WORKFORCE DEVELOPMENT

BY: ERIN BEASLEY BSN CMSRN
OBJECTIVE

• TO MEET THE CUSTOMER DEMAND DURING THE BACK TO SCHOOL SHOT RUSH OUT REACH EVENTS IN AUGUST, DO REAL TIME DATA ENTRY, AND INCREASE THE SATISFACTION OF THE PATIENTS AFFECTED BY THE LIMITATIONS OF THE CLINICS OPEN MON-FRI 8-5PM.
BACKGROUND

- Due to limited hours and staff, during the back to school shot rush in the clinics patients have had to wait in long lines and some were not able to be seen. Every patient seen during the month of August either at a clinic or one of the scheduled events must be entered into our electronic health record system. The large amount of patients seen at the out-reach events were not entered into the EHR until September or later.
METHODS

- Close the clinics for the month of August and the scheduled out-reach events were staffed by persons from Immunizations, Preparedness, Health Department Administrative, Volunteers, ICTC (Immunization Collaboration of Tarrant County). Part of the Immunizations personnel worked at the main campus to enter records into ECW and assist with billing in real time. Heavy advertisement was conducted to ensure the public were informed of the event locations and closures of clinics.
RESULTS

1) OVER 1000 (17% INCREASE) MORE PEOPLE WERE IMMUNIZED AS COMPARED TO CLINIC AND OUTREACH EVENTS THE YEAR BEFORE.

2) COMPLAINTS WERE REDUCED BECAUSE CLIENTS HAVE ONE PLACE TO GO AND THEY WERE TAKEN ON A WALK-IN BASIS UP UNTIL CLOSING TIME.

3) MEDICAID BILLING WAS COMPLETED 2 MONTHS EARLIER (OCTOBER 1) THAN USUAL.

4) 27% INCREASE IN RECORD ENTRY COMPLETION BY THE END OF AUGUST. OVER 567 VOLUNTEER HOURS WERE LOGGED AND THE IMMUNIZATION COLLABORATION OF TARRANT COUNTY FED STAFF, UNDERWROTE THE COST OF VACCINES FOR FAMILIES THAT COULD NOT AFFORD THE FEE, AND PROVIDED A HOST OF OTHER SUPPORT FUNCTIONS THAT WOULD HAVE BEEN DIFFICULT FOR TCPH TO ACHIEVE.
CONCLUSIONS

THIS IS THE MODEL THAT WE WILL BE USING MOVING FORWARD EACH YEAR. WE WILL CONTINUE TO REFINE OUR DATA ENTRY IN REAL TIME TO INCREASE OUR COMPLETION RATE.
STATUS OF PROJECT

COMPLETE AND EVALUATIONS WILL BE ANNUALLY POST AUGUST SHOT RUSH.

Teresa Aguilar
Outreach Administrative Assistant.
ERIN BEASLEY BSN CMSRN

PROFESSIONAL TITLE: IMMUNIZATION DIVISION MANAGER
ORGANIZATION: TARRANT COUNTY PUBLIC HEALTH
PHONE: 817-321-5452
EMAIL ADDRESS: ERBEASLEY@TARRANTCOUNTY.COM