MERGING…
FAMILY PLANNING &
STD PROGRAMS

ONE YEAR LATER

Connie Kross BSN, RN
Family Planning/STD Supervisor
Ottawa County Department of Public Health
**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: Select a New EMR

Step 2: Staff Training on the New EMR

Step 3: NPs Trained to provide male Exams
Family Planning & STD Scheduling Algorithm

STD Testing or Retesting
- Assess

Emergency Contraception
- Assess if...
  - Must be scheduled within 120 hours of unprotected intercourse; if nothing is available (and not Teen) refer to pharmacy.

*2 appt spots for non-English speaking clients*

- Current Client
- Known contact (Current)
- Male (Grand Haven & Hudsonville)
- Not Current w/partner scheduled in STD Clinic (no appt avail. this week)

- Male (Holland)
- Female 40 years old or over
- Known contact (Not Current)
- Hysterectomy or tubal ligation (Not Current)

- Not Current Client (under 40)
- Symptoms (if appt avail. this week)
- Symptom (male or female and no appt avail. this week)
- Pregnant

- Current Client
- Not Current Client
- Teen (no appt available within 120 hrs)

Supply Clinic
- 2 appointments

STD Clinic

Med Clinic
- Take message for nurse

Supply Clinic
- Take message for nurse
**Family Planning & STD Scheduling Algorithm**

**Physical Exam**
Assess if...

- **Not Current** Client (w/o tubal ligation)
  - Med Clinic
  - Take message for nurse
- 40 years old and over **(Not Current)**
- Teen (no appt available within 2 weeks)
  - Take message for nurse

**Depo/Other Birth Control**
Assess if...

- **Current** Client
  - Supply Clinic
- **Not Current** Client
  - Med Clinic
  - Take message for nurse
- 40 years old and over (new)
  - Take message for nurse

**Pregnancy Test**
Assess

- **Current** Client
  - Supply Clinic
- **Not Current** Client
  - Take message for nurse

**IUD Check**
Assess if...

- **Current** Client
  - Med Clinic

**Definitions**

- **Current**: Client has been seen for a Physical Exam, at OCDPH, within year.
- **Not Current**: Client has **not** been seen for a Physical Exam, at OCDPH, within year. May have been seen at physician’s office within year.
- **Teen**: 19 years old and under.

Clients should be scheduled for an appointment within two weeks of calling. The person seeking services must schedule their own appointment. The only exception is the Health Educator who is providing outreach education. Abortions are not provided as a method of family planning.
STD Scheduling Algorithm for RN Appointments

STD Testing (Symptoms) or Retest
Assess if... Retest or partner with appointment

- Available Appointment within the week
  - Med Clinic
- No appointment within the week
  - Has insurance
  - Refer to PCP or Urgent Care
- No appointment within the week
  - No insurance or Confidential
  - Supply Clinic and Enroll in FP
- No FP Supply appointment within the week
  - STD Clinic

Male partner has appointment in STD
Assess if ...

- Available FP appointment same day (Med or Supply)
  - If Supply Clinic Enroll in FP
- No FP appointment same day but same day STD appointment
  - STD Clinic
Challenges

• Cross training all staff
• EMR modules are different for FP and STD
• Time needed for an Appointment
• Available NP Appointments
• Show Rates
• Billing
Successes

• Developed our Scope of Practice
• Scheduling to receive comprehensive client centered services
• Less scheduling errors
• De-duplication of service and staff time
Successes

• Staff increased their knowledge of care for high risk clients
• Added more NP availability
• Increased LARC availability
Future...

• Continue Tracking of revenue
• Process map the Clinic flow
• Staffing competency in both FP and STD
• NPs complete male training
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