IMMUNIZATION QUALITY IMPROVEMENT TOOLS

IIS Provider Training & Outreach Team

Meet Your Trainers

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⊙ Please use the chat box to ask questions.

⊙ We will cover questions at the end of the webinar.

⊙ All IIS webinars are recorded and posted with the slides and FAQs on our YouTube channel.

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Today's Topics

- Key principles of data ownership & data quality.
- Tools to improve patient demographic and vaccination data quality.
- Tool to identify and manage patient panel.
- Tools to improve immunization coverage.

Key Principles

IIS:

A system composed of patient and vaccination data from participating organizations across the state.

Patient Records & Data Ownership:

- Multiple organizations may provide data for the same patient.

- Data is combined into one record for the patient, but each organization still "owns" and is responsible for the data they provide.

- Organizations providing data to the IIS are responsible for the accuracy, completeness & timeliness of data elements such as:
  - Patient demographics (e.g. name, DOB, address)
  - Vaccination data (e.g. type, date, lot number)

Key Principles

Data quality issues in the IIS may result in:

- Issues with record deduplication
  - Patients with duplicate records
  - Incorrectly merged records

- Incorrect or incomplete patient records and Certificate of Immunization Status

- Inaccurate reports.

IMPROVING DATA QUALITY

IIS Data Quality Tools

The IIS has several tools to help identify data quality issues.

Organizations with an EHR/IIS Interface

- Monitor daily emailed warnings & errors reports.
- Correct identified data quality issues.

Data Quality Tools in the IIS

- Vaccination Data Quality Detail
- Patient Data Quality Detail
- Report Duplicate Patient Records

Data Quality & Data Exchange

Warnings & Errors Report

Emailed to designated individuals in organizations with an interface.

- **Errors:** Data sent from EHR <u>not</u> accepted by the IIS & will not appear on patient records.

- **Warnings:** Data sent from EHR accepted by the IIS, but may be missing data or contain incorrect or invalid information (e.g. invalid CVX code).

| Provider	Representative Facility ID	User	Profile	Import Log ID	Error / Warn	Date Sent	MRN	Issue	Issue Location	Message Control ID
100064	SIISCLIENT17533	DSASLO	2988	1009788	E	Feb 5, 2018 9:19:44 AM	1929211	Last name required - Message Rejected		763143M7956
100064	SIISCLIENT17533	DSASLO	2988	1009788	E	Feb 5, 2018 9:19:44 AM	1929211	vaccination facility id is missing - Message Rejected		763143M7956

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Data Quality & Data Exchange

DOH Data Quality Monitoring

Ongoing assessment of electronic data provided by organizations with an interface to ensure IIS data quality standards are met.
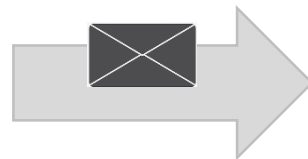
Before New Interface Goes Live

QA (Test)

WASHINGTON STATE
IMMUNIZATION
INFORMATION SYSTEM
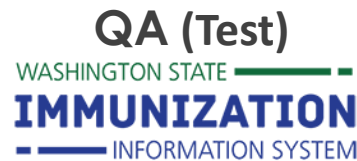
Ensure minimum data quality standards met

After Interface Go Live

WASHINGTON STATE
IMMUNIZATION
INFORMATION SYSTEM

Continuous data quality monitoring

Data Quality Tools

Vaccination Data Quality Detail Report

Displays:

- Vaccines given outside the recommended schedule

- Incorrectly documented vaccines (e.g. DTaP documented instead of Tdap).

Organization (IRMS)	SIIS Patient	Patient Name	Patient DOB	Vaccine Group	Issue	Vacc Date
NICOLE'S VFC CLINIC 2						
100034	6242610	EIGHT, NICOLE	10/25/2008	DTaP	DTaP or Ped DT administered at >= 7 years of age.	11/14/2018

Data Quality Tools

Patient Data Quality Detail Report

Select various patient demographic data elements and view which patients are missing them (e.g. address, phone number).

