Improving Routine Immunization Rates

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Oregon Immunization Program

Oregon Health Authority

Todays topics:

- What factors impact rates in your clinic?
- Immunization Quality Improvement for Providers (IQIP)
- Oregon CCO/Clinic Resource Guide
  - Using data to identify reasons for low rates
  - Identifying and addressing access barriers
  - Reduce missed opportunities and recalling patients that fall behind
  - Increase knowledge of immunizations

What factors impact immunization rates in your area?

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Levels of Impact on rates

Community

Clinic

Individual

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Levels of Impact on Rates

Community

Clinic

Individual

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Clinic level

What factors impact rates at your clinic?

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Clinic level

- How clinics follow up with no-shows
- Staff knowledge of immunizations
- Performing all AAP well-child exams
- Administering vaccines at sick visits
- Vaccine hesitancy
- Administering all doses due at every visit
- Pandemic related factors

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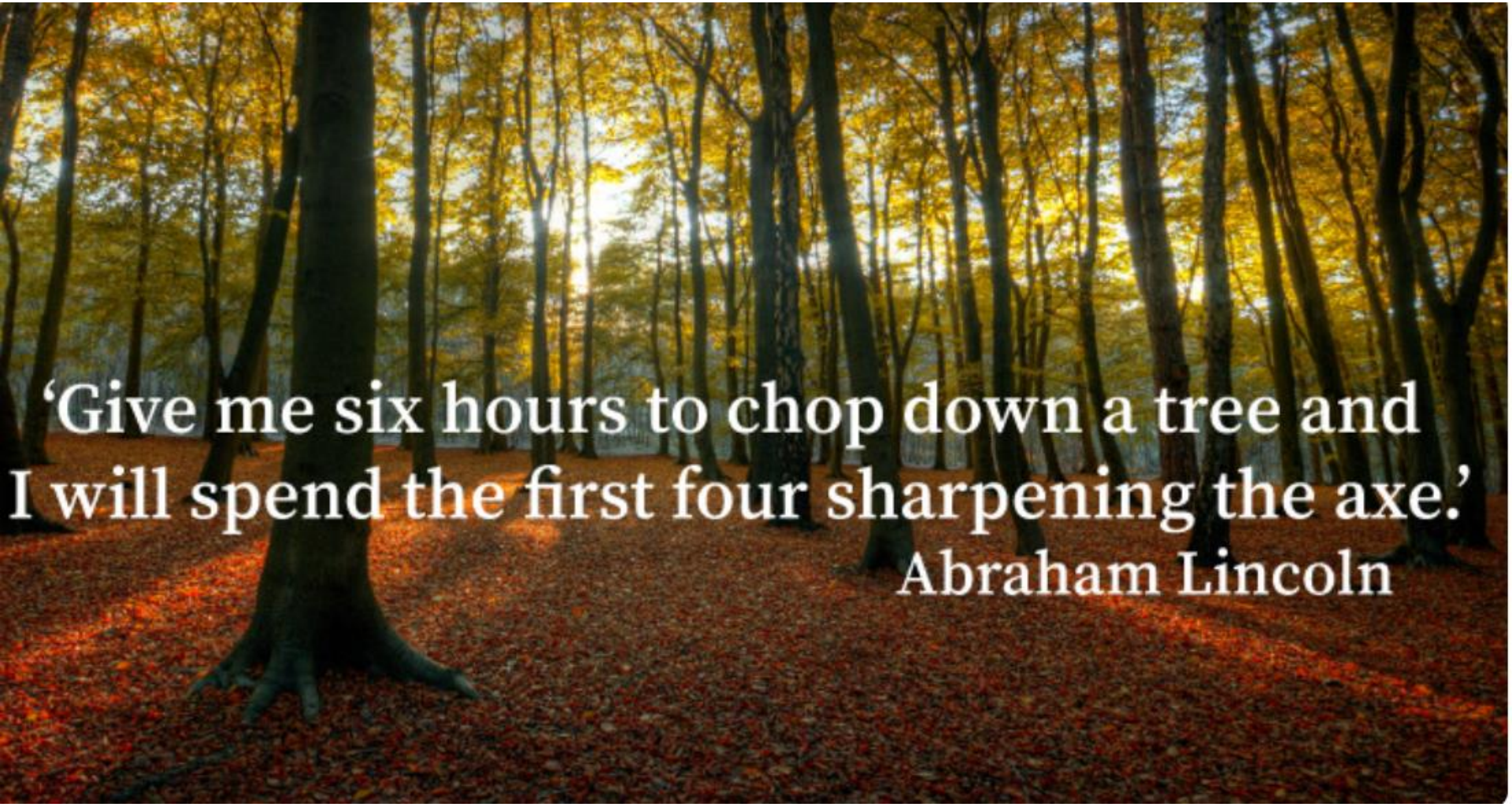
‘Give me six hours to chop down a tree and
I will spend the first four sharpening the axe.’
Abraham Lincoln

