

# **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

AN ARCHIVED-DO NOT USE IMMZ OLD SHAREPOINT

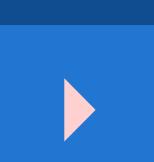
Home + New Upload Edit in grid view Sync Add shortcut to OneDrive Pin to Quick access Export to Excel

Documents

Name	Modified	Modified By
2019 Vaccine Orders Total	Yesterday at 8:50 AM	Mohan Nagaraja
Admin	October 27, 2021	Amber Tirmal
CBO PBO	Yesterday at 8:51 AM	Mohan Nagaraja
Communications Files	Yesterday at 8:51 AM	Mohan Nagaraja
Communications Outreach Materials	Yesterday at 8:51 AM	Mohan Nagaraja
Communications Resource Forms	Yesterday at 8:51 AM	Mohan Nagaraja
COVID19 Outreach and Planning	Yesterday at 8:52 AM	Mohan Nagaraja
COVID-19 Quarterly Reports	Yesterday at 8:52 AM	Mohan Nagaraja
Covid-19 Vaccination_PEH	Yesterday at 8:52 AM	Mohan Nagaraja
COVID19 Vaccine Planning	Yesterday at 8:52 AM	Mohan Nagaraja
Education Coordinators (IMMZ)	February 4, 2022	Sabrina Gattine
Flu	July 6, 2021	Jillian Brown
Grant	April 26, 2020	Amber Tirmal
Guides	September 17, 2020	Jillian Brown
HAN	October 20, 2021	Nicole Spector
Health Fed	April 1, 2020	Jillian Brown
IIS	Yesterday at 8:51 AM	Mohan Nagaraja
IMM COVID	Yesterday at 8:51 AM	Mohan Nagaraja

# Where We Started

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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

The image shows a SharePoint site interface. At the top, the title 'Immunization Program' is displayed with a bell icon, and it is noted as a 'Private group'. The top navigation bar includes 'Home', '+ New', 'Page details', and 'Analytics'. On the left, a vertical navigation bar lists 'Immz Program Vault', 'Recycle bin', and 'Edit'. The main content area features a large image of a meeting room with several people around a table, with the text 'Outlook Tips & Tricks' overlaid. To the right of this is a diagram of an organization chart with several nodes connected by lines. Below these images is a video player for a 'SharePoint Training' video. The video thumbnail shows the SharePoint logo and the text 'Making it easy for team and program co...'. The video controls include 'Watch later' and 'Share'. To the right of the video player is a sidebar titled 'SharePoint Team' containing three user profiles: Austin Fuoco (IIS Outreach Specialist), Jose Alicea (IIS Outreach Specialist), and Rachel Wojtkielew (IIS Outreach Specialist). The background of the site features a decorative illustration of a sailboat on the water.

SharePoint

Search this site

Immunization Program

Private group

Home

+ New

Page details

Analytics

Immz Program Vault

Recycle bin

Edit

Outlook Tips & Tricks

Immz Org Chart

SharePoint Training

Watch later

Share

SharePoint Team

Austin Fuoco  
IIS Outreach Specialist

Jose Alicea  
IIS Outreach Specialist

Rachel Wojtkielew  
IIS Outreach Specialist

SharePoint

Making it easy for team and program co...

# Where We Are

- Consistent Structure
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SharePoint

Search this library

Immunization Program

Private group

Home + New Upload Edit in grid view Sync Add shortcut to OneDrive Pin to Quick access Export to Excel

Immz Program Vault

Recycle bin

Shared with us

Edit

Immz Program Vault

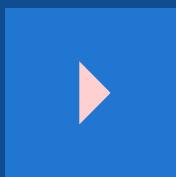
Name Modified Modified By

Name	Modified	Modified By
1. Admin	May 16, 2022	Mohan Nagaraja
1. Staff Resources and Onboarding	January 24	Mohan Nagaraja
2. Fun Team Squad	November 28, 2022	Mohan Nagaraja
3. Shared Workspace	October 20, 2022	Mohan Nagaraja
4. Immunization Providers	October 20, 2022	Mohan Nagaraja
Call Center	February 16	Mohan Nagaraja
Communications Team	December 2, 2022	Mohan Nagaraja
Community Based Outreach Team (CBO)	September 6, 2022	Mohan Nagaraja
COVID-19 Team	August 8, 2022	Mohan Nagaraja
IIS Team	August 8, 2022	Mohan Nagaraja
Outbreaks	August 8, 2022	Mohan Nagaraja
Philadelphia Immunization Coalition (PIC)	September 1, 2022	Mohan Nagaraja
Routine Immunizations Team	August 8, 2022	Mohan Nagaraja

Return to classic SharePoint

# Where We Are

- Consistent Structure
- Flexibility
- File Naming Convention
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□ 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

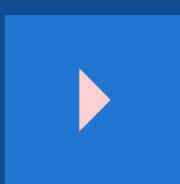
Distribution, Ordering, & Enrollment

Matchmaking Team

Quality Assurance Team

# Where We Are

- Consistent Structure
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- Dark Mode



 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 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](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](mailto: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](http://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](mailto:tempcheck@phila.gov) if you need a data logger or want your own device to be approved.
- Contact [kiara.benson@phila.gov](mailto: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](mailto: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.

