

CASE STUDY:

Wake Forest Baptist Health calls the shots on its flu program

INDUSTRY: HEALTHCARE / **SCOPE:** 22,000+ EMPLOYEES, 10,000+ CONTRACTORS

WAKE FOREST BAPTIST HEALTH, A NATIONALLY PROMINENT ACADEMIC MEDICAL CENTER IN WINSTON-SALEM, NORTH CAROLINA MANDATES THAT ALL 22,000 OF ITS EMPLOYEES AND 10,000 CONTRACTORS AND STUDENTS RECEIVE AN INFLUENZA VACCINATION EACH YEAR. TO ADMINISTER THIS LARGE NUMBER OF VACCINES IS NO SMALL FEAT. THE EMPLOYEE HEALTH DEPARTMENT SPENDS MONTHS PLANNING AND PROMOTING ITS MONTH-LONG FLU IMMUNIZATION EVENT HELD AT MULTIPLE LOCATIONS THROUGHOUT THE SYSTEM EACH OCTOBER.



challenges:

- Legacy occupational health IT solution did not include immunization management functionality.
- Accurate tracking was needed for compliance and to avoid mistakes in turning off access to the EMR and other necessary electronic tools for employees who did not receive vaccinations.
- Custom solution configured within the organization's HR management system offered limited access to employee health department staff and made reporting inefficient.
- The HR system vendor announced it would no longer support the custom flu management solution.
- Needed to select and onboard new employee health management IT solution before next flu campaign.

solution:

Wake Forest selected Enterprise Health, an occupational health record solution that combines occupational health and compliance and employee engagement with an ONC-ACB certified EHR, to meet employee health, wellness and compliance needs. The comprehensive solution includes robust immunization management functionality that facilitates the administration of high-volume vaccination events — functionality the team at Wake Forest wanted to be operational in preparation for the kickoff of that year's flu program.

results:

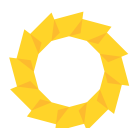
Enterprise Health configured and deployed the solution's standard functionality in three and a half months which included training clinicians. Use of the occupational health IT solution to track and manage its flu program enabled Wake Forest Baptist Health to:

- Achieve a **98 percent compliance rate**
- **Streamline reminders and** the completion of **pre-immunization consent forms** through the solution's employee portal
- **Increase efficiency** by using iPads to allow employees who had not completed the consent forms through the portal to do so as they waited
- Ensure **accurate tracking** by allowing employees who received vaccinations through other providers to upload proof through the portal
- Create more **complete employee health records** that include immunizations
- Quickly **generate reports** required to efficiently manage the program and compliance



"Enterprise Health met exactly what we needed. We are now able to document all flu vaccinations within employee health records and then pull reports based on compliance out of those records. It allows us to own the entire process and make sure that everything is done appropriately."

— **Samantha Lodish, Administrative Manager, Wake Forest Baptist Health**



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