

MERGING...

FAMILY PLANNING & STD PROGRAMS

ONE YEAR LATER



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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
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Reasons for Restructuring

- Not Billing for Services in the STD clinic
 - Limited Services in the STD Clinic
 - Increase the Number of Title X Users
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To Do List

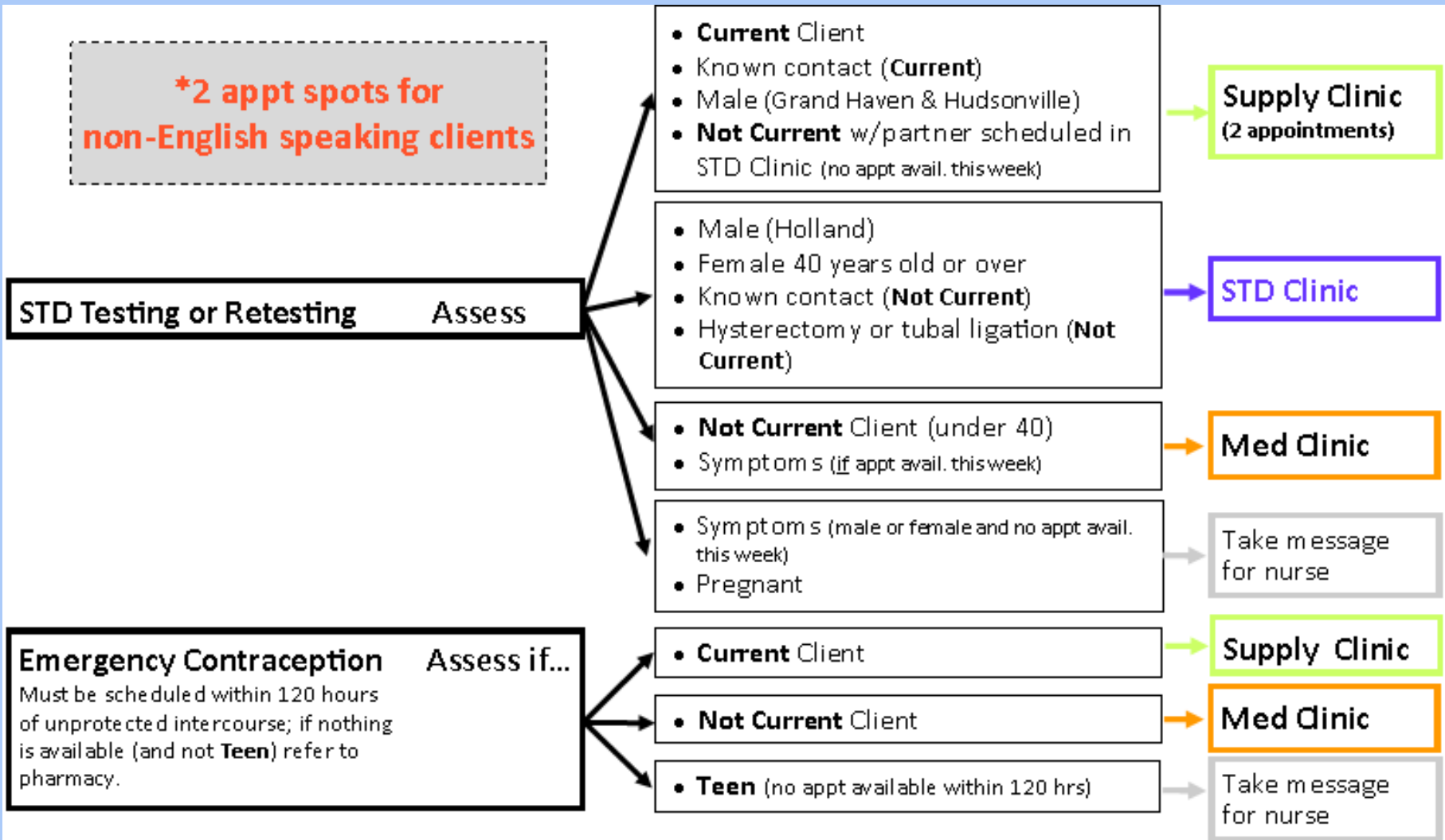
Step 1: Select a New EMR

Step 2: Staff Training on the
New EMR

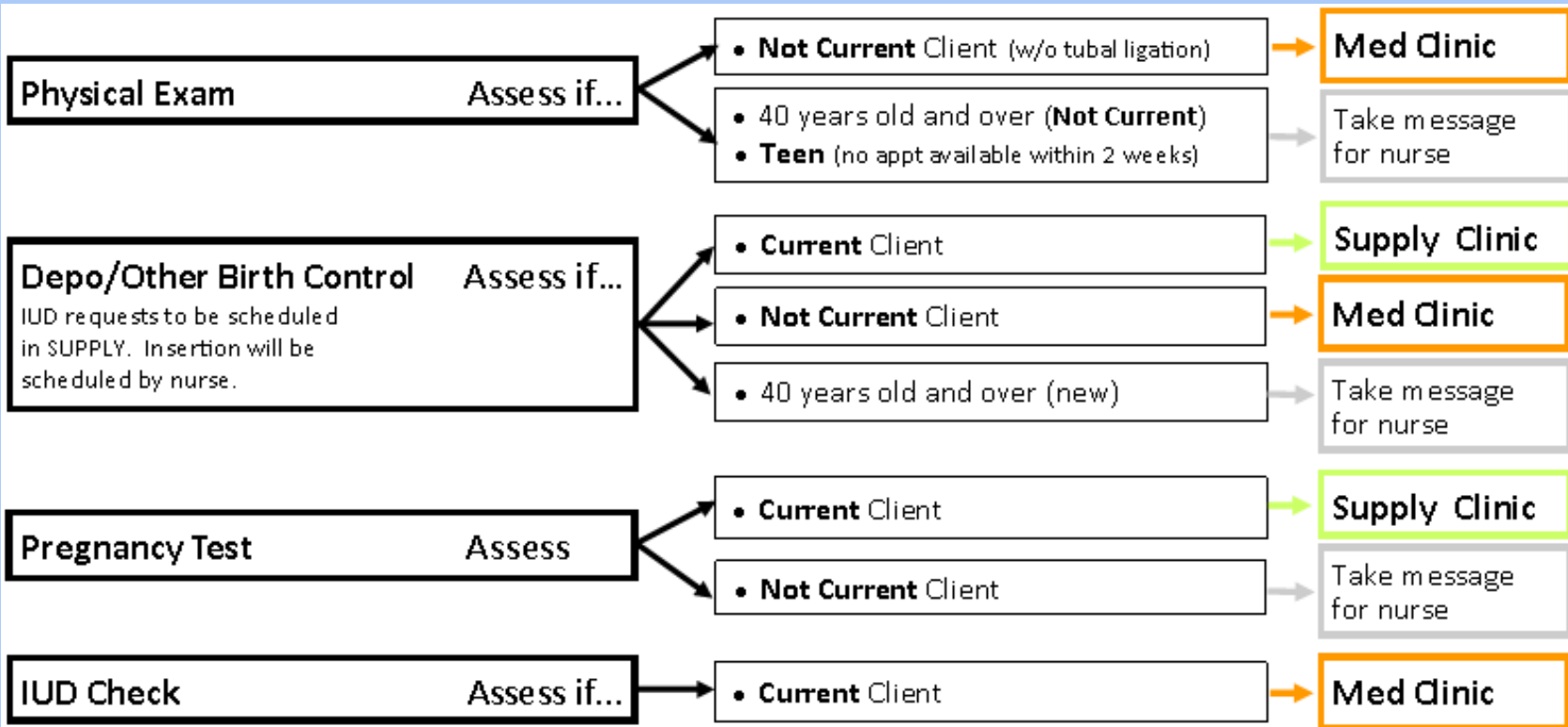
Step 3: NPs Trained to provide male
Exams