# Philadelphia Immunization Record Request Form

Resize font:  
+ | -

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



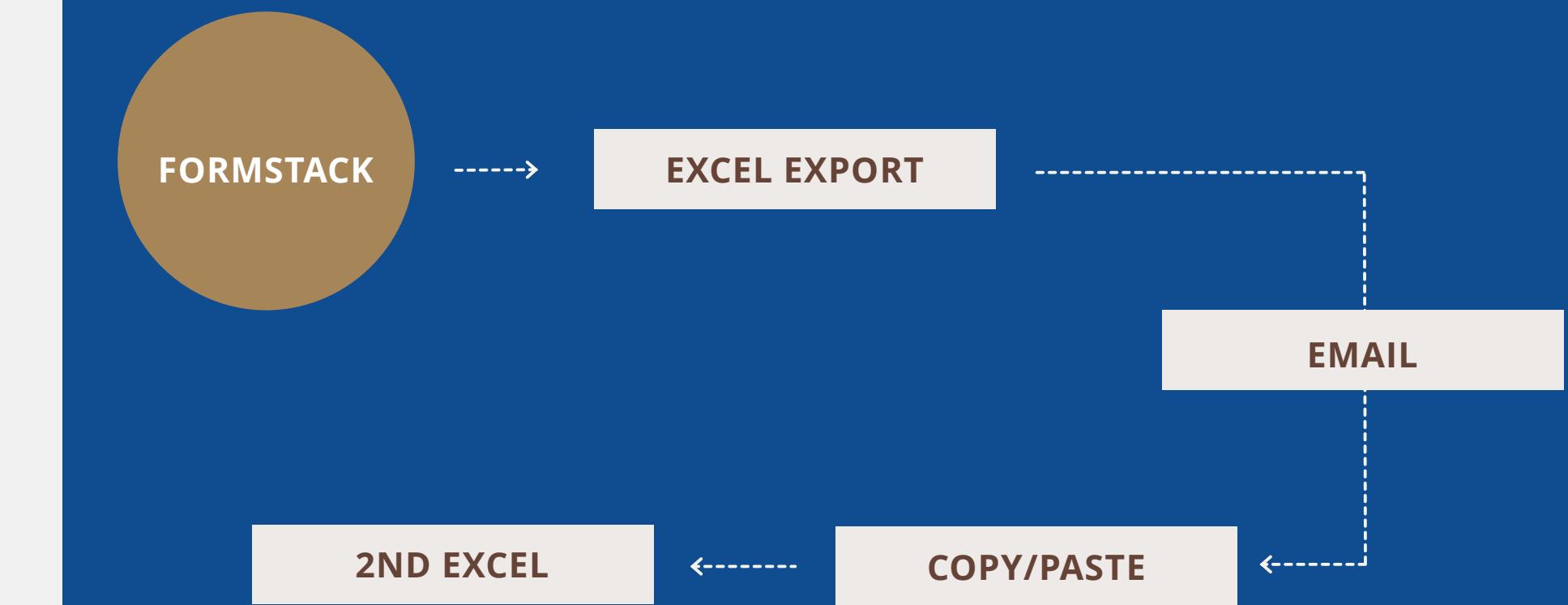
Submit

Powered by REDCap

- Unity
- Emphasis
- Hierarchy
- Scale
- Contrast
- Repetition
- Rhythm

# 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\*

Select your answer

Submit

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

# Test - Form / Incoming User Agreements

Activity MN 2+ Invite / 1 ...

[Incoming Agreements](#) | [Main Table](#) | [Form](#) | [Form Response View](#) | [Map](#) | [+](#)

[Integrate](#) [Automate / 10](#)

[New Item](#) [Search](#) [Person](#) [Filter](#) [Sort](#) [Hide / 6](#) ...

## Account Updates

<input type="checkbox"/>	Item	Person	I Am A:	Status	Date	PhilaVax Userna...	First Name	Last Name	Provider Name	Work Email
<input type="checkbox"/>	Incoming...			User Completing ...	Working on it	Mar 14, 08:...	JEMBIID	Joel	Embiid	
<input type="checkbox"/>	Incoming...			User Completing ...	Working on it	Mar 14, 12:1...	TMAXEY	Tyrese	Maxey	
<input type="checkbox"/>	Incoming...			User Completing ...	Deny	Mar 14, 12:1...	BSIMMONS	Ben	Simmons	
<a href="#">+ Add Item</a>										

## New User

<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	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						Clin...
<input type="checkbox"/>	Incoming...			New User						
<input type="checkbox"/>	Incoming...			New User						
<input type="checkbox"/>	Incoming...			New User						
<input type="checkbox"/>	Incoming...			New User						
<a href="#">+ Add Item</a>										

## 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	





# Suspended Providers

[Primary Workflow](#) | [Main Table](#) | [Dashboard](#) | +

2+ Invite / 13

...