BABY, SUPER Date of Birth:03/01/2016
MISSING VALUES:Phone, Guardian Middle Name, Guardian Last Name, Patient Middle Name, Patient Medicaid Number, Patient Race, VFC Status
BEAR, KODIAK Date of Birth:05/25/2013
MISSING VALUES:Phone, Mother Maiden Name, Guardian Middle Name, Guardian Last Name, Patient Middle Name, Patient Medicaid Number
DRAGON, PURPLE Date of Birth:01/01/2012
MISSING VALUES:Phone, Guardian Middle Name, Guardian Last Name, Patient Middle Name, Patient Medicaid Number, Patient Race, VFC Status
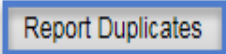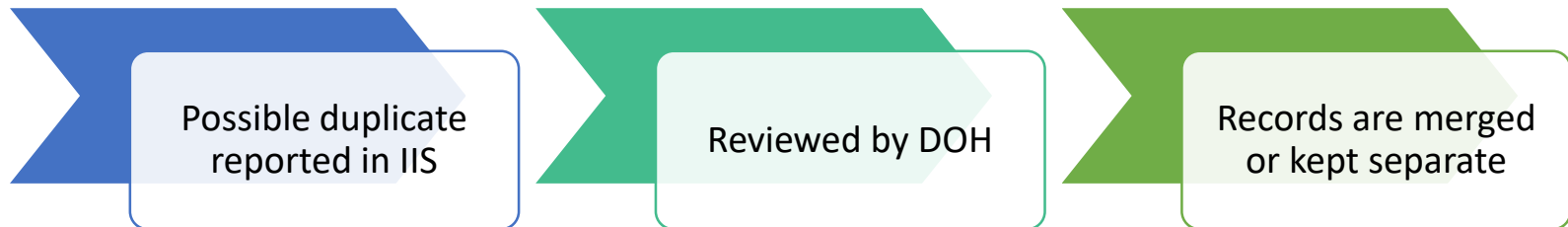
Data Quality Tools

Reporting Duplicate Patient Records

If you find more than one record for the same patient, these can be reported through the IIS.

First Name ▲	Middle Name ♦	Last Name ♦	Birth Date ♦	SIIS Patient ID ♦	Grd First Name ♦	Grd Last Name ♦
NICOLE		TEST	01/01/1992	6172541		
NICOLE		TEST ONE	01/01/1992	6172540		

Showing 1 to 2 of 2 entries

◄ ►

Report Duplicates

Possible duplicate reported in IIS → Reviewed by DOH → Records are merged or kept separate

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IMPROVING PATIENT MANAGEMENT

What is Patient Active/Inactive Status?

- <u>Patient Active/Inactive Status(PAIS)</u> is a term used to describe a provider or geographic jurisdiction's responsibility for a patient's immunization status.
  - Patient Statuses: Active, Inactive & Deceased

- Only **one** provider can show active ownership of a patient (1:1). This signifies that this provider is the patient's medical home.
  - For the patient SIIS 6315090 example below, example A is the view that a user from Katy's org (the owning org) will see, example B is the view that Nicole's org will see.

Example A (patient owner)

SIIS Patient ID:	6315090
Organization (IRMS) Owner:	9111118 - KATY'S ORG
Facility Owner:	18453 - KATY'S FACILITY
Entry Date:	02/05/2018 12:53:07 PM
Entered By:	KATHYRN RITER
Status	
Patient Status:	Active

Example B

SIIS Patient ID:	6315090
Organization (IRMS) Owner:	9111118 - KATY'S ORG
Facility Owner:	18453 - KATY'S FACILITY
Entry Date:	02/05/2018 12:53:07 PM
Entered By:	KATHYRN RITER
Status	
Patient Status:	**Inactive**

Organization Types

An _owning organization_ is the patient's primary **medical home** where they receive the majority of their medical care.

