MERGING...

FAMILY PLANNING & STD PROGRAMS

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**OCDPH Vision**

- Family Planning and STD client’s will have *all* of their sexual health care needs met in one place.

- Public Health will be able to increase program revenue through providing billable services.
Reasons for Restructuring

• Client driven services

• Comprehensive services

• Increase Revenue

• Duplication of Services
Reasons for Restructuring

• Not Billing for Services in the STD clinic

• Limited Services in the STD Clinic

• Increase the Number of Title X Users
To Do List

Step 1:
Develop a Merger Timeline

<table>
<thead>
<tr>
<th>Task</th>
<th>Start Date</th>
<th>Target Date</th>
<th>Complete Date</th>
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</thead>
<tbody>
<tr>
<td>CDC Presentation of the QFP</td>
<td></td>
<td></td>
<td>4/25/2014</td>
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<tr>
<td>FP Med Advisory Sub Committee Meeting</td>
<td></td>
<td></td>
<td>5/15/2014</td>
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<tr>
<td>OCPDFH develops QFP Outline</td>
<td>10/1/2014</td>
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<td>4/13/2015</td>
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<tr>
<td>MDHHS Title X Guidelines Work Group</td>
<td>6/30/2014</td>
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<td>12/4/2015</td>
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<td>New CDC 2015 STD Treatment Guidelines</td>
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<td>6/5/2015</td>
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<tr>
<td>QFP Reproductive Life Plan Protocol</td>
<td>9/15/2015</td>
<td>1/7/2016</td>
<td>1/14/2016</td>
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<tr>
<td>QFP Contraceptives Services Protocol</td>
<td>9/15/2015</td>
<td>1/7/2016</td>
<td>1/14/2016</td>
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<tr>
<td>QFP Preconception Services Protocol</td>
<td>7/28/2015</td>
<td>1/7/2016</td>
<td>1/14/2016</td>
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<tr>
<td>QFP Pregnancy Diagnosis Protocol</td>
<td>9/15/2015</td>
<td>1/7/2016</td>
<td>1/14/2016</td>
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<tr>
<td>QFP Basic Infertility Services Protocol</td>
<td>9/15/2015</td>
<td>1/7/2016</td>
<td>1/14/2016</td>
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<tr>
<td>QFP Related Preventive Services Protocol</td>
<td>9/15/2015</td>
<td>1/7/2016</td>
<td>1/14/2016</td>
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<tr>
<td>QFP Gynecologic Services Protocol</td>
<td>9/15/2015</td>
<td>1/7/2016</td>
<td>1/14/2016</td>
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<tr>
<td>All Staff Complete the QFP Webinar Series</td>
<td>1/8/2016</td>
<td>2/8/2016</td>
<td>2/29/2016</td>
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<tr>
<td>NP Male Services Training</td>
<td>TBD</td>
<td>TBD</td>
<td>TBD</td>
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</tbody>
</table>
To Do List

Step 2: Write the QFP Protocols

QFP fills gaps in existing guidelines

- Achieving Pregnancy Guidelines
- Preconception Guidelines
- Contraception Guidelines
- STD & HIV Guidelines
To Do List

Step 3: Revise the EMR

Step 4: Staff Training on the Protocols and EMR
To Do List

Step 5: Develop a Scheduling Algorithm for our Clerical and Nursing Staff
To Do List

Step 5: Develop a Scheduling Algorithm for our Clerical and Nursing Staff

- Physical Exam
  - Assess if...
  - New FP Client (w/o tubal ligation)
  - Update FP Client
  - 40 years old and over (new)
  - Med Clinic
  - Take message for nurse

- Depo/Other Birth Control
  - Assess if...
  - New FP Client
  - Update FP Client
  - Current FP Client
  - 40 years old and over (new)
  - Med Clinic
  - Take message for nurse
  - Supply Clinic
  - Take message for nurse

- Pregnancy Test
  - Assess if...
  - New FP Client
  - Update FP Client
  - Current FP Client
  - Supply Clinic
  - Take message for nurse

- IUD Check
  - Assess if...
  - Current FP Client
  - Med Clinic
  - Take message for nurse

- Abnormal PAP Letter
  - Assess if...
  - Current FP Client
  - Supply Clinic
  - Take message for nurse

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Definitions
- Update: Client is previous OCDPH-FP client and has had an exam in the past year (somewhere else).
- New: Client is new to OCDPH-FP and her exam was within the last year.
- Current: Up to date OCDPH-FP client.

FP Areas of Service (OFP)
1. Contraceptive
2. Pregnancy
3. STD
4. Preventative (well-woman exam, breast exam)
Challenges

• Staff buy in to the vision

• Availability of staff to complete QFP protocols
  – Medical Leaves
  – Retirements
  – Resignations

• EMR modules and Patient differentiations
Successes

• Scheduling of clients to receive comprehensive services

• De-duplication of service and staff time

• Billing of services for clients
Future...

• Tracking of revenue

• Continual process of streamlining clients

• Staffing
Images

- [CDC](http://www.cdc.gov/reproductivehealth/unintendedpregnancy/qfp.htm)
- [UCSF](https://studenthealth.ucsf.edu/sites/studenthealth.ucsf.edu/files/migrate/images/genderSymbolPostIts.jpg)