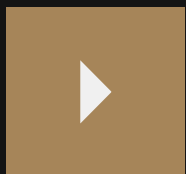
Udemy

**Learning
Pods**

Phase 3: Design Matters

Aesthetic Matters

- Showcase Your Work
- Catch Your Viewer's Attention
- Express Yourself



Flag for follow up.

Mohan Nagaraja
To: Mohan Nagaraja

Tue 3/14/2023 2:05

Combined_Online Ordering Tra...

Hey everyone, thanks for attending the webinar. I've updated everyone's permissions who currently has an account. Let me know if you need access to multiple PINs. If you don't have an account yet, you'll receive one closer to when your site has finished the enrollment process. *** Remember to email me after you get your account so I can update it to have access to everything we discussed (**important to remember**). ***

Here is the confidentiality agreement so you can get a philavax account: https://philadph.formstack.com/forms/user_confidentiality_form_philavax

Contact tempcheck first thing if you haven't been in touch with them to get all of your temperature monitoring set up tempcheck@phila.gov.

You won't be able to order until your site is approved, Kiara/Naomi will be in touch after the enrollment process is done.

I've also attached an updated copy of slides for your convenience.

Keep an eye out under the resources tab and the vfc/vfaar section @ vax.phila.gov for resources (cheat sheets and a recording of the training)

Here's a quick rundown of the steps and the timing:

1. Accept any new shipments and transfers.
2. Submit temperature logs every time you place an order (email and upload if you have a data logger provided by us, only email if you are using your own approved temperature logging device).
3. Complete and **close** a reconciliation every time you place an order (only need to reconcile your COVID-19 location for COVID-19 vaccine orders) (if it's your first reconciliation select a begin date to a few months prior, for example Nov 1st, 2020).
4. Complete and submit a COVID-19 vaccine order by Wednesdays at 5 PM (can only order once a week max).
5. Check on order status Friday at 12 pm to make sure everything is complete and approved.
6. You can order weekly maximum, so you would be doing these steps at most every week and at the minimum every month.
7. You should be submitting temp logs, reconciling vaccines, and placing orders all the same day.
8. Order as much vaccine as you think you need, doses will be adjusted by the ordering team depending on what the Immunization Program can allocate.
9. To order small quantities of vaccine fill out this form: <https://forms.monday.com/forms/d918e7b80d41955e65204991247639a0?r=use1>

Tips:

- Always accept new shipments and transfers before doing reconciliations.
- When accepting shipments, receive COVID-19 vaccine into the COVID location.
- Select PANDEMIC under funding source when accepting shipments of COVID-19 vaccine.
- *****Do not merge vaccines together when accepting shipments, click 'Proceed with Create' if sent to the duplicates screen.*****
- For any doses that were wasted or if you could not draw the full amount of doses in a vial fill out this form: <https://forms.monday.com/forms/bab1924c8fca2f668d1cc745b1476ecd?r=use1>
- **Never do adjustments to reconcile vaccines or otherwise. You need to complete a reconciliation to update the Immunization Program to how you're using your doses and to update your on-hand count.**
- Moderna comes in packages of 140 doses, Pfizer is 450 or 1170 doses per package. J&J is 50 doses per package. Orders in philavax go by packages under the 'Qty' box.
- Contact tempcheck@phila.gov if you need a data logger or want your own device to be approved.
- Contact kiara.benson@phila.gov if you still need to start the process of covid-19 vaccine approval for your site. They do them in batches depending on your patient population and the current phase.
- **If anything ever looks off (number of doses, merged LOT #s, missing vaccine) or you're having trouble, contact me or Sabrina first.**



Happy 2023 Lunar New Year

Lunar New Year is a celebration of the arrival of spring and the beginning of a new year on the luni-solar calendar. It’s one of the most important celebrations of the year among East and Southeast Asian cultures, including Chinese, Vietnamese and Korean communities, among others. The New Year celebration is usually celebrated for multiple days—not just one day as in the Gregorian Calendar’s New Year. In 2023, Lunar New Year began on January 22.

The holiday began as a time for feasting and to honor household and heavenly deities, as well as ancestors. The New Year typically begins with the first new moon that occurs between the end of January and spans the first 15 days of the first month of the lunar calendar—until the full moon arrives.





Sign-Up for Immz Trainings

Click the button below to register for any of the available trainings or tutoring. Please reach out to Jamie at jamie.belfer@phila.gov with any questions/future training suggestions.

Register!



SharePoint Training

January 18th 2pm
January 26th 10am

SharePoint is a file management system that allows teams to store, share, and organize files and information. This smaller group training will include an overview of SharePoint and its features.



Monday.com Training

January 31st 10:30am

Monday.com is a work management platform that helps teams streamline workflows, collaborate seamlessly, and manage complex projects effectively. This large group training will go over what monday.com is, what you can do on monday.com, how to create a board, and potential uses of the platform.

