



Creating a Sustainable Future for STI Services

**Maryland Department of Health &
Mental Hygiene
Infectious Disease Bureau
Center for Sexually Transmitted
Infection Prevention**

**TRAINING 3
Family Planning Council
Region III
STD Related Reproductive Health
Training and Technical Assistance Center**

Sustainability

- ▶ What are the characteristics of a sustainable program?
- ▶ How do you get there?



Overview

- ▶ Enrollment & Commitment
- ▶ Introductory Webinar
- ▶ Data Collection
- ▶ 2-day Workshop
- ▶ Follow-up Webinar
- ▶ Ongoing Support

“Creating a Sustainable Future for STI Clinical Services” Training

- ▶ CSTIP established sustainability training, fall 2013
- ▶ Built on 2012 Sustainability Training for DHMH FP programs
- ▶ Training offered to all 24 Health Officers (HOs)
- ▶ HOs from 15 LHDs committed their health departments to the training...most had participated in the previous FP training
- ▶ Introductory webinar, Data Collection by LHDs, then two-day workshop for teams from 15 LHDs
 - Teams included staff from Administration/Clinical/Fiscal, including at least 1 high-level decision-maker)

Objectives

1. Assess the current status of clinic operations using data and information including services, cycle time and cost analysis.
2. Understand the basics of revenue cycle management and impact on clinic operations.
3. Develop an action plan for STI Programs that address all aspects of operations to create a sustainable future.

ASSESS the Current Status

Operations

- ▶ Cost Analysis
 - ▶ Users & Visits
 - ▶ Insurance Status
 - ▶ Insurers
 - ▶ Capacity
 - Staffing
 - Hours of Operation
 - Productivity
 - Cycle Time
 - Process Map
- 

Key Findings

What did I Learn – Key Finding	Take Action (Y or N)	Possible Action

Stages of Coping With Data

Stage I: “The data are wrong....”

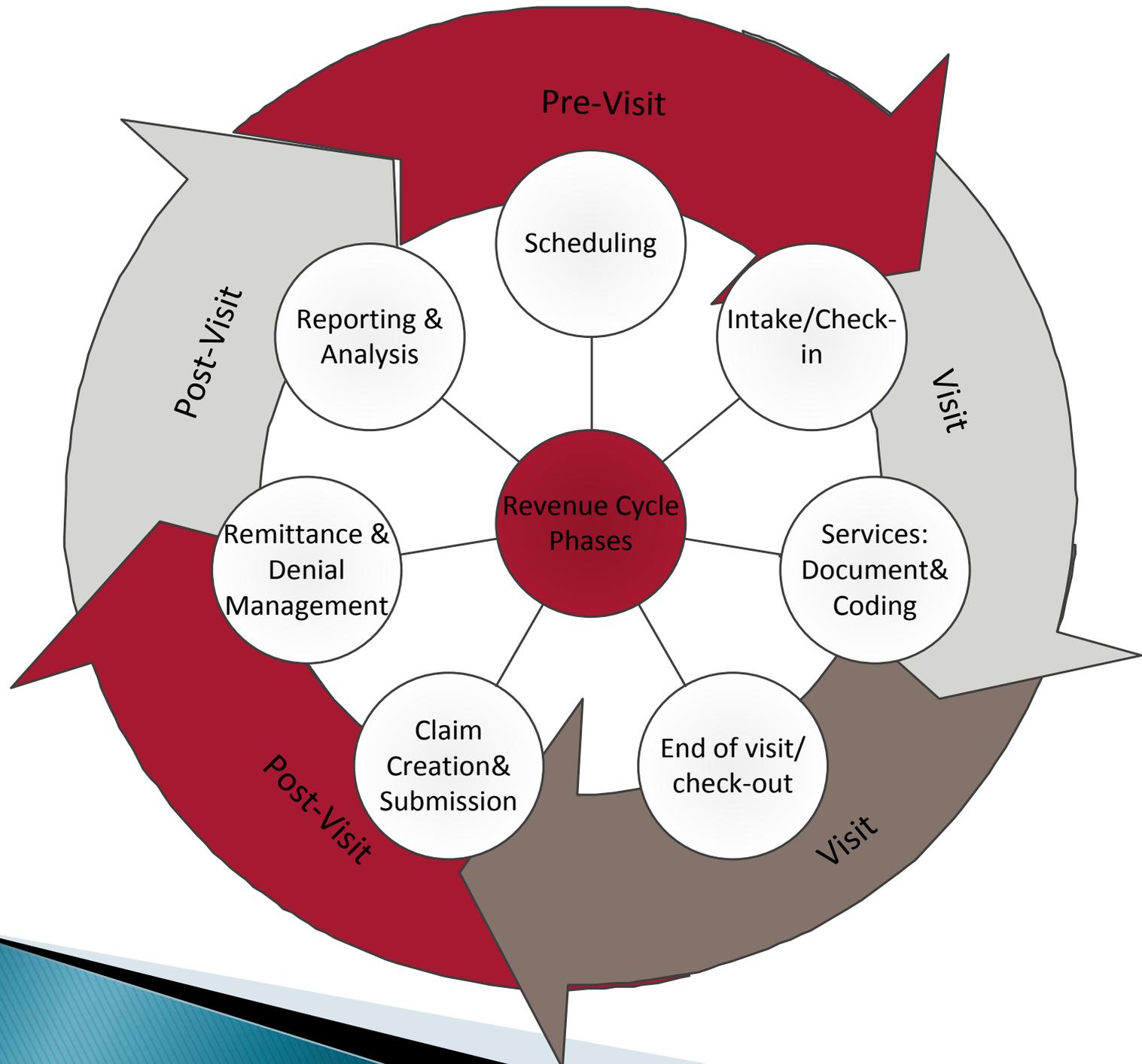
Stage II: “The data are right, but it’s not a problem...”

Stage III: “The data are right, it’s a problem, but it’s not *my* problem...”

Stage IV: “The data are right, it’s a problem, it’s my problem...”

Adapted from:- Institute of Healthcare Improvement – Improvement Tip: Take the Journey to “Jiseki” – <http://www.ihl.org/knowledge/Pages/ImprovementStories/ImprovementTipTakeTheJourneyToJiseki.aspx>

Revenue Cycle



Action Planning

Action Planning

Select one or two of the changes you have identified and design the activities needed to implement this change?

- What needs to be done to make this improvement?
- What human resources are needed?
- What technology may be needed?
- How will staff be included?
- How will you measure success?

Action Planning

Proposed Change:

Task/Activities	Person Responsible	Other Staff Required	Tools/Policies Required	Completed By

LHD teams' feelings at the beginning and end of the STI Sustainability Training

“Decide on one word to describe how you are feeling about the changing STI Program in Maryland.”

Start of Day 1

overwhelmed
intimidated
frustrated
confused

End of Day 2

optimistic
ready
hopeful

Participants' Self-Reported Increase in Knowledge after 2-day Training

All participants, including Administrative, Clinical, and Fiscal staff from every LHD team reported a increased understanding of the basics of revenue cycle management and impact on health center operations.

Take home message for us: All LHD staff involved in sustainability efforts, not just STI program managers and clinicians, need information, technical assistance and on-going support in order to move toward (and attain?) sustainability.

Follow- UP Activities

Follow– Up Activities

- ▶ Webinars
 - Implementing Your Action Plan
 - Fundamentals of Coding & Billing for STI Services in Local Health Departments
- ▶ Needs Assessment Survey

Future Activities

- ▶ On Site TA
 - Billing Audits
 - Efficiency Review

Thank You!

Daryn Eikner, MS
STDrRHTTAC
Daryn@familyplanning.org