Simplified FMEA PRAF 2.0

Failure Mode Effects Analysis (FMEA)—A quality improvement tool used to understand and address potential issues before they happen

1) Find the current process you are wanting to complete
2) If you encounter any of the failure modes, use the appropriate interventions to quickly resolve

Current Process
- Register in MITS as agent w/ Prenatal Visit Role
- Log into PRAF 2.0 Nurture Interface
- Welcome Screen - Update practice, user info, add new pt.
- Completion of PRAF, including need for Prog
- Submit PRAF
- Notifications sent to HH, County, MCP

If Rx needed, print off for Prog pt. take to pharm (vag) /provider fax to spec pham (inj)

Failure Modes
- Unable to ID MITS Administrator
- Did not login as a MITS agent once account was created
- Prenatal visit role not assigned
- Not sure where to get help/doesn’t have information needed (NPI, Provider ID, Tax ID) needed to use call center
- Unaware of how to log in, did not attend training
- Log-in credentials did not work
- Forgot user name and/or password
- Browser not compatible
- Not sure where to get help/doesn’t have information needed (NPI, Provider ID, Tax ID) needed to use call center
- MMIS/ Medicaid # Unknown
- Pt. unsure of PMH r/t PTB
- System goes down
- Drop down box does not allow for accurate answering of question
- Form will not submit
- Unable to submit d/t missing information
- Forget to press submit button
- Notifications did not go through on all or just one (how would provider site know this).
- Use a different HH agency not in dropdown list
- MCP contracts change
- Forget/unaware of the need to print off Rx.
- Forget to give pt. Rx. (vaginal)
- Forget to fax to specialty pharmacy
- Unable to print
- Pt. initially decides HH injection then changes mind to vaginal (pharmacy) or office administered

Interventions
- Use “Getting Ready to use PRAF 2.0” & “Need MITS Prenatal Visit Assignment”
- Email: Progesterone_PIP@medicaid.ohio.gov
- Provider call center: 800-686-1516
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- Email: Progesterone_PIP@medicaid.ohio.gov
- Provider call center: 800-686-1516
- Follow User Manual
- Use “Help” link
- Email: Progesterone_PIP@medicaid.ohio.gov to have practice name corrected.
- Use “Help” link
- Use paper form ODM 10207 until system is back up.
- Enter 9999999999 for MC ID & include SSN so eligibility system can be updated
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- Use “Help” link
- Educate on required info for submission.
- Print out and fax
- Use “Help” link
- Print off PRAF and fax referral to HH.
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- Print off PRAF and fax referral to HH.
- Save document for later when printing capability returns
- Go into system and print off Rx.