

Massillon City Health Department 2021 QI Project: Implementation of COVID-19 Online Vaccine Appointment Scheduler

Plan

Identify an Opportunity and Plan

Aim Statement

By April, 2021, the Massillon City Health Department will begin utilizing an online scheduling system for COVID-19 vaccination appointments.

Examine the current approach

Currently, persons interested in a COVID-19 vaccination can call the Health Department during business hours, a staff member completes a form with the caller's contact information, and a second staff member calls the person back to schedule the appointment. This project will examine how an online scheduler can reduce staff workload, thus, saving time. The total hours of all staff spent scheduling appointments daily will be tracked both pre and post implementation of the online scheduling system.

Collect Baseline Data

Baseline data was collected to assess the average number of hours spent each day by all staff scheduling appointments. See data in Table 1.

Identify Potential Solutions

By implementing an online scheduler, staff workload will be significantly decreased due to the anticipated time savings.

Develop an Improvement Theory

With phone lines often ringing busy because all lines were in use, another means of scheduling appointments needed to be put into place as soon as possible. Other health departments around the state have utilized an online scheduler with success, and with the Massillon City Health Department having such a small staff, any tool that can ease the workload will be very beneficial.

Study

Use Data to Study Results of the Test

The new online scheduling tool that was implemented in April of 2021 significantly reduced time spent by staff scheduling COVID-19 vaccination appointments.

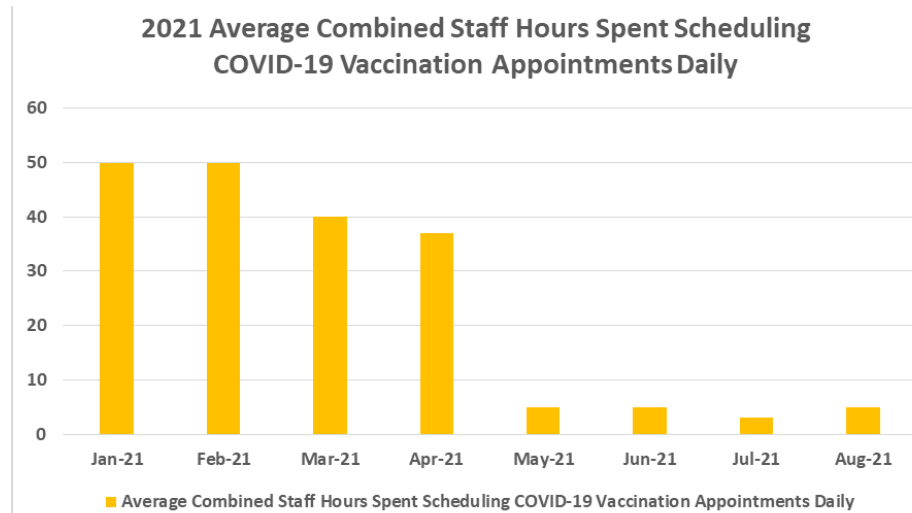


Table 1

Do

Test the Theory for Improvement

Test the theory

Employee workload will be significantly decreased with the time savings that an online scheduler will provide.

Collect and Document Data

On average, the number of hours spent each day by staff scheduling COVID-19 vaccination appointments from January 1, 2021 to September 1, 2021 were gathered and are shown in attached Table 1.

Act

Standardize the Improvement and Establish Future Plans

After demonstrating a significant time savings for all employees, the online scheduler will continue to be utilized for COVID-19 vaccination appointments, and it may be utilized for other Massillon City Health Department clinics or programs in the future.

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