

Improving Information Systems in the ACCESS Community Health Network



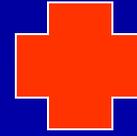
IPRO 340



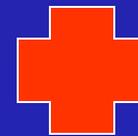
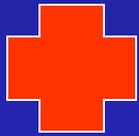
I PRO 340 Objective

- **Improve information systems that support the perinatal treatment program at ACCESS sites**
- **Existing Information Systems**
 - Manual logs used to record all information
 - Although effective, not as efficient as automated logs





SKIT





What ACCESS is all about:



MISSION

- Provide high quality, cost effective, safe, and comprehensive health care in underserved Chicagoland communities

VISION

- Participate in community life to promote health, well-being and economic development

VALUES

- Access to care and strives to create opportunities for new and returning patients to obtain services



Quick Facts



- Nation's largest network of Federally Qualified Health Centers that provides health care services to the uninsured and underserved
- Serves approximately 160,000 patients (450,000 annual visits)
- About 1 in 4 of ACCESS patients are uninsured
- About 43% of ACCESS patients are Medicaid beneficiaries
- 33 of the 40 ACCESS health centers in Chicago have implemented a perinatal treatment program
- Ranks in the top 10% for quality among community health centers in the nation

ACCESS - Mt. Sinai Relationship

- Mt. Sinai Hospital is ACCESS's primary care partner
- Depend on Mt. Sinai for technical support in terms of the MEDITECH system
- ACCESS perinatal patients are encouraged to deliver at Mt. Sinai hospital

Plan of Action

- Formed three teams to find potential information system problems:
 - **Perinatal Care team**
 - Investigate the flow of the perinatal care treatment program
 - **Perinatal Information Systems team**
 - Investigate the information flow within the perinatal care treatment program
 - **Mount Sinai Visit Program team**
 - Investigate the existing tour program to Mt. Sinai

PERINATAL CARE FLOWCHART

Potential Opportunities for Improvement

PERINATAL TREATMENT PROGRAM

- **Busy Front Desk**
 - Solution: Improve Phone system
 - Solve phone traffic overloads
- **Patients do not return for follow-ups**
 - Solution: Automate Scheduling
 - Create method to alert employees of lost patients
- **Many patients, one OB**
 - Solution: Save OB time by automating Hollister Form



INFORMATION SYSTEMS FLOWCHART

Potential Opportunities for Improvement

PERINATAL CARE INFORMATION SYSTEMS



- Create monthly reports from manual logs
 - Solutions: Automate manual logs
 - Will make information readily accessible
- Scheduling process differs at Mt. Sinai & ACCESS Sites
 - Solutions: Make user-friendly automated scheduling system
- Information in Hollister is redundant
 - Automate Hollister Form and pre-populate with information

