

**WPHCA**

**2025 Performance Excellence Award Nominee**

**Milwaukee Health Services, Inc.**

## **MODERNIZING WORKFLOWS & ENHANCING DATA MANAGEMENT**

Milwaukee Health Services, Inc. undertook a comprehensive transformation of its Human Services workflow following the implementation of Epic. The primary objectives of this initiative were to modernize workflows and enhance data management related to the use of the PRAPARE screening tool. The project encompassed a discovery phase, detailed workflow mapping, Epic system configuration, iterative feedback processes, utilization of training environments, flowsheet design, and ongoing auditing with necessary adjustments. The team used both data and patient feedback to emphasize transparent communication, which helped foster greater trust among patients, funders, and the wider community, thereby reinforcing the organization's commitment to accountability and integrity.

This project centered on the implementation of the PRAPARE assessment, performance measurements, and communication to improve patient and community-centered care and demonstrate commitment to quality and continuous improvement. By using PRAPARE to identify social determinants of health, the project prioritized the lived experiences, needs, and voices of patients and communities. Services aligned not just with clinical needs, but with what matters most to those served, demonstrating the value of person-centered care. The project utilized both qualitative and quantitative data to assess performance, close gaps, and improve service delivery. By regularly evaluating outcomes and adjusting interventions accordingly, the project fostered a learning environment committed to high-quality care and continuous growth.

The success of the project depended on interdisciplinary collaboration among healthcare providers, social service teams, community organizations, and patients themselves. The project shared accountability for outcomes and collective problem-solving. Additionally, the project's focus on communicating value through both data and patient stories reflects a transparent approach that builds trust with patients, funders, and the broader community.

### **Team Members:**

- Michele Le Bourgeois, Chief Operations Officer & Human Services Leadership
- LaTasha Thompson, Data Reporting Specialist & Epic Subject Matter Expert
- Bao Her, Epic Support Engineer
- Danielle Westbrook, Director of Human Services
- Julie Huebner, Consultant