IQIP Basics

Focus:

- Improve clinical vaccination workflow
- Healthcare teams maximize opportunities to vaccinate patients

Benefits:

- Meet CCO childhood and adolescent vaccine incentive metrics
- Strengthen partnerships
- Streamlined immunization workflow
- Increased patient satisfaction
- A healthier community

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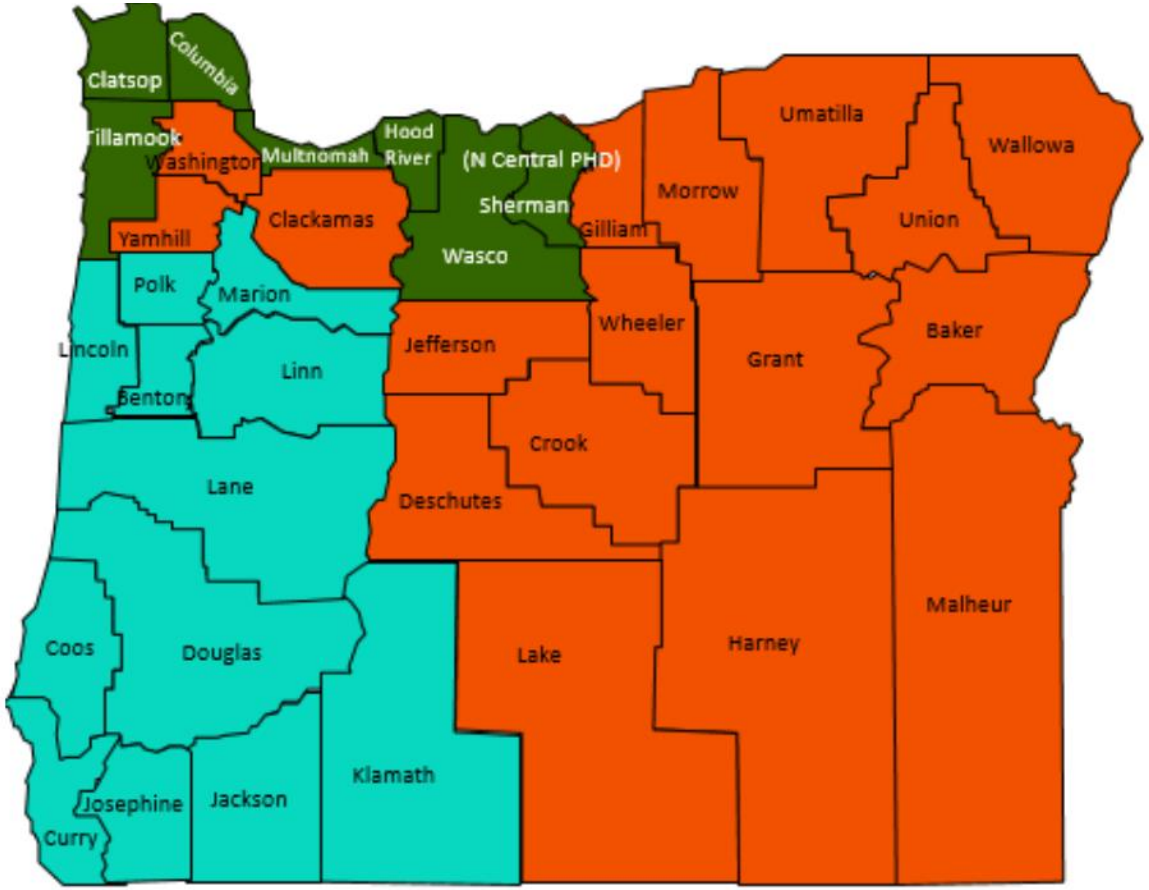
Oregon Immunization Program IQIP Team