Deciding on Solutions to Pursue

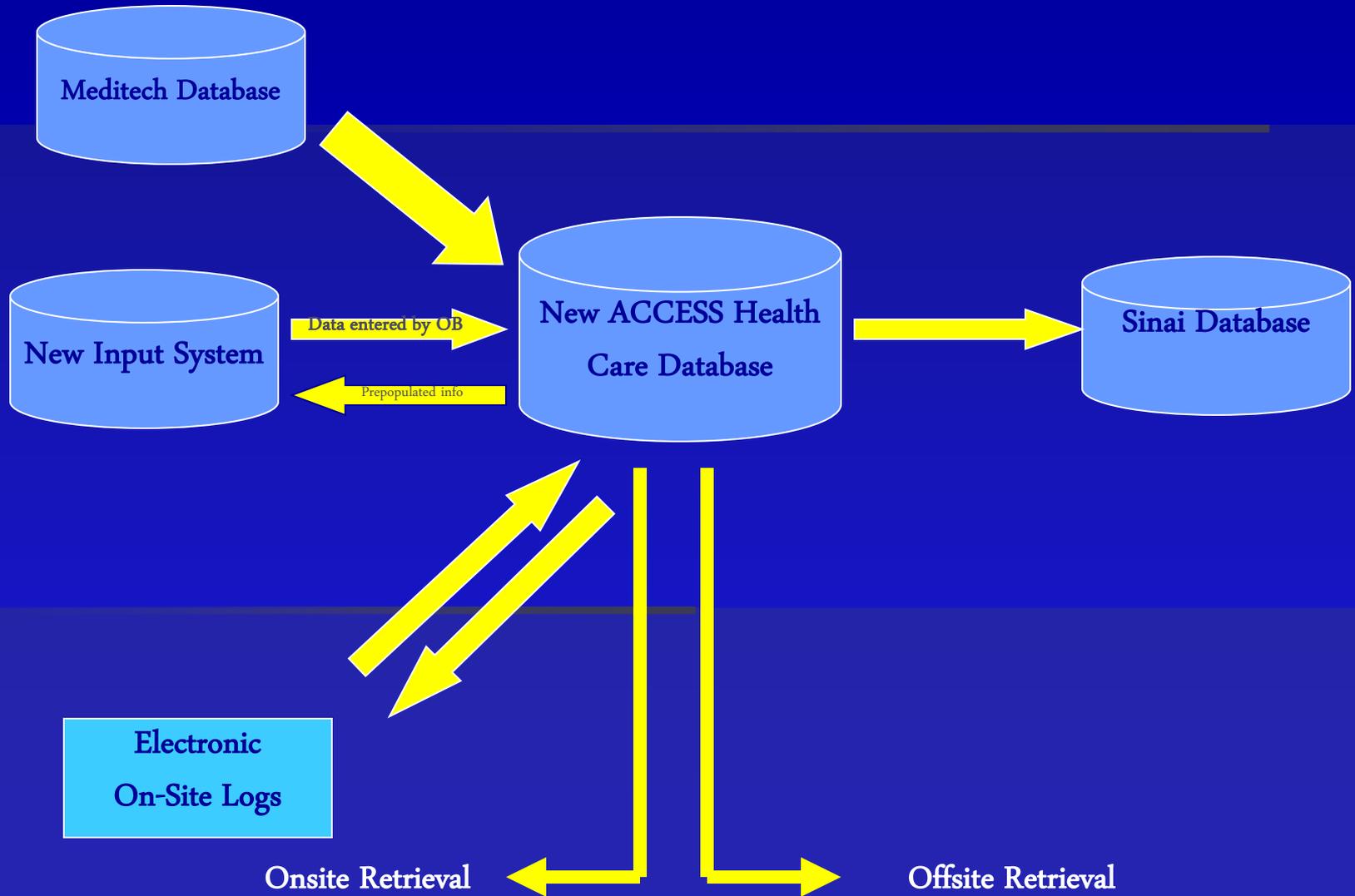
- **Shared our findings with sponsor**
- **Final Sponsor Decisions:**
 - **Automate the manual logs**
 - **Automate the Hollister Form
Maternal/Newborn Record System**

