A Clinical Workflow Study to Improve Implementation of a Health Information Technology System

Stephanie Staras, Ph.D.; Lindsay A. Thompson, M.D.; Elizabeth A. Shenkman, Ph.D.; Matthew Gurka, Ph.D.; William Hogan, M.D., M.S.; Michael Muszynski, M.D.; Michelle Vinson, M.S., RDN; Natalie Rich

Department of Health Outcomes and Policy, University of Florida; Pediatrics, University of Florida; College of Medicine, Florida State University

Background: Previous research studies involving Health Information Technology (HIT) systems have been shown to have a positive effect on clinical efficiency. One target for possible improvement of clinical quality is enhancing Human Papillomavirus (HPV) vaccination rates, which lag behind vaccination rates for other recommended adolescent vaccines. A HIT system specifically targeting HPV vaccination was shown to increase vaccination rates in a prior study, however was only utilized in less than 10% of eligible adolescent visits. Studying clinic workflow is a promising strategy to increase how much the HIT system is used within clinics.

Purpose: To evaluate clinic workflow for adolescent visits in pediatric doctor’s offices to make the HIT system easier to use for parents, nurses, and doctors.

Methods: We will directly observe adolescent visits for 11-12 year olds at three OneFlorida Clinical Research Consortium clinics. After observing patient appointments, we will construct flow chart diagrams of the workflow for each clinic, including patient wait-time estimates. Semi-structured interviews with clinic staff and providers will be performed to confirm the accuracy of the constructed flow charts.

Hypothesis: Given the evidence for studying workflow as a successful intervention for other HIT implementations, we aim to clarify the workflow and identify the optimal timing and personnel for system administration in each clinic.