Chapter 5: Workflow Implementation

Many workflows are interdependent and cross-functional in nature. It is important to document workflows and to understand how they work in practice. Workflow diagrams can be used to identify gaps in workflows, to identify opportunities for improvement, and to ensure that workflows are well-understood by all staff members who are involved in the workflow. This section provides examples of workflow diagrams and lists best practices and lessons learned for the following topics:

- Sample Workflow Diagrams to Collect Data on the Social Determinants of Health
- Using Non-Clinical Staff After the Clinical Visit
- Using Non-Clinical Staff Before the Clinical Visit
- Using Clinical Staff During the Clinical Visit
- Using Care Coordinators During the Clinical Visit
- Using a "No Wrong Door" Approach
- Using Chronic Disease Management Teams During the Clinical Visit
- Using Interpreters Before Clinical Visit
- Using Electronic Referral Methods
- Self-Assessment Approaches

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Using Non-Clinical Staff After the Clinical Visit 1
Using Non-Clinical Staff Before the Clinical Visit 2
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Self-Assessment Approaches 9

Patient Arrives
Non-Clinical Staff
Clinical Staff
Care Coordinator
Clinical Staff
Non-Clinical Staff
Care Coordinator
Clinical Staff
Care Coordinator