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What does an IQIP visit look like?

- **Time:** 2-hour initial meeting (in-person or virtual) followed by a 2, 6 and 12-month support call/check-ins.
- **Space:** Room with space for the team and ability to project PowerPoint on-screen or ability to organize virtually.
- **Staff:** VFC coordinator, VFC back-up, clinic manager, QI coordinator, MAs, front desk and prescribing providers (whenever possible).

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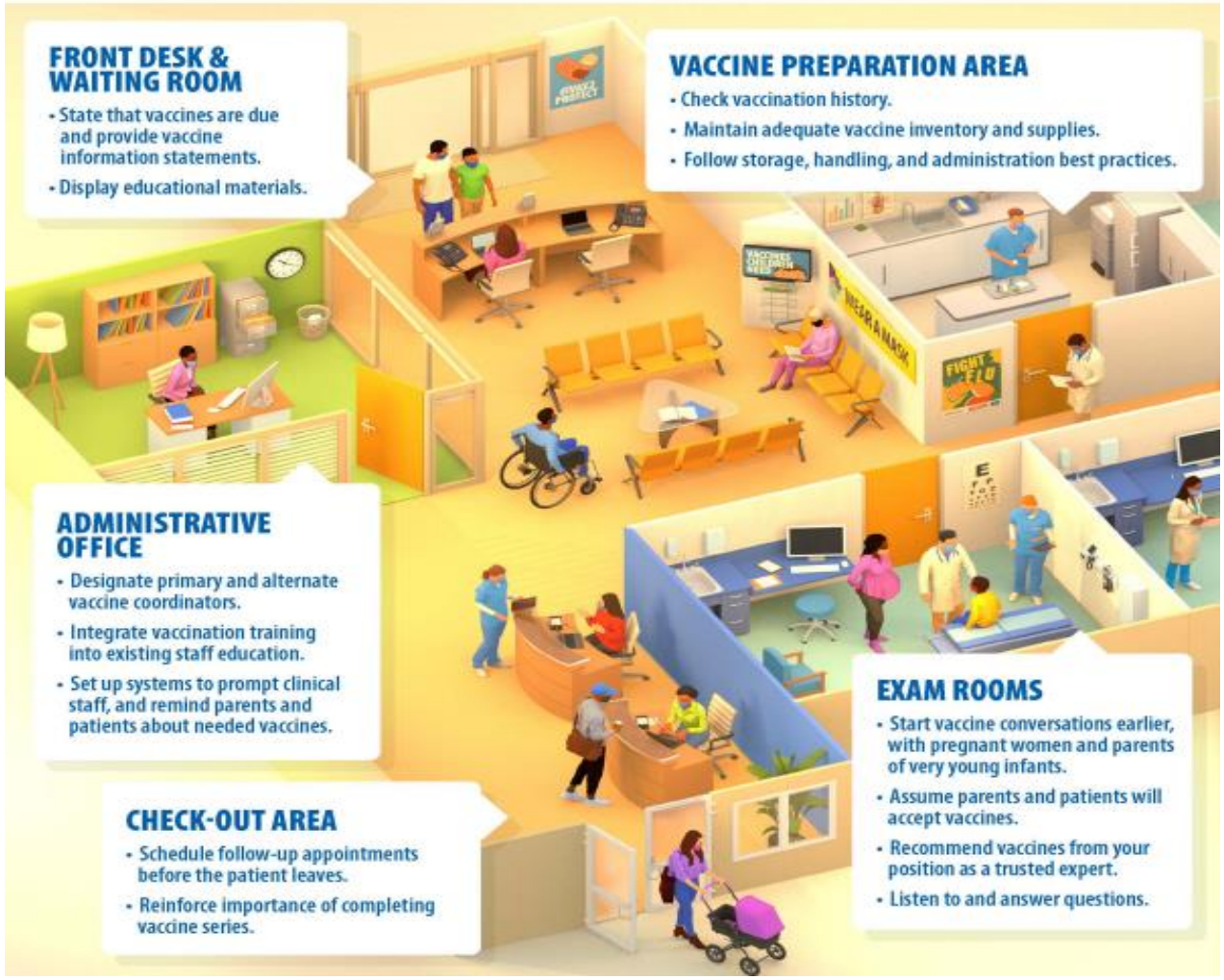
Assessing clinic workflow