Please complete the Immunization Record Request Form below.

Please be ready to upload a valid form of photo ID (driver's license, state ID, or passport).

For questions related to your request, please call 215-685-5488.

Requests will be processed Monday through Friday from 8am-5pm. Expect your record to be processed within 5 business days due to a large number of requests.

Complete el formulario de solicitud de registro de vacunación a continuación.

Esté listo para cargar una forma válida de identificación con foto (licencia de conducir, identificación estatal o pasaporte).

Si tiene preguntas relacionadas con su solicitud, llame al 215-685-5488.

Las solicitudes se procesarán de lunes a viernes de 8 a.m. A 5 p.m. Espere que su registro se procese en un plazo de 5 días hábiles debido a una gran cantidad de solicitudes.

Patient Information/ Datos del paciente :

1) Please indicate the type of record you would like to receive:

☐ Covid-19 Immunization Record

☐ Full Immunization Record

2) Proper identification is required for record retrieval.

Attach a copy of your ID with this request.

• State-issued driver's license

• PHL City ID

• U.S. Passport or U.S. Passport Card

• Federal Government Personal Identity Verification Card (PIV)

• Uniformed Services Identification Card


• USCIS - Permanent Resident Card (I-551)

• USCIS - Employment Authorization Card (I-766)

• Federal, state, or local government agency ID card with photograph

Se requiere una identificación adecuada (como una licencia de conducir, una identificación estatal o un pasaporte) para acceder al registro. Adjunte una copia de su identificación con esta solicitud.

* must provide value

 Upload file

3) First Name/ Primer nombre :

* must provide value



Department of Public Health

Immunization Program

CITY OF PHILADELPHIA

Resize font:
+ | -

Welcome to the Philadelphia Public Health Patient Support Form

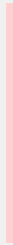
Select Your Language / Seleccione su idioma

* must provide value

Submit

Powered by REDCap

- U n i t y
- E m p h a s i s
- H i e r a r c h y
- S c a l e
- C o n t r a s t
- R e p e t i t i o n
- R h y t h m



Phase 4: Connecting the Dots

- **No Control**
- **Waiting Periods**
- **Duplicative Work**





PhilaVax User Agreement

ALL users must complete the PhilaVax User Agreement for annual renewal.

If you are an existing user completing the annual renewal for PhilaVax, your account will automatically be updated as your paperwork is processed.

New users can expect to receive an account in 2-3 business days if approved.

I am a*

Submit

















Never submit passwords or credit card details through monday.com forms

New Item


Account Updates

[illegible]

- ▼ New User

	Item		Person	I Am A:	Status	Date	PhilaVax Userna...	First Name	Last Name	Provider Name	Work Email	
<input type="checkbox"/>	Incoming...			New User	Working on it	Mar 13, 12:0...	JHARDEN	James	Harden			
<input type="checkbox"/>	Incoming...			New User		Mar 13, 01:5...	THARRIS	Tobias	Harris			
<input type="checkbox"/>	Incoming...			New User		Mar 13, 01:5...	SMILTON	Shake	Milton			
<input type="checkbox"/>	Incoming...			New User								Clin
<input type="checkbox"/>	Incoming...			New User								PH
<input type="checkbox"/>	Incoming...			New User								
<input type="checkbox"/>	Incoming...			New User								Clin
<input type="checkbox"/>	Incoming...			New User								
<input type="checkbox"/>	+ Add Item											

- ▼ Unsure / Questionable Account

<input type="checkbox"/>	Item	Person	I Am A:	Status	Date	PhilaVax Userna...	First Name	Last Name	Provider Name	Work Email	
<input type="checkbox"/>	Incoming...		New User	Questionable	Mar 10, 02:...	DRIVERS	Doc	Rivers			Adn
<input type="checkbox"/>											



Suspended Providers

Primary Workflow

Main Table

Dashboard



Invite / 13



New Provider

Search

Person

Filter

Sort

Hide / 2



Referrals / Under Review

<input type="checkbox"/>	Provider		Provider PIN	Provider Type	Status	Assigned To	Support S...	Team	Referral Reason	Ordering Status	Suspended On
<input type="checkbox"/>	Sassmeister Studios		PROJSE	Pharmacy	Under Review				Not Reportin... Missin... Storage Unit...	Can Continue Ordering	
<input type="checkbox"/>	Creative Designs by Aimee		PROJAIM		Referred	MN	JR		Improper Vaccine Administration	Can Continue Ordering	
<input type="checkbox"/>	+ Add Provider										
				Pharmacy		MN	JR				-

Warned

<input type="checkbox"/>	Provider		Provider PIN	Provider Type	Status	Assigned To	Support S...	Team	Referral Reason	Ordering Status	Suspended On
<input type="checkbox"/>	Mo's Mini Mart and Museum of Curiosities		PROJMO		Warned				Not Reporting to IIS	Ordering Pause	
<input type="checkbox"/>	+ Add Provider										
											-