A _non-owning organization_ is any organization with automatic ownership blocked.

Owning Organizations	Non-Owning Organizations
Public Healthcare Clinics	Pharmacies
Private Healthcare Clinics	Schools/Child Care Centers
College Student Healthcare Centers	Hospitals/Urgent Care
Other Medical Homes	Local Health Jurisdictions

Organizations are set up to own or not own patients based on national guidance.

Non-Owning Organizations

- Non-owning organizations cannot take ownership of patients, even with a qualifying event.

- Patient Status displayed as **Inactive** for **all patients.**

- Patients can still be displayed in reports that include inactive patients.

Patient Demographic Master View	
Record Info	
SIIS Patient ID:	6164359
Organization (IRMS) Owner:	100034 - IMPROVING COVERAGE ORG
Facility Owner:	-
Entry Date:	11/18/2015 08:31:56 PM
Entered By:	NICOLE PENDER
Status	
Patient Status:	**Inactive**

Active Status and Ownership

Owning organizations and facilities automatically take ownership and a patient becomes active when a **qualifying event** occurs:

- Administered vaccination entered

- New patient entered

  *Owning organizations can manually change the patient's status in the patient demographics screen.

Organizations and facilities do NOT automatically take ownership when:

- Updating patient demographic information

- Recording historical vaccinations

Manage Population Tool

- Access under **Patient** heading in left navigation menu.

- Run lists of patients:
  - Who are owned by your org/facility
  - Who received a vaccination at your org/facility.

- Owning orgs/facilities can change a patient's status from this screen.
  - Inactivating a patient will remove them from any IIS reports run for active patients only.

Patient Population Results

Show 100 ▼ entries   Search: [   ]

Patient ID	Patient Name	Patient DOB	Last Vaccination Date	Owning Organization	Owning Facility	Status
6299239	FEFE BABY	01/01/2016	03/01/2016	IMPROVING COVERAGE ORG	NICOLE'S VFC CLINI ▼	Active ▼

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# IMPROVING IMMUNIZATION RATES

IIS Immunization Quality Improvement Tools

The IIS has several tools that can assist providers in improving clinic coverage rates. The following tools are used to assess and increase coverage.

1. Assess current coverage using the **Coverage Rate Report**.

2. Use **Reminder/Recall** to identify patients who are not up to date.

3. Use the **Forecast** to:
   - Identify which vaccines a patient needs before a scheduled visit.
   - Identify which vaccines a patient needs in the future before they leave the clinic.

Coverage Rate Report

Reports
Patient Record
Report Module
State Reports
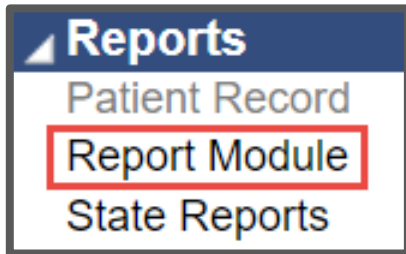
- Access in the **Report Module** under the **Reports** heading in the left menu.

- Assess coverage for any age range, vaccine or pre-defined vaccine series.

- Run or export coverage rate %'s and patient lists.

Total Patients	Completion By Vaccine			Incomplete Series	Series Complete
4	MENINGOCOCCAL	≥1	4 (100%)	1 (25%)	3 (75%)
	HPV	≥1	3 (75%)		
	Tdap	≥1	4 (100%)		

Patient ID	Owning IRMS/Facility Id	Patient Name	Birthday	Age	Gender	VFC Eligibility	Guardian F.N.	Patient Phone Number	County	Zip Code	Chart Number
6268484	100034 / 16882	NICOLE FOURTEEN	04/09/2002	16 years	F		MAMA		WHATCOM	98228	SIISCLIENT6268484