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IQIP Strategies

1. Facilitate return to clinic for vaccination
2. Leveraging ALERT IIS or your EHR to improve immunization practice
3. Making strong vaccination recommendations
4. Improving vaccine communications

5. (Custom) Recommend HPV vaccine starting at age 9

Example Clinic:

Age: 24–35-month-old (2-year-olds)

Series:
4 Dtap
3 Polio
1 MMR
3 Hib
3 Hep B
1 Varicella
4 PVC

Clinic X

Childhood Immunization Assessment

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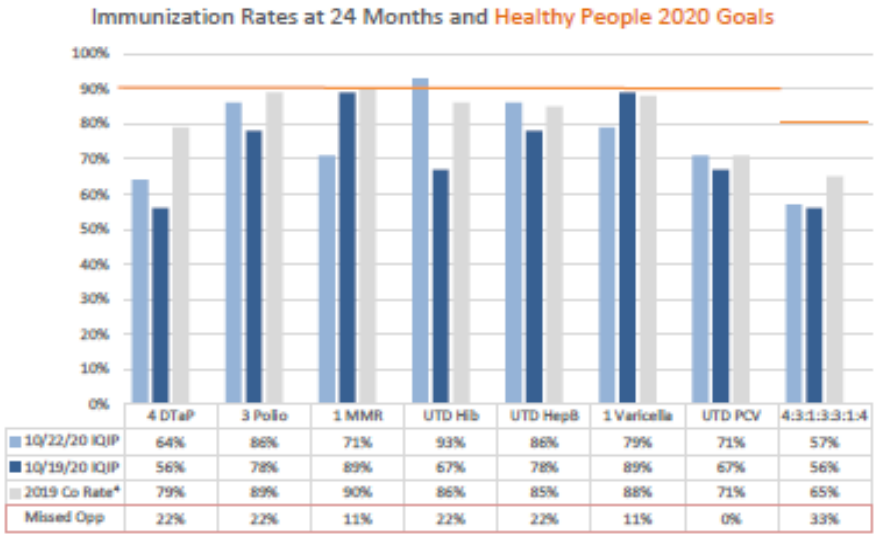
Two-Year-Olds[1]
9 (was 14)

Assessment Date[2]
10/19/2020

Up to date rate[1]
56%

4:3:1:3:3:1:4 series[3]



	4 DTaP	3 Polio	1 MMR	UTD Hib	UTD HepB	1 Varicella	UTD PCV	4:3:1:3:3:1:4
10/22/20 IQIP	64%	86%	71%	93%	86%	79%	71%	57%
10/19/20 IQIP	56%	78%	89%	67%	78%	89%	67%	56%
2019 Co Rate[4]	79%	89%	90%	86%	85%	88%	71%	65%
Missed Opp	22%	22%	11%	22%	22%	11%	0%	33%

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Assessing Clinic Workflow

The Community Guide

- Collection of evidence-based findings of the Community Preventive Services Task Force (CPSTF).
- Resource to help you select interventions to improve health and prevent disease

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Oregon CCO and Clinic Resource Guide

Evidence-based Strategies for Improving Childhood and Adolescent Immunization Rates: A Guide for CCOs, Health Plans and Clinics

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Strategy 1

Use Data to identify reasons for low immunization rates

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What health care providers can do to identify reasons for low rates:

- Routinely assess rates through the EHR or ALERT IIS.
- Create a plan for monitoring immunization data quality and submission to ALERT IIS
- Share information about the clinic's rates with clinic staff.
- Participate in the Oregon Immunization Program's IQIP Program.

