PORTAGE COUNTY HEALTH DISTRICT - THE TRAVELERS STORYBOARD

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1. Problem Statement: (PLAN)

- Inconvenient class and clinic times for customers.
- Multiple visits required for customers.
- Many steps in creating delays in service.
- Experienced travelers did not see value in the class.

2. Scope:

- **Start**: Customer inquires about recommended/required vaccinations for travel.
- **End**: Customer receives recommended/required vaccines and receives relevant education regarding travel.

3. Performance Improvement AIM (Mission):

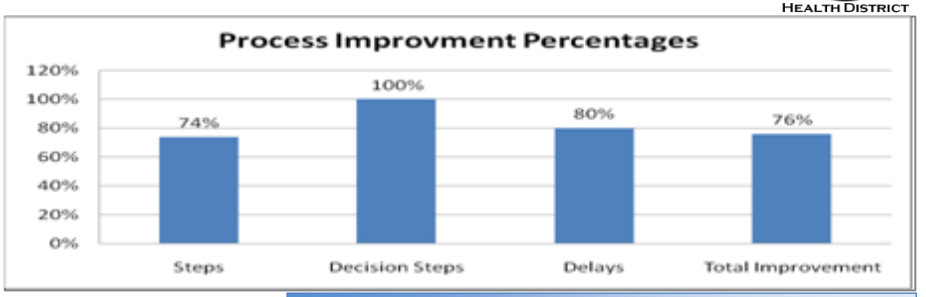
- To develop and implement a process to provide community members with appropriate and efficient travel services to include: education, disease prevention and vaccinations by June 2017.

4. Project Goals: (DO)

- Decrease the amount of time spent by customers and staff for the travel clinic process by 25% by the end of 2017.
- Increase the number of travel clinic customers by 10% by the end of 2017.
- Review provided educational materials every 6 months to assure that they are current.

5. Process Mapping Data (STUDY)

	Before	After	Change
Steps	65	17	74%
Decision Steps	4	0	100%
Delays	10	2	80%
Total Improvement	79	19	76%



6. Previous Observations:

- The travel course was required to receive immunizations. This was inconvenient for some customers.
- Bi-weekly classes were time consuming and offered generic travel information.
- Multiple visits for customers were a source of frustration, when they may just want vaccines.
- Mailing of the anti-malaria prescriptions caused a delay in care.
- The time from start of the service to the end of service was not as optimal as it could be.

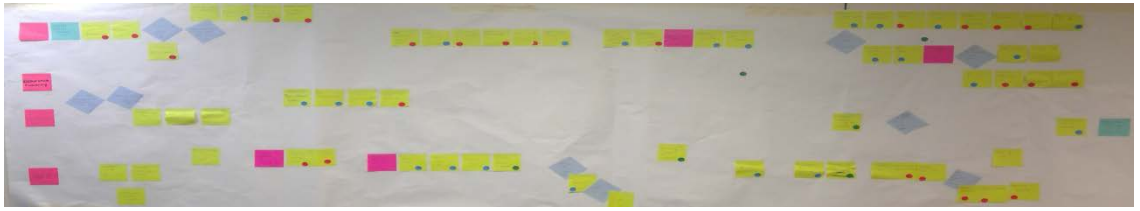
7: Future Observations:

- Clinic nurses screen customers via phone.
- Make recommendations for vaccines and anti-malaria vaccinations.
- Inform of cost up front and advise to contact insurance companies prior to visit regarding possible coverage.
- Schedule appointment for vaccine administration and one-on-one consultation.
- Streamline the process.
- Revisit monthly for changes in process.

8. Discussion: (ACT)

- Number of steps in process decreased from 79 to 19; 76% improvement.
- Eliminated 80% of delay steps in process.
- Client is better prepared for clinic visit since they are informed of vaccines and cost ahead of time.
- Ability to tailor educational material to client.
- Customers receive vaccines, anti-malaria prescription, and educational material in one visit.
- Increased flexibility for customers to schedule and receives immunizations.
- Process started ahead of schedule in March 2017.

Process Before:



Process After: