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Ambulatory Operations September Progress Report

October 22, 2024



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Executive Summary

- One Team | United on Access Wave 4a is tracking for staggered go-lives in December and January. Team member training in preparation for go-live will kick off November 11.
- One Team | United on Access Wave 4b specialties are in the early stages of designing decision trees and diagnosis matrices.
- Clinical support staff roles within UVA Community Health Medical Group are in the final stages of role definition as part of the Ambulatory Role Delineation project.
- UVA Health continues to respond to the national IV fluid shortage as a result of Hurricane Helene's impact on manufacturing operations in Western North Carolina.
- University Medical Center clinic leaders are encouraged to use the Ambulatory Float Pool to help fill temporary staffing needs for RNs, MAs, and PCTs.



One Team | United
on Access

Wave 4a Progress & Upcoming Milestones

Allergy

- Completed Decision Tree Design and submitted for HIT hand off
- Provider signoff on future state templates on track for late Oct.
- Review of eHealth records template for specialty signoff in progress

Nephrology

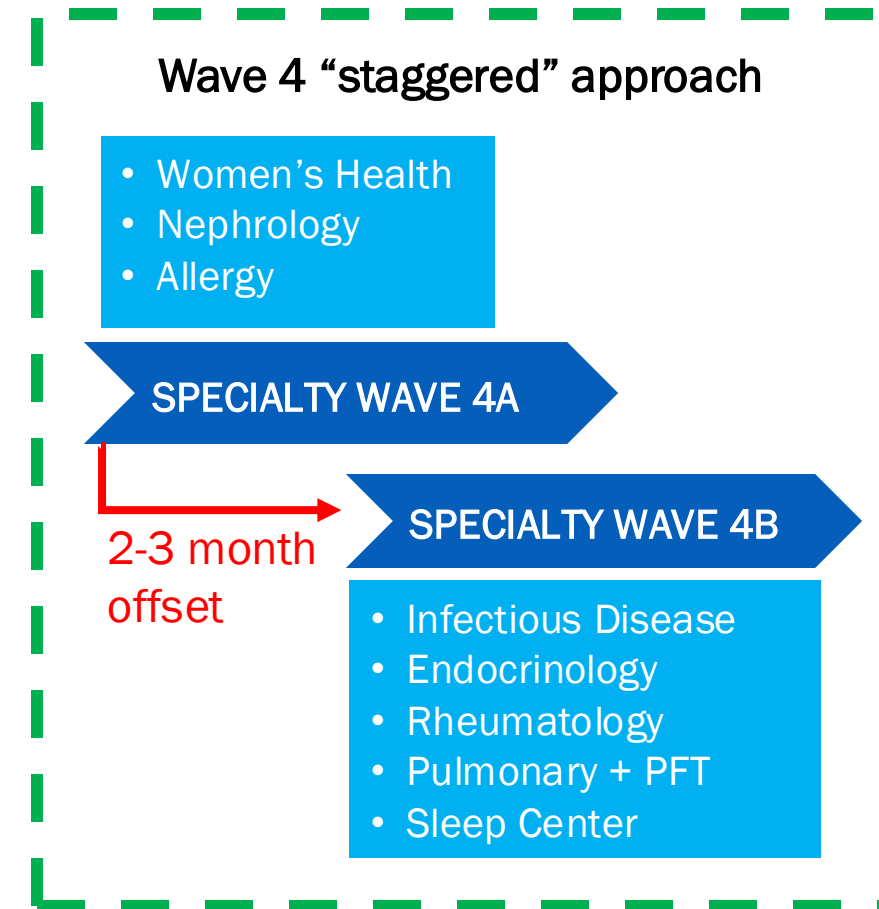
- Completed Decision Tree Design and submitted for HIT hand off
- Provider signoff on future state templates on track for late Oct.
- Review of eHealth records template for specialty signoff in progress

Women's Health

- Decision Tree Design and HIT hand off expected in next ~2 weeks
- Providers reviewing future state templates; once approved will hand off for build.
- Review of eHealth records template for specialty signoff in progress.