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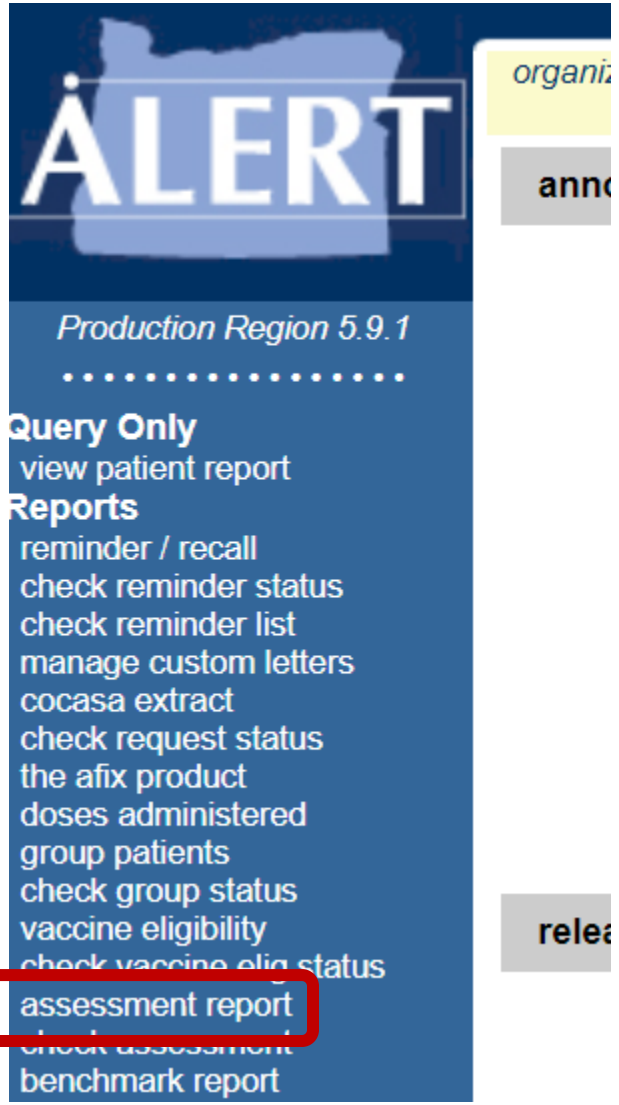
Assessing rates at the clinic level

Report name: Assessment Report

- Includes all active patients at your clinic.
- A good childhood-level report
- Can be accessed by any ALERTIIS user
- Not available for adolescent patients.



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Interpreting the assessment report:
Overall Immunization Rates

Immunization Status		
Age(months)	**Up-to-Date [1-4] (UTD)**	**Late [1-4] UTD@Assessment**
36 - 72 Months of Age		
72		
24		
12		
7		
24 - 35 Months of Age		
24	69.9%	78.0%
12	78.8%	84.1%
7	69.3%	84.1%

Interpreting the assessment report:
Age specific benchmarks

UTD Grid	DTaP	Hep B	Hib	MMR	Polio	Prevnar	Varicella
@ 3 months	1	1	1		1	1	
@ 5 months	2	2	2		2	2	
@ 7 months	3	2	2		2	3	
@ 9 months	3	2	2		2	3	
@ 12 months	3	2	2		2	3	
@ 16 months	4	3	3	1	3	4	1
@ 19 months	4	3	3	1	3	4	1
@ 21 months	4	3	3	1	3	4	1
@ 24 months	4	3	3	1	3	4	1
@ 72 months	5	3	4	2	4	4	1

Age specific benchmark example

Clinic A:
What do you see?

