IPRO 340: Improving health care information systems for a community health network

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Problems Addressed

• What is a referral?

• What is the issue facing ACCESS health care?

• What did we observe?
Agenda

ACCESS Community Health Network
Goals and Strategy
Interview Process
Analysis Process
Recommendation
ACCESS Community Health Network is Chicagoland's largest, private community health center organization.

ACCESS operates 47 health centers and one dental health center throughout Chicagoland, servicing nearly 210,000 patients annually.

The mission of ACCESS Community Health Network is to provide high quality, comprehensive community-based health care for the underserved in the greater Chicago area.
Goal

Outline an ideal referral process

Strategy

Interview health center staff about referral process

Analyze business flow at a sample of health centers (10-12 health centers)

Analyze log book data
Timeline

- 1st Draft interview questions
  - Austin site visit
  - IEI site visit
  - Genesis site visit
  - 2nd draft interview questions
  - Hawthorne site visit
  - Melrose Park site visit
  - 3rd draft interview questions
  - Final attitude questions
  - Final interview questions
  - Grand Blvd - MA not available
  - Faxing of 1st 5 Health Centers
- Decided 12 HC interviews are sufficient
  - Kling Adult Medicine site visit
  - Madison site visit
  - 1st Presentation & Feedback received of 1st 5 HC notes
  - Brandon site visit
  - La Villita site visit
  - Cabrini site visit
- Began cross analysis 5 HC (Austin, IEI, Genesis, Hawthorne, Melrose Park)
- 1st draft cross analysis
  - Problems found from cross analysis
  - 2nd draft cross analysis
  - Log analysis of IEI
  - Final draft cross analysis
- Log data ongoing
  - 1st draft ideal referral process
  - Revision 1st draft ideal referral process
  - 2nd draft ideal referral process
  - Ideal referral process with Jackie Lange
  - Final ideal referral process
The Interview Process

1. Form combined student schedule
2. Select dates, interview teams
3. Confirm a date with ACCESS
4. Reconfirm a date in advance, reschedule if needed
5. Travel to site, conduct interview
6. Document results/notes
7. Fax results to health center for corrections
8. Receive corrections and fix notes
The Interview

• 50 items in questionnaire
• Two different types of interview questions
• Average interview 1 hour
• Interview conducted with ACCESS staff in health centers
• Two IPRO 340 team members on each interview
• Health center interview notes
Referral Process Flowcharts

- Roles
- Responsibilities of each role
- Sequence
- Events
- Decisions
Clinic A

- Go to clinic
- Fill out patient information
- Treat patient
- Referral needed?
  - no: Go to follow-up appointment
  - yes: Go to referral appointment
Analysis Process

- Preliminary cross analysis for 5 health centers
- Identify standardized and non-standardized steps in the referral process
- Identify problems and successful practices
- Analyze the referral log books to determine the distribution of referrals
Cross analysis of 5 health centers
Austin, IEI, Genesis, Hawthorne, Melrose Park

**Standardized Steps**

1. Physician orders referral form
2. The medical assistant, receptionist, or referral coordinator completes the referral form
3. HMO insurances require approval
4. Contact patient using the 3 step standard
Cross analysis of 5 health centers
Austin, IEI, Genesis, Hawthorne, Melrose Park

**Non-standardized Steps**

1. Referral appointment scheduling time depends on insurance approval
2. Checking for missed referral appointments is done differently
3. Follow up appointment can be scheduled at different times
4. Shuttle buses for transportation to certain health centers
Log Book Data Analysis

- Purpose of log book analysis
- Process of the analysis

Austin
Recommendation: The Ideal Referral Process

- Process with 47 steps
- Color coded and key words
- Problems addressed
- Forms and tools needed to use the ideal referral process
- Plan to discuss with ACCESS staff
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- Dennis Ryan - IPRO 340 Sponsor, Director of Strategic Affiliations at ACCESS
- Tom Jacobius – Director of IPRO
Summary

- Obstacles
- Accomplishments