

Engagement Summary

Learn4Life engaged Deloitte to work with Vision To Learn and Lions Lighthouse to optimize the vision screening process across metro Atlanta

Background

- Deloitte was engaged to optimize the vision screening process and facilitate coordination between Vision To Learn and Lions Lighthouse
- As part of the project, Deloitte met with the two organizations to understand existing processes, goals, and pain points and leveraged the information from those discussions to create end-to-end process maps
- On August 3rd, Learn4Life, Vision To Learn, Lions Lighthouse, and Deloitte came together for a workshop to walk through the process maps in an effort to identify future opportunities and initiatives across the vision screening process

Workshop Overview

During the half-day workshop, the team focused on the challenge of how to effectively provide glasses to all students in metro Atlanta public schools who need them. The challenge question guided the following interactive sessions and helped identify four process challenges to address:



Brainstormed Hopes and Fears

Discussed hopes and fears around achieving the common goal of providing glasses to 56,000 kids in the metro Atlanta area



Examined Vision Screening Process

Walked across five stages of the vision screening process, identifying best practices, areas of improvement, and potential solutions



Prioritized Future Opportunities

Plotted brainstormed ideas throughout the day based on level of impact and level of effort to identify next steps forward



Identified Four Main Challenges to Address

Based on workshop discussion, selected challenges to focus on:

- Sourcing Volunteers
- Unlocking Medicaid
- Improving Communications
- Establishing Common Measures



Strategic Planning

Conduct **coordination activities across organizations** before the school year begins to outline the schedule for the year, school system partnerships, fundraising opportunities, and other strategic initiatives

Fundraise

Identify Partner School Systems

Create School Screening Roadmap

Coordinate Partnership Opportunities

Source Volunteers

Define Compensation Model

Identify and conduct fundraising efforts for upcoming vision screenings

Work with school systems to identify specific school needs for screenings

Create schedule identifying potential dates for vision screenings at target schools throughout the year

Identify areas of overlap before the school year begins to optimize screening schedule

Engage external organizations and volunteers early on to create volunteer "bank" for future screenings

Outline how external volunteer screening organizations are paid based on pre-determined contract



Site Coordination

Complete **planning & logistics** with schools and volunteers before the vision screening day to ensure training is completed, information has been shared with the school, and the volunteer and school are adequately prepared the day of screening

Finalize Schedule

Coordinate with specific school to finalize date and time of the vision screening

Determine Volunteers

Identify volunteers who will conduct vision screening

Onboard Volunteers

Provide information to volunteers regarding how to use spot check machine and document screening results

Coordinate School Logistics

Send school onboarding / welcome packet for screening (including opt in/ opt out forms)

Collect School Information

Collect all necessary information from school needed before vision screening process begins

Obtain School Roster

Collect student names, class, and associated teacher from school nurse



Initial Screening

Complete **initial screening** of students at predetermined time and school site using Welch Allyn spot screeners, and document and communicate student **screening results** as pass or fail

Arrive at School

Arrive at school per predetermined arrangements

Set Up For Screening

Clear out space and set up table with Welch Allyn spot screeners in assigned location

Bring Students to Screening

Runners/school personnel bring students by class to the screening location and inform subsequent classes when to be ready for screening

Conduct Screening

Individually call students to table to sit down, stare into Welch Allyn device and provide readings

Document Screening Results

Map Welch Allyn results on student roster (P=Pass or F=Fail)

Communicate Results

Provide consolidated results from excel / csv file to school personnel



Eye Exam

Complete **eye examination** for students at predetermined time and school site using specialized equipment provided by Optometrist. After the examination, communicate to those students that require further check-up

Receive Results from Volunteer

Optometrist receives results for those students who either failed initial screening or wear glasses

Provide Examination Consent Forms

Send parental consent forms for eye exams to students who need further examination

Coordinate Eye Exams With School

Coordinate with school to schedule date, time, and logistics for eye examinations (optometrists sometimes come same day)

Arrive at School

Arrive at school per predetermined arrangements

Conduct Eye Exam

Individually call students to clinic for eye exams and conduct eye exam using optometric lane

Write and Communicate Prescriptions

Map results to student roster and document which students require additional pupil dilation and further examination



Glasses Distribution

After screening and eye examination, **procure & deliver glasses** to individual students based on unique prescription determined during end-to-end process. Collect distribution and procurement information to monitor adherence to KPIs and growth projections

Provide Frame Choices

Students pick from a variety of frame choices

Fit and Measure Frames

Optician fits and measures selected frames for each student, making sure the frame is balanced around the center of pupil

Send Rx to Manufacturer

Send finalized prescription list to third party / in-house glasses manufacturer

Manufacture / Procure Glasses

Manufacture or procure previously established quantity of glasses based on prescription list

Conduct Quality Control Check

Optician conducts quality control check on each frame developed for frame quality and match to prescription

Distribute Glasses at Schools

Ship and transport glasses to those schools with students who require newly prescribed glasses

Document Receipt of Glasses

Document receipt for students who have received glasses. If student hasn't received glasses, contact manufacturer

Collect Data w/ Screening KPIs

Learn4Life monitors education metrics after students have received glasses