Assessment of Patients Meeting Age Specific Benchmarks									
UTD Age	**DTap**	**Hep B**	**Hib**	**MMR**	**Polio**	**Prevnar**	**Varicella**	**Total Meeting Age Criteria**	**% Coverage**
3 Months	1142	1131	1104		1103	1107		1242	85.2%
5 Months	1041	1065	1009		1011	1006		1242	77.1%
7 Months	950	1111	1074		1079	1096		1242	72.6%
9 Months	1027	1121	1103		1107	1123		1242	78.3%
12 Months	1079	1126	1116		1117	1134		1242	82.0%
16 Months	75	1074	225	977	1062	1039	932	1242	4.8%
19 Months	705	1084	767	1023	1075	1071	983	1242	50.8%
21 Months	811	1091	859	1039	1082	1083	999	1242	58.4%
24 Months	907	1099	942	1078	1095	1097	1037	1242	66.2%
72 Months	0	0	0	0	0	0	0	0	

Age specific benchmark example

Clinic A:
What do you see?

Assessment of Patients Meeting Age Specific Benchmarks									
UTD Age	**DTap**	**Hep B**	**Hib**	**MMR**	**Polio**	**Prevnar**	**Varicella**	**Total Meeting Age Criteria**	**% Coverage**
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21 Months	811	1091	859	1039	1082	1083	999	1242	58.4%
24 Months	907	1099	942	1078	1095	1097	1037	1242	66.2%
72 Months	0	0	0	0	0	0	0	0	

Age specific benchmark example

Clinic B:
What do you see?

Assessment of Patients Meeting Age Specific Benchmarks

UTD Age	DTap	Hep B	Hib	MMR	Polio	Prevnar	Varicella	Total Meeting Age Criteria	% Coverage
3 Months	84	45	84		28	66		217	10.1%
5 Months	63	20	67		16	43		217	5.5%
7 Months	45	22	81		19	59		217	6.5%
9 Months	54	22	83		23	71		217	6.9%
12 Months	62	22	86		26	78		217	6.9%
16 Months	8	12	75	10	18	64	7	217	.5%
19 Months	33	12	77	13	26	67	9	217	.9%
21 Months	36	12	77	17	26	67	9	217	.9%
24 Months	45	12	80	22	38	69	12	217	1.4%
72 Months	0	0	0	0	0	0	0	0	

Age specific benchmark example

Clinic B:
What do you see?

Assessment of Patients Meeting Age Specific Benchmarks

UTD Age	DTap	Hep B	Hib	MMR	Polio	Prevnar	Varicella	Total Meeting Age Criteria	% Coverage
3 Months	84	45	84		28	66		217	10.1%
5 Months	63	20	67		16	43		217	5.5%
7 Months	45	22	81		19	59		217	6.5%
9 Months	54	22	83		23	71		217	6.9%
12 Months	62	22	86		26	78		217	6.9%
16 Months	8	12	75		18	64	7	217	.5%
19 Months	33	12	77		26	67	9	217	.9%
21 Months	36	12	77	17	26	67	9	217	.9%
24 Months	45	12	80	22	38	69	12	217	1.4%
72 Months	0	0	0	0	0	0	0	0	

Oregon-wide rates:

Access the Data

Child Immunization Rates

Immunization rates for two-year-olds in Oregon - static data

Immunization rates for two-year-olds in Oregon - interactive data

Adolescent Immunization Rates

Immunization rates for adolescents age 13 to 17 - static data

Immunization rates for adolescents age 13 to 17 - interactive data

Maternal Immunization Rates

Immunization rates for women in Oregon who delivered their babies in 2017

Adult Immunization Rates

Oregon immunization rates for adults, including healthcare workers.

Who to Contact

Questions about rates

ALERT IIS Help Desk
800-980-9481
9:00am - 4:00pm

Information on clinic-specific rates

Quality Improvement Manager
imm.info@dhsoha.state.or.us

School immunization data

School Law Team
oregon.imm@dhsoha.state.or.us

Strategy 2

Identify and eliminate barriers to access

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What health care providers can do to identify and eliminate barriers to access:

- Use standing orders
- Offer immunization-only appointments
- Offer expanded clinic hours and walk-in appointments

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Strategy 3

Reduce missed opportunities and recall patients who are behind on vaccines

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What health care providers can do to reduce missed opportunities:

- Forecast for immunizations at every encounter
- Provide all vaccines
- Schedule the next immunization visit
- Recall patients who are behind on immunizations.
- Contact patients who miss appointments
- Identify patients who follow an alternative schedule.
- Recommend the HPV series starting at age 9.