Training Launching in November

- Access and clinical team member training will kick off Nov. 11 to ensure readiness for staggered go-lives in December and January.



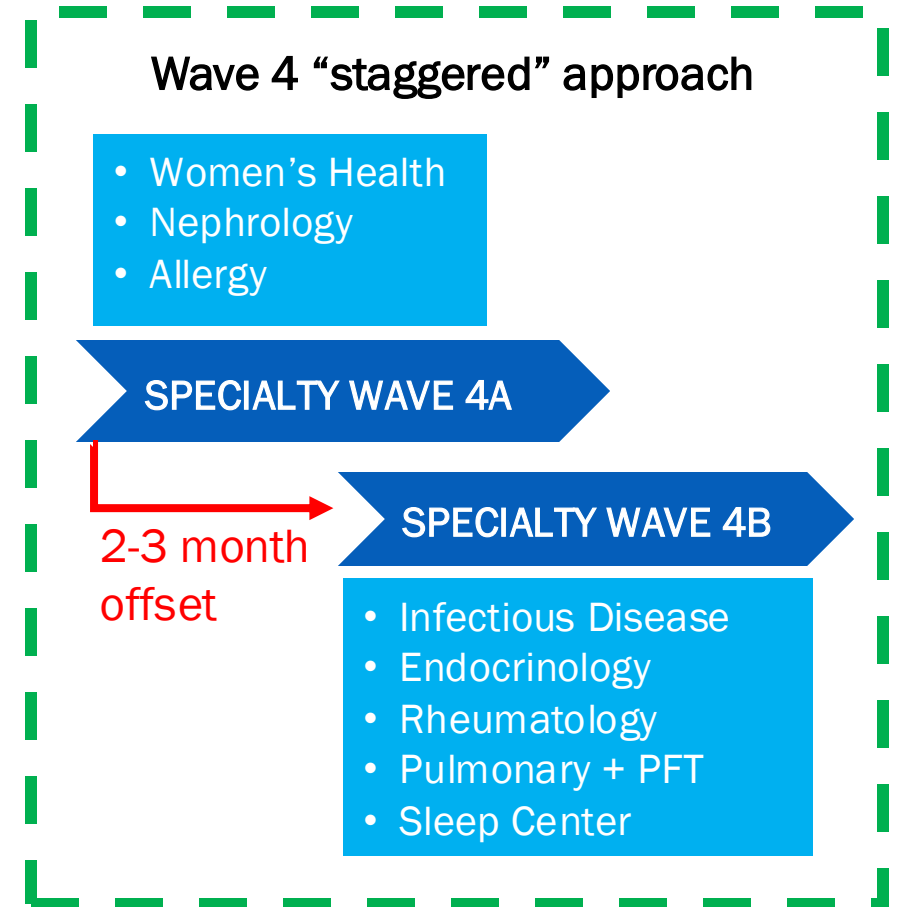
Wave 4b Progress & Upcoming Milestones & Waves 1 & 2 Optimization

For all specialties (Endocrinology, Infectious Disease, Rheumatology, Pulmonary + PFT, and Sleep Center):