[New Provider](#)
[Search](#)
[Person](#)
[Filter](#)
[Sort](#)
[Hide / 2](#)
[...](#)


## Referrals / Under Review

	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... Missing... 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

	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

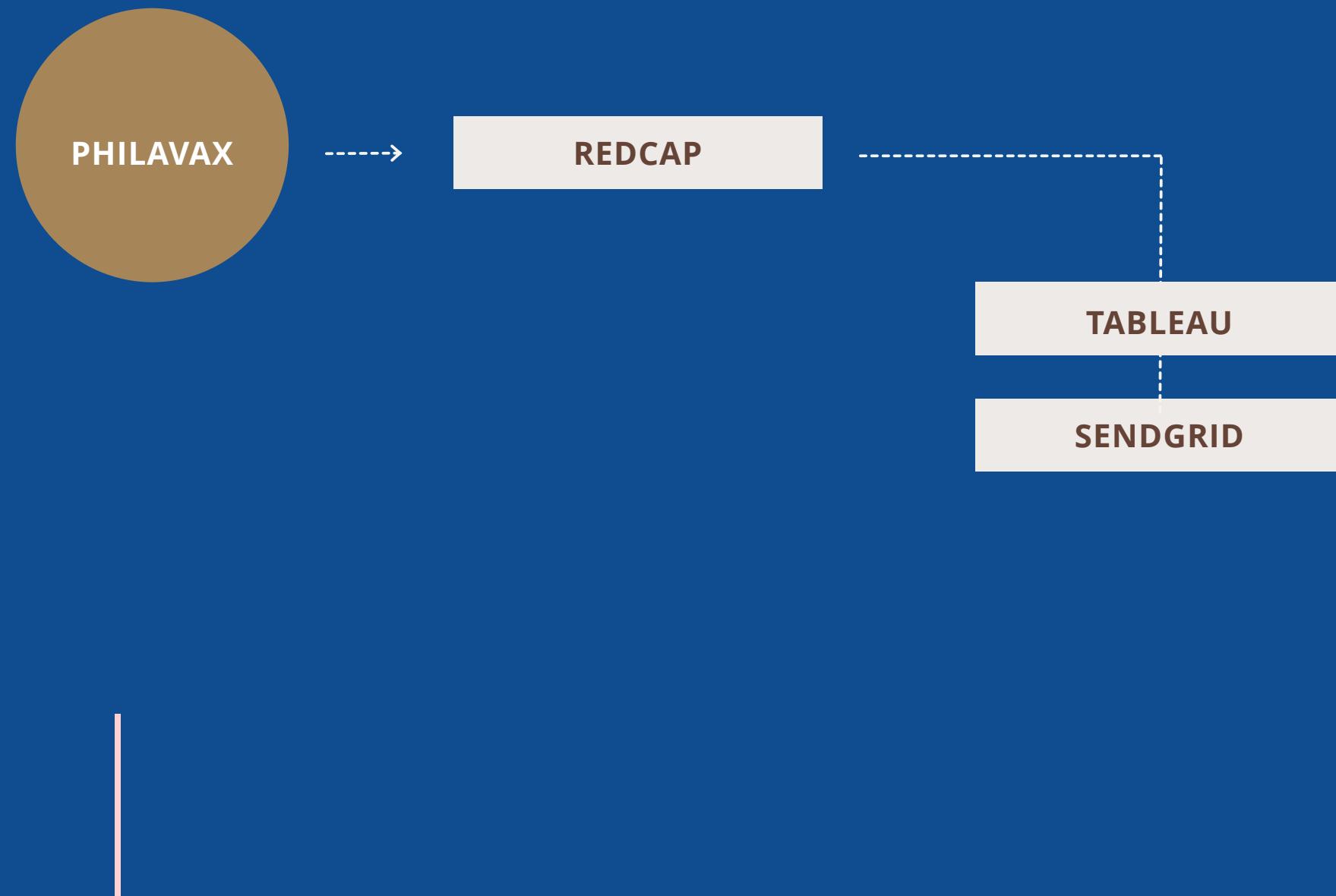
	Provider	Provider PIN	Provider Type	Status	Assigned To	Support S...	Team	Referral Reason	Ordering Status	Suspended On
<input type="checkbox"/>	Victor's Victorian Emporium	(@)	PROJVV		Suspended	(MN)	(@)	(@)	Temp Excursion	Can Only Order VFC/VFAAR...
<input type="checkbox"/>	Jamie's Jubilee and Jamboree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

## Cleared

	Provider	Provider PIN	Provider Type	Status	Assigned To	Support S...	Team	Referral Reason	Ordering Status	Suspended On
<input type="checkbox"/>										



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 contact database for possible hosts. 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](mailto:mohan.nagaraja@phila.gov)