ALERT IIS Reminder/recall

http://www.loc.gov/

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ALERT IIS Reminder/recall

- Allows users to recall patients that need to come in for immunizations
- Recall at 13 months: ensure they don't fall behind
- Recall at 19 months: capture kids that haven't had all doses necessary in the second year of life

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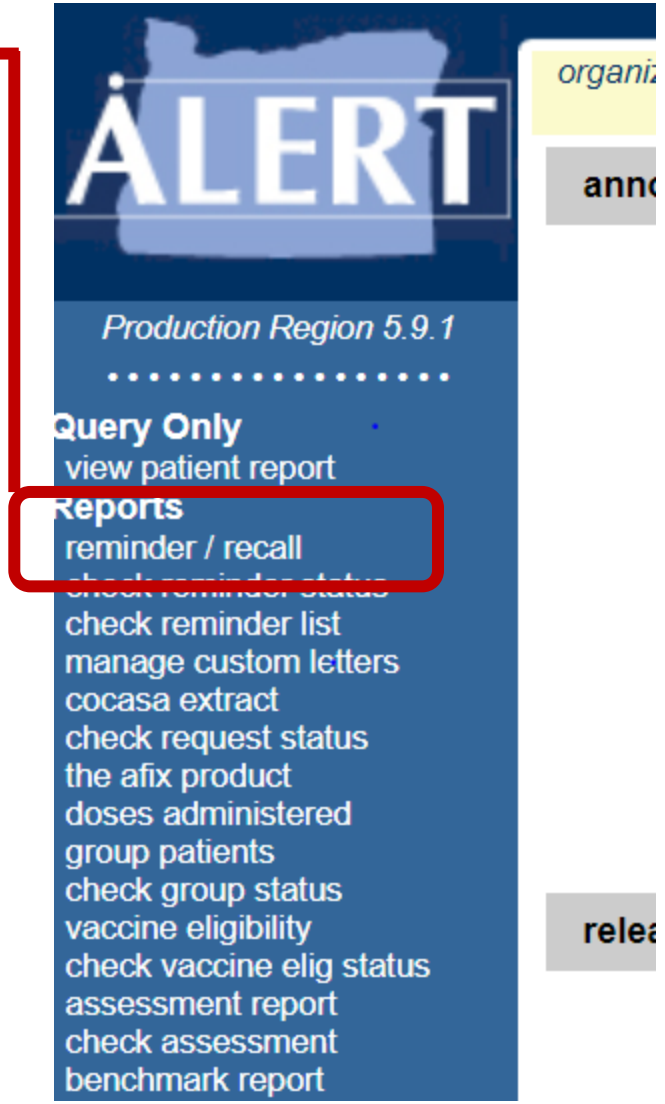
ALERT IIS Reminder/recall workflow

Report name: Reminder/recall

The ALERT IIS reminder/recall report can highlight those patients (of any age) due or past due for a specified vaccine(s). This report can be run monthly and used to recall patients back into the clinic.

Tip sheet is available on the ALERT training page.



ALERT

Production Region 4.1.1

Patients
manage patient
enter new patient
merge patients
upload list
check roster status
manage roster list
Immunizations
manage immunizations
Reports
reminder / recall
check reminder status
check reminder list
manage custom letters
cocasa extract
check request status
vaccine eligibility
check vaccine elig status
doses administered
group patients
check group status
assessment report
check assessment
benchmark report
check benchmark
ad hoc list report
ad hoc count report
ad hoc report status
billing report request
check billing report
provider report

Reminder/Recall Request

Create New List ...

- (•) Enter new Reminder Recall Request Criteria [ ] List Name
- ( ) Use a previous Reminder Recall Request Criteria [Please select an option]

Select Patient Population ...

