

Improving Childhood Immunization Rates: Technical Assistance Opportunities*

Option 1: Root Cause Analysis Overview

Goal: The coordinated care organization (CCO) will complete a root cause analysis with Oregon Health Authority (OHA) staff and immunization consultant to:

- 1) Identify and prioritize immunization challenges;
- 2) Develop interventions to improve childhood immunization rates; and
- 3) Better understand how to provide quality improvement technical assistance to community clinics and providers.

Scope: The root cause analysis will include:

- 1) An environmental scan with a consultant. The CCO's quality improvement staff will help the consultant identify the CCO's highest volume immunizing clinics, number and geographic spread of immunization providers, and immunization provider enrollment in the Vaccines for Children program. **Up to 1 hour.**
- 2) The root cause analysis activity, which may include quality improvement strategies such as an affinity exercise, driver diagrams, a cause and effect activity (fishbone diagram), and influence and impact matrix prioritization activity. **Up to 4 hours.**
 - **CCO participants:** Quality improvement staff, metrics data staff and potentially one or two immunization providers from the CCO's network
 - **OHA participants:** Lisa Bui, Quality Improvement Director; Anona Gund, Transformation Analyst; Rex Larsen, Immunization Program; Kathryn Scott, Consultant; Kelly McDonald, Consultant

If interested, the CCO may also receive the following post-analysis support from consultants:

- 1) Assistance to develop a work plan for improving immunization rates (may include technical assistance on developing an ROI). **Up to 4 hours.**
- 2) Additional technical assistance throughout 3-6 months of work-plan implementation. **Up to 4 hours.**
- 3) A check-in with the consultant 3-6 months after implementing the work plan. **Up to 2 hours.**

Option 2: Community Convenings Overview

Goal: The CCO(s) will receive support to convene local providers, public health and the region's CCO(s) to review local provider immunization rates and facilitate a community discussion on immunization quality improvement work to increase immunization rates.

Scope: The community convening supports will include:

1. Consultant participation and support in the planning of scope and format of the event. This could include support to draft an agenda, identify participants, and/or facilitate planning meetings. **Up to 4 hours.** Managing and coordinating event logistics (e.g. venue selection and contract, event registration) is the CCO's responsibility. Provider level immunization rate data for the event is OHA's responsibility.
2. Consultant facilitation or facilitation support during the event. **Up to 4 hours.**
3. Consultant support to evaluate the event. **Up to 2 hours.**
4. Consultant support to identify next steps for the CCO to continue quality improvement efforts at the CCO level and provider level. This could include support to prioritize immunization issues, identify evidence-based practices to improve immunization rates, and/or develop a work plan. **Up to 8 hours.**

Timeline for both options: Available to all CCOs through December 31, 2016.

Contact for both options: Anona Gund, Transformation Analyst, OHA Transformation Center (anona.e.gund@state.or.us; 971-673-2832)

**These immunization technical assistance opportunities are offered in addition to the CCO's regular Technical Assistance Bank hours. CCOs may select one or both immunization technical assistance options.*