Family Planning & STD Scheduling Algorithm

***2 appt spots for non-English speaking clients**



Family Planning & STD Scheduling Algorithm



Definitions

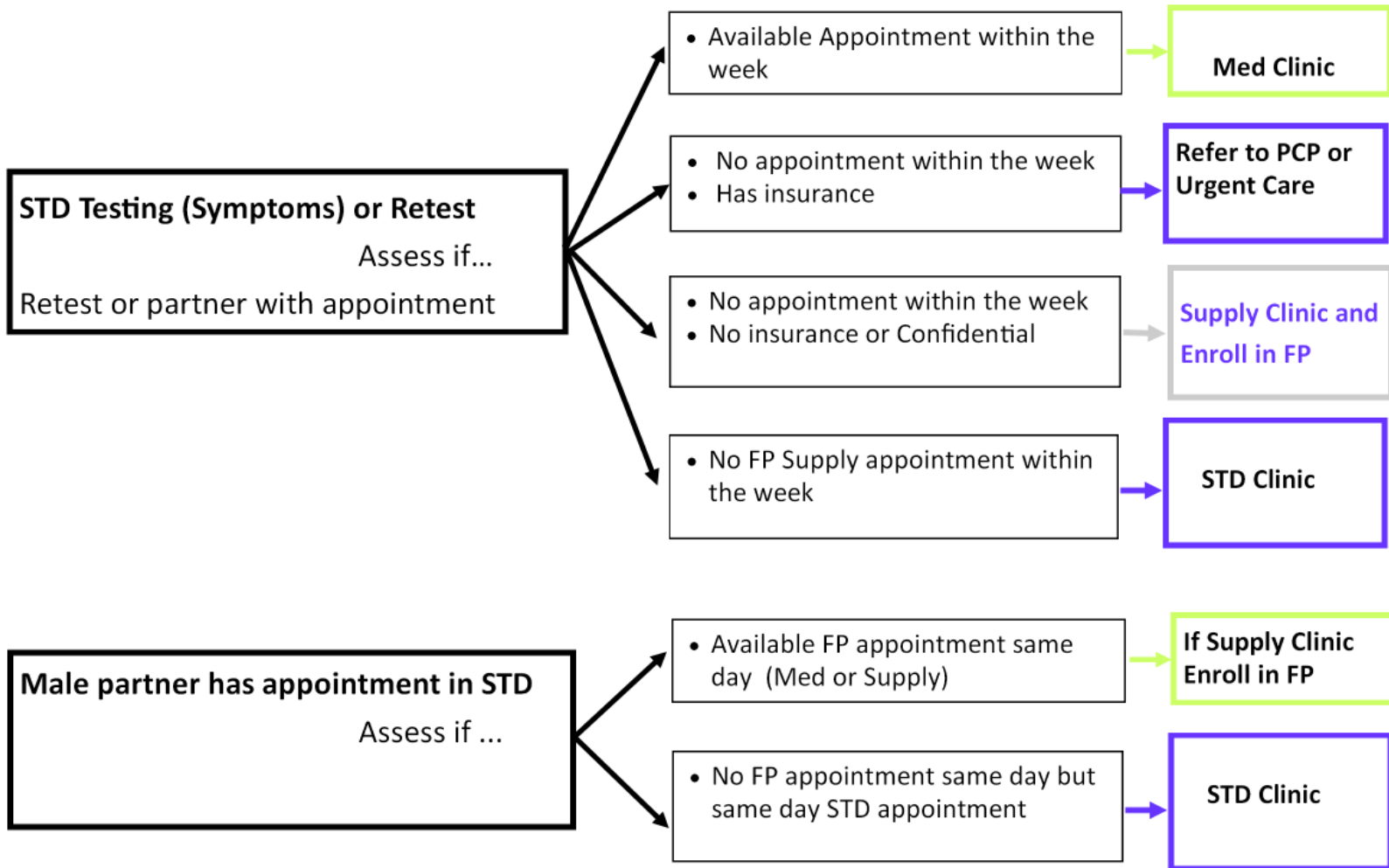
Current: Client has been seen for a Physical Exam, at OCDPH, within year.

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




Challenges

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

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

- Staff increased their knowledge of care for high risk clients
 - Added more NP availability
 - Increased LARC availability
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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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Images

- <https://studenthealth.ucsf.edu/sites/studenthealth.ucsf.edu/files/migrate/images/genderSymbolPostIts.jpg>

