

Grantee/Provider Efficiency

A Form of Continuous Quality Improvement



An Overview. Grantee/Provider Efficiency (GPE) Continuous Quality Improvement (CQI) initiatives support grantees and providers who have a desire to improve the vaccine ordering process. Improvements are achieved through the use of tools and methods specifically developed for the ordering process. GPE CQI emerged in 2007 as the result of a CDC CQI in California that used best practices to improve internal processes and performance.

Our Approach. Based on previous GPE CQI efforts, the team offers an approach that is customizable to the specific needs of each grantee and provider. The process begins with a brief onsite visit to document the current processes in use, and a follow up to facilitate possible recommendations and the application of GPE CQI tools and methods. Each step in the GPE CQI approach is outlined below:

Initial Contact	Observations	Tool and Method Development and Recommendations	Implementation	Follow Up
<ul style="list-style-type: none"> ▶ Provide overview of tools and methods to grantees and providers ▶ Arrange logistics ▶ Arrange site visits <ul style="list-style-type: none"> – Grantee site – Provider site ▶ Develop and agree on "Go Forward Plan" 	<ul style="list-style-type: none"> ▶ Visit grantee and provider sites ▶ Conduct observation visits to understand current state of program ▶ Map processes ▶ Perform efficiency studies 	<ul style="list-style-type: none"> ▶ Identify tools and methods to reduce waste within current program ▶ Develop and customize tools and methods for use at grantee and provider sites 	<ul style="list-style-type: none"> ▶ Train field reps and others chosen by grantee to use identified tools and methods ▶ Provide onsite training ▶ Validate understanding of tools and methods ▶ Develop grantee implementation plan 	<ul style="list-style-type: none"> ▶ Arrange post implementation site visits and/or data calls ▶ Gather lessons learned to adjust future tools and methods

GPE CQI Activities. Specific activities exist for grantees, field staff, and providers who choose to participate. The list below outlines typical activities for each group:

Grantees:

- Standardization of major activities, including receiving orders, validating requested doses, and authorizing and transmitting orders
- Implementation of a measuring system that includes objectives, metrics, and targets that support the VFC order processing system
- Implementation of standardized steps for task completion, standard times for performing work, workload capacity, and staffing models to perform the work



Field Representatives:

- Collection of data and graphical analysis of vaccine demand seasonality
- Implementation of tools to determine vaccine storage capacity as it relates to projected demand growth, extra inventory levels for the unexpected, and allowable refrigeration area at provider offices

Providers:

- Implementation of tools that facilitate dose tracking and accounting
- Standardization of major activities, including vaccine receiving, tracking, accounting, and ordering
- Introduction of a storage assessment system with forms and tools to identify storage needs

See Back Page for Frequently Asked Questions and More Information



What GPE CQI activities are customizable?

Grantees:

- Standardization of unique activities required by each grantee
- Analysis of current methods to provide an overview of the current process and how identified best practices can be applied

Field Representatives:

- Tailoring of pre-developed tools that can be used to determine vaccine storage needs and to revise current refrigerated storage space if needed

Providers:

- Standardization of unique activities required by the grantee and application of GPE CQI tools and methods to help the provider gain a better understanding of optimal order quantity and storage needs
- Implementation of tools to reduce provider effort in vaccine ordering



What benefits can I expect from GPE CQI activities?

Grantees:

- Enhanced ability to control processes used to manage vaccine supply
- Improved processes that will complement Vaccine Tracking System (VTrckS) implementation
- Increased understanding of how processes are performing and identification of target areas for improvement
- Increased understanding of staffing needs based on a historical analysis of order processing and call volume

Field Representatives:

- Enhanced ability to recommend adequate order quantities and inventory levels to providers
- Improved ability to assess provider refrigeration area for current and future needs

Providers:

- Enhanced ability to control processes
- Increased ability to determine doses needed, resulting in reduced wastage and vaccine shortage
- Increased assurance of cold chain integrity due to assistance with storage and handling practices

What GPE CQI support options are available for grantees and providers?



1. **Full Support:** The GPE CQI team facilitates an onsite assessment of current grantee and provider processes. Based on these results, the team develops customized tools and methods for the specific opportunities identified, using grantee and provider feedback. Additionally, an onsite, customized overview training is provided and lessons learned are gathered for future applications.
2. **Limited Onsite Support:** The GPE CQI team facilitates an onsite assessment of current grantee and provider processes. Upon completion, the GPE CQI team provides recommendations and a non-customized copy of the standard tools and methods. The GPE CQI team can also provide remote implementation support.
3. **Limited Remote Support:** The GPE CQI team provides a generic copy of tools and methods, as well as remote implementation support.

How can I request GPE CQI support?

If you are interested in receiving CDC sponsored GPE CQI support, please contact your Project Officer to schedule a teleconference that will provide the following:

- Detailed overview of GPE CQI activity
- Expected GPE CQI benefits from grantee, field representative, and provider perspectives
- Level of effort required from grantee staff and select provider staff
- Suggested dates for GPE CQI activity and placement on GPE CQI grantee schedule



This document can be found on the CDC website at:

<http://www.cdc.gov/vaccines/programs/vmbip/downloads/newsletters/2009/gpe.pdf>