Regrouping of IPRO 340 into new teams

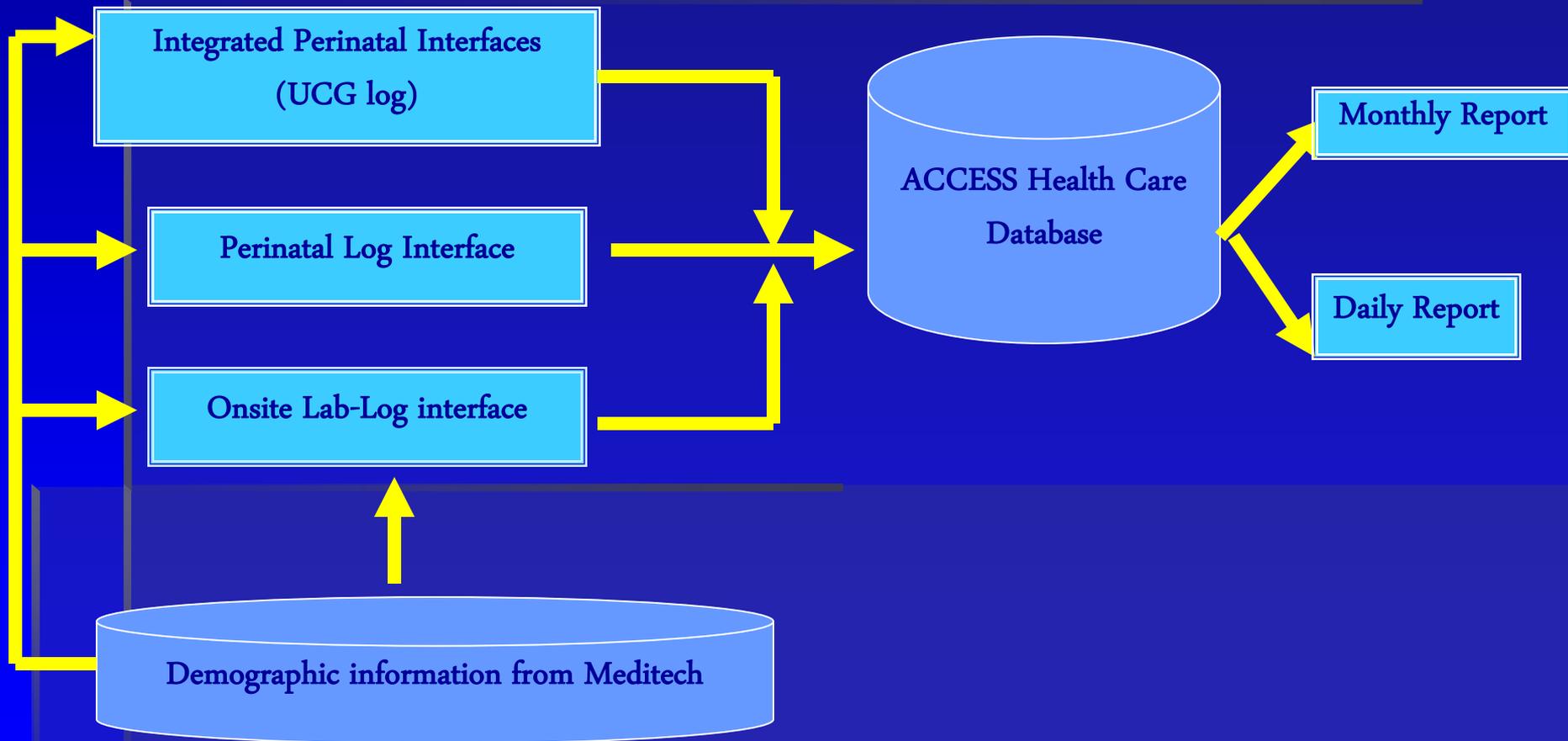
- **Automated Logs team goal:**
 - Automate the Perinatal Care Log
 - Automate the Integrated Perinatal Log (UCG)
 - Automate the Lab Log
- **Hollister Form team goal:**
 - Automate the Hollister Form



Automated Hollister Flow Chart



Automated Logs Flow Chart



What the future holds

- Complete design, code, and implement the Hollister Form and Automated Log information system at Grand Blvd Health Center
- Once successful at Grand Blvd, expand systems to multiple health centers.
- Evaluate and improve the information systems for a new treatment program

Team Members

AUTOMATED LOGS TEAM

- Suman Bir
 - Chemical Engineering
 - Junior
- Joanne Mathews
 - Molecular Biochemistry and Biophysics
 - Junior
- Pooja Oza
 - Molecular Biochemistry and Biophysics
 - Junior
- Jason Resch
 - Computer Science
 - Senior

AUTOMATED HOLLISTER TEAM

- Jesse Cohoon
 - Professional and Technical Communication
 - 5th Year Senior
- Armando Limon
 - Business
 - Junior
- Dhaval Thakkar
 - Computer Science
 - Senior
- Karla Wilhoit
 - Mechanical Engineering
 - 5th Year Senior

- Parinda Shah (Team Leader)
 - Molecular Biochemistry and Biophysics
 - Freshman

Acknowledgements

- Steven Glass
 - CIO at ACCESS Community Health Network
- Angela Ellison
 - Perinatal Care Director at ACCESS
- Patricia (PJ) Jones
 - Manager at Grand Blvd Family Health Center
- Ryan Hochstetler
 - IPRO Fellow
- Dr. Ferguson
 - IPRO 340 faculty advisor

IPRO 340

- Improve information systems that support the perinatal treatment program at ACCESS sites
- Questions???