- (•) Patients Associated with CLINIC 2 - SHELBY'S TEST CLINIC
- ( ) Patients Residing in Klamath County
- ( ) Patients Associated with CLINIC 2 - SHELBY'S TEST CLINIC or Residing in Klamath County

Indicate the Tracking Schedule ...

- (•) Use Tracking Schedule Associated with Each Patient
- ( ) Use Tracking Schedule Selected for All Patients [ ]

Select the Vaccine Group To Report on ...

- (•) Use All Vaccine Groups
- ( ) Use Vaccine Groups Selected

[ ]
Adeno
Anthrax
Add
Remove
[ ]

- (•) Vaccines Due Now
- ( ) Vaccines Past Due
- ( ) Both

ALERT IIS reminder/recall workflow

Narrowing your criteria and running the report monthly will make the process more manageable.

Reminder Request Process Summary

Reminder Request Criteria Name: 13 MONTH OLDS

Step	Criteria Evaluated at this Step	Patients
1	Patients **associated** with *ERIN'S TEST CLINIC*.	41
2	Patients **immunized** by *ERIN'S TEST CLINIC*.	39
3	Patients that are **active** within *ERIN'S TEST CLINIC* and **allow Reminder & Recall Contact**. Additional criteria includes: • Patients **born between 06/07/2012 and 06/08/2016**; • **School** is not specified; • **Provider** is not specified.	2
4	Patients that have a **Valid Address**. Additional criteria includes: • **City** is not specified; • **Zip Code** is not specified.	1
5	Patients that meet the following criteria regarding vaccination status: • Patients that are **Due Now or Past Due** for one or more vaccinations **as of 06/08/2017**; • Use all **vaccine groups**; • Use **ACIP** for all patients.	1
	Total Number of Patients Eligible for Reminder	**1**

ALERT IIS reminder/recall workflow

This report offers a bevy or output options including mailing labels and Excel spreadsheet.

Reminder Request Output Options

Output	Description	Additional Input
Reminder Letter	Standard Reminder Letter.	Duplex Printing ☐ Report Name Free Text Phone #
Reminder Card	Standard Reminder Card (4x5).	Report Name Free Text Phone #
Mailing Labels	Avery 5160 Mailing Labels.	Report Name
Patient Query Listing	A list of patients based on the report criteria.	Report Name
Extract Client Data	Extract client data in XML format.	Report Name

Strategy 4

Increase knowledge and awareness about immunizations in clinics and for families

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What health care providers can do to increase awareness:

- Identify an immunization champion.
- Build a culture of immunization in the clinic.
- Make resources readily.
- Make a strong personal recommendation for immunizations at every encounter.

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Key resources

CDC

https://www.cdc.gov/vaccines

BOOST Oregon

http://www.boostoregon.org

Children's Hospital of Philadelphia (CHOP)

https://www.chop.edu

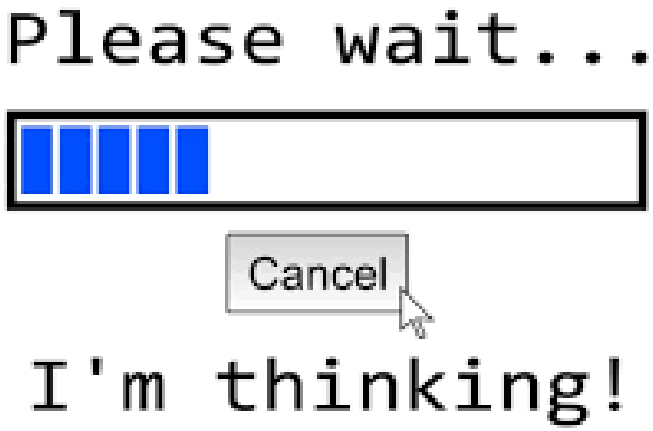
Immunization Action Coalition (IAC)

https://www.immunize.org/

American Academy of Pediatrics

https://www.aap.org/

So…which activities could improve immunization rates at YOUR clinic?



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IQIP team is here to support

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