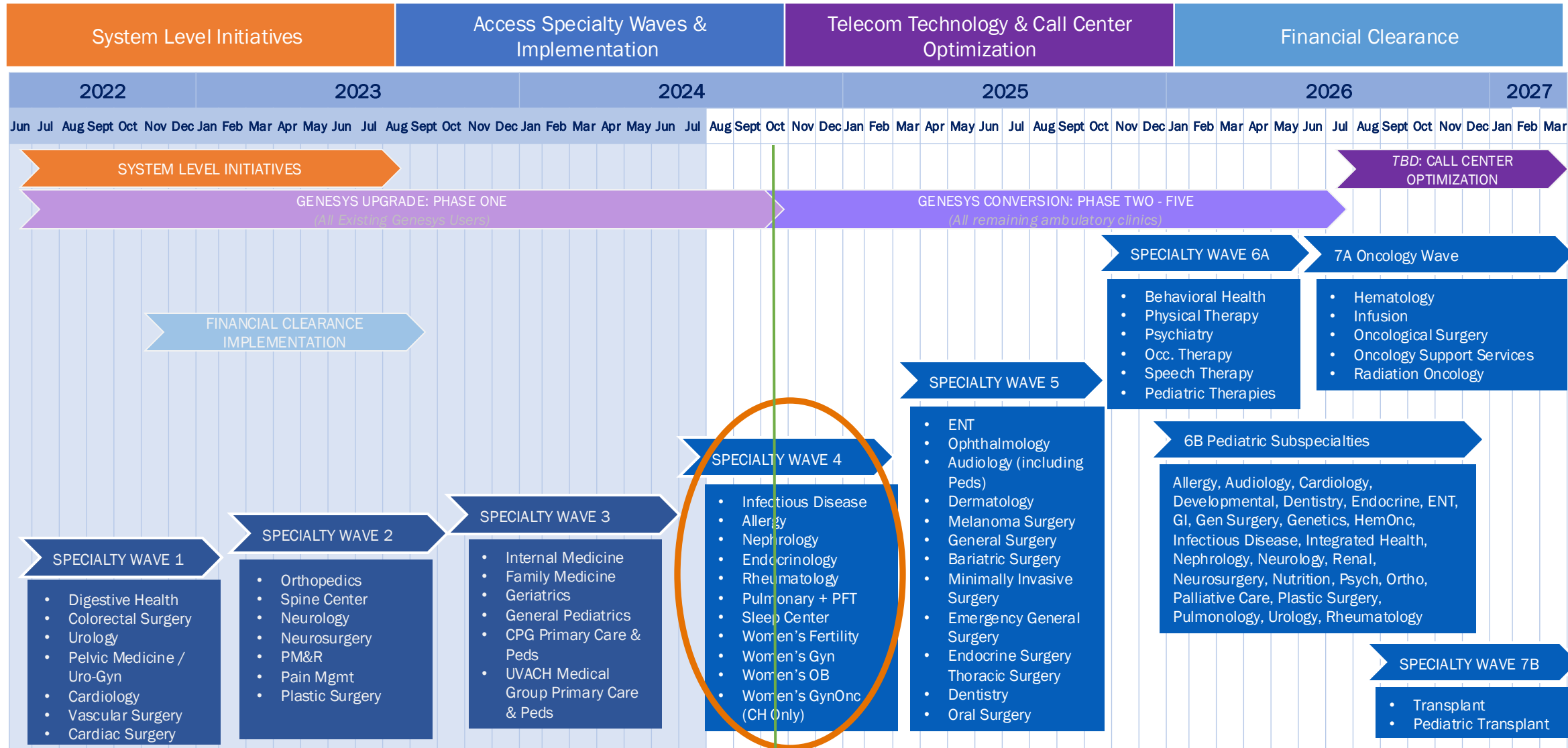
- LAM and Design Workgroup kickoffs complete and regular meetings underway.
- Completed current state review in each workgroup
- Completed Med Records Intro review in each workgroup
- Groups are working on Decision Tree “Trunk” design
- Groups also starting to look at other Decision Tree components and Diagnosis Matrices

Waves 1 & 2 Optimization

- Majority of Wave 1 and 2 specialties on track with optimization work. Plastic Surgery has wrapped optimization and moved back to ongoing sustainability status.



One Team Implementation Timeline



*Future waves are subject to change.

We are here



Ambulatory Role Delineation Project

Clinical Support Roles Advancing, Nursing to Follow for UVACH Medical Group ARD Work

Key Updates:

- Clinical Support Staff roles within UVA Community Health Medical Group are in the final stages of role definition and the team is preparing to host a pre-implementation town hall the near term.
- The project team met with the RN Navigator and Care Coordinator SMEs to review and confirm the updated and delineated RN Navigator job description and competency documents. These have now been finalized and are available in Workday and via the [ARD project intranet site](#).

