

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

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

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

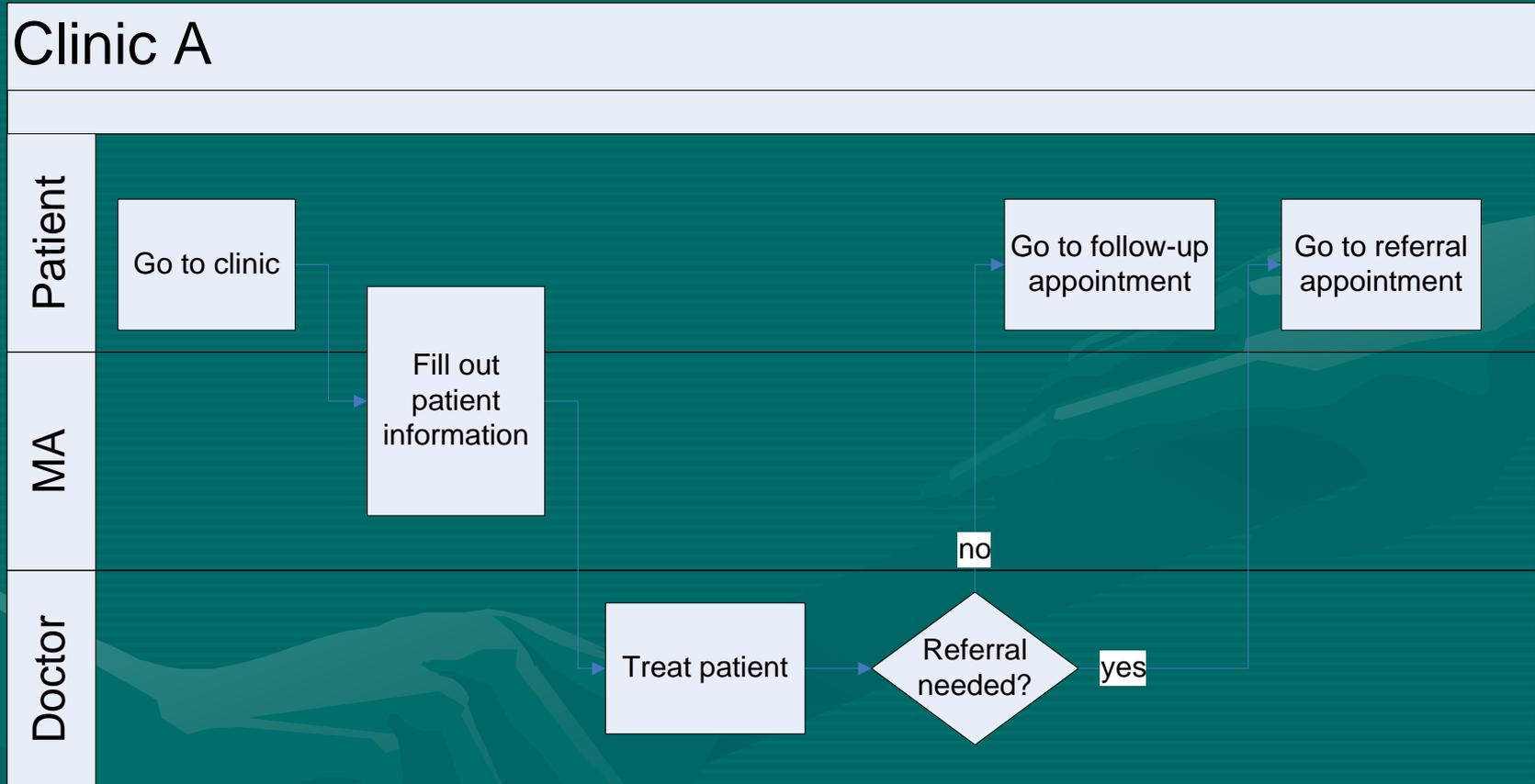


- 50 items in questionnaire
- Two different types of interview questions
- Average interview 1 hour
- Interview conducted with ACCESS staff in health centers
- Two IPRO 340 team members on each interview
- Health center interview notes

Referral Process Flowcharts

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

Sample Flow-Chart



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

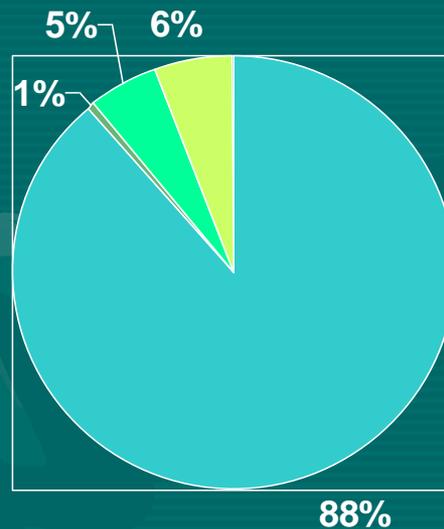
Non-standardized Steps

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

Acknowledgement

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- **Tom Jacobius** – Director of IPRO

Summary

- Obstacles
- Accomplishments