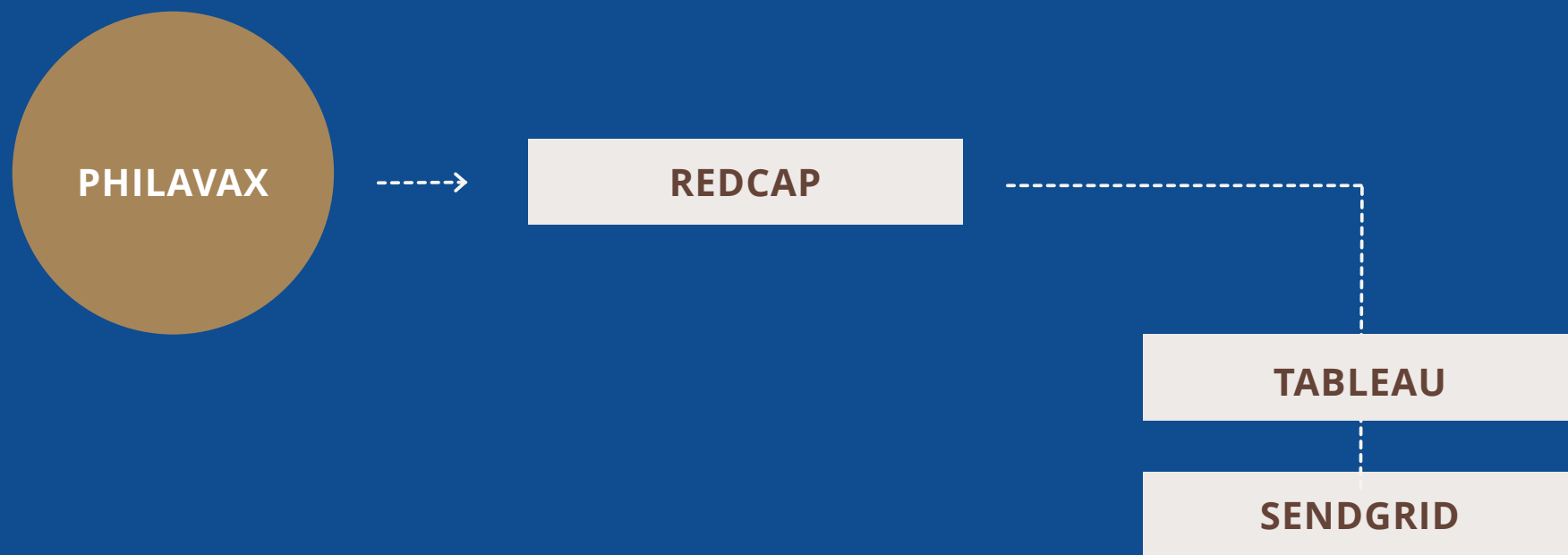
Suspended

<input type="checkbox"/>	Provider		Provider PIN	Provider Type	Status	Assigned To	Support S...	Team	Referral Reason	Ordering Status	Suspended On
<input type="checkbox"/>	Victor's Victorian Emporium		PROJVV		Suspended	MN			Temp Excursion	Can Only Order VFC/VFAAR...	Nov 29, 20...
<input type="checkbox"/>	Jamie's Jubilee and Jamboree Urgent Care		PROJJAY		Suspended	JJ			Improper Vaccine Administration	Cannot Order	Dec 2, 2022
<input type="checkbox"/>	+ Add Provider										
						MN JJ					Nov 29, '22 - D...

Cleared

<input type="checkbox"/>	Provider		Provider PIN	Provider Type	Status	Assigned To	Support S...	Team	Referral Reason	Ordering Status	Suspended On
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Provider updates staff changes in PhilaVax. Education coordinator (EC) goes into PhilaVax (everyday) to approve or reject request and updates the backend clinic associations, if necessary. Sometimes EC has to do further investigation regarding contact type; sometimes EC has to make corrections on back end. Then EC goes to a shared excel sheet to update the provider row with the new info -- generally change color of site pin, write concise update in box with date(s) and sign w. initials. EC sends a follow-up email to site stating that the recent staff changes were either approved or rejected, and add Routine Immz team (specific to that site) to email. Will also confirm any new contact types, such as physicians. After updating the excel sheet of providers, next the EC needs to update the VFC/VFAAR Communications contact list in Monday.com. Sometimes moving staff that has left the site to 'inactive' group and creating new line items for all new staff under 'active' group for each site that has made a staff change request. The communications team uses this monday.com list to update their own provider database for email blasts. Communications



- **Automation**
- **Tracking**
- **Visualization**

Phase 5: Setting the Stage

- Simplifying our Work
- Less Provider Burden
- Building Equity
- Community Engagement

Thank You

EMAIL ADDRESS

mohan.nagaraja@phila.gov