Next Steps:

- Group 4: Dialysis Post-Implementation Town Hall for Managers and Directors will be held on Oct. 30, 11-11:30 a.m.
- Group 5a: Community Health Clinical Support Roles Pre-Implementation Town Hall (date pending).
- Group 5b: Community Health Nursing roles kick off (date pending).



Additional Ambulatory Developments

National IV Fluids Shortage Response Ongoing

- UVA Health continues to respond to the national IV fluid shortage as a result of Hurricane Helene's impact on manufacturing operations in Western North Carolina.
- Which specific supplies are impacted by the IV fluid shortage?
 - All IV fluids in 250ml, 500ml, 1000ml, and 3000ml bags
 - Dialysis fluids
 - TPN components
 - Irrigation fluids
- **University Medical Center Response:**
 - All teams are asked to do everything they can to conserve supplies by referencing the department playbooks linked [here](#).
 - For the latest communication from the response team and FAQs, [click here](#).
- **UVA Community Health Response**
 - For the latest communication from the response team and FAQs, [click here](#).

UMC Ambulatory Float Pool Exists to Support Your Staffing Needs

- The University Medical Center Ambulatory Float Pool exists to help you fill temporary staffing needs for RNs, MAs, and PCTs.
- Float team members may be requested to cover clinic vacancies resulting from open positions, FMLA leave, PTO, unexpected sick calls, and other situations.
 - Float team members may not always be available on short notice, but it is encouraged to request float help as schedules can change, and help may become available.
- Submit your request via the [Daily Vacancy Form](#) linked on the [Daily Vacancy Dashboard](#).
- Weekly float assignments are made and finalized by Friday for the following week.
- For any questions or assistance, contact Mesha Jones at mlc7d@uvahealth.org.

UVA Health

Daily Vacancy Form

Good Morning. Please fill in the survey.

ComputUVA Computing id

Vacancy for date * must provide value Now 0-11-2018 This can be a future date, if you are requesting float help for a future day.

Are you filling it for self or proxying? * must provide value

reset

Organization Name * must provide value

Cost center * must provide value

Total number of FTEs on PTOs * must provide value

Number of FTE call outs * must provide value

Are you requesting a float help? * must provide value

reset

NEW Streamlined Process for Website Edits

- The UVA Health Marketing and Strategic Communications team has updated the *Provider and Location Profile Edit* forms to streamline functionality and improve accuracy. Two new, separate forms have been created to ensure quick, accurate web updates:
 - [Provider Profile Edit Request](#)
 - [Location Profile Edit Request](#)
- These forms replace the previous combined update form and are designed to ensure that the correct data reaches the right team, whether for individual providers or clinic/hospital locations.
- **Please bookmark these links and share them with your teams. They're also easily accessible via KnowledgeLink under the "Find Someone" section.**

Your ongoing collaboration is key to maintaining accurate and up-to-date information across our websites. Thank you for your partnership!



Champions of Change

Thank you to our Sept. 2024 Champions of Change!



Kayla Blair, RN, Asthma, Allergy, & Immunology Clinic

“Kayla has been instrumental to the Allergy Workgroup as a nursing subject matter expert. It is not an exaggeration to say that we could not have designed the Decision Tree and other tools without her input. She has invested a significant amount of time and effort into ensuring that her colleagues’ needs are accounted for in this work, while also prioritizing patient needs in every aspect of the design.” Thank you, Kayla!

–Erin Pearsall, AIT Allergy Workgroup Lead



Allyson Kirk, Clinic Administrator, UVA Community Health OB/GYN

“Allyson has been instrumental in the Women’s Health Workgroup as a representative of our UVA Community Health Medical Group OB/GYN clinics in Northern Virginia. Her insights have helped ensure that we are designing tools that work for these clinics and she can always be counted on to ask thoughtful questions. She is an ambassador for One Team with her colleagues and works to ensure they understand the coming changes.” Thank you, Allyson!

–Katie Shifflette, AIT Women’s Health Workgroup Lead