Patient has met the requirements for the vaccines in the series

Patient ID	Owning IRMS/Facility Id	Patient Name	Birthday	Age	Gender	VFC Eligibility	Guardian F.N.	Patient Phone Number	County	Zip Code	Chart Number
6268482	100034 / 16882	NICOLE TWELVE	02/01/2005	13 years	F		NOT		THURSTON	98512	SIISCLIENT6268482

Vaccine Family Name	Dose Number	Recommended Date	Minimum Date
HPV	1	02/01/2016	02/01/2014

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Reminder/Recall

Reminder/Recall
Reminder/Recall
Run Templates
Create Templates
Manage Cohort
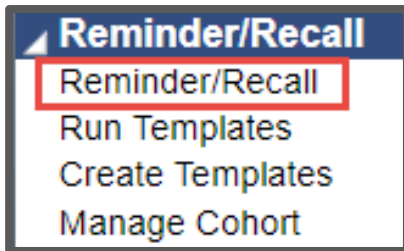
- Access under the **Reminder/Recall** heading in the left menu.

- Identify patients of any age range who are due for selected vaccine or series.

- Save and monitor a specific cohort of patients

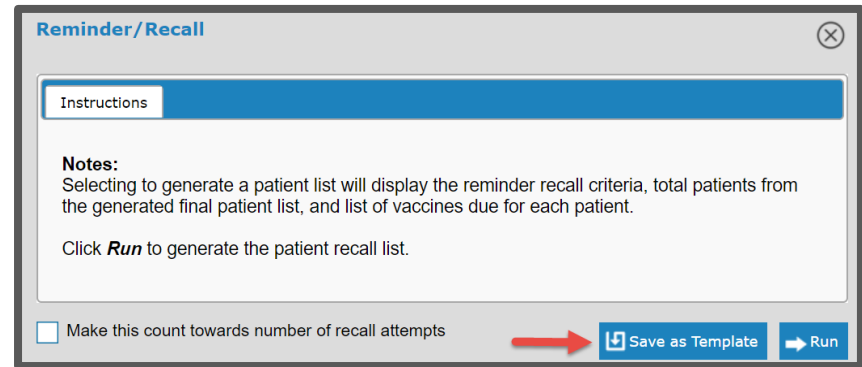- Many output options and can track reminder/recall attempts.

Select age group and vaccines → Preview & edit patient list → Choose output and run
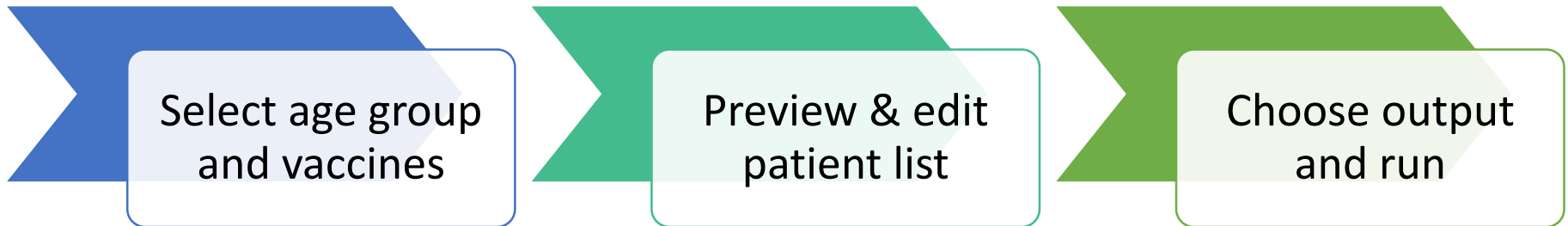
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Reminder/Recall Cohorts & Templates

Templates

- Click the **Save as Template** button before running an output.

- Click **Run Templates** in left menu to run a saved template.

Reminder/Recall

Instructions

Notes:
Selecting to generate a patient list will display the reminder recall criteria, total patients from the generated final patient list, and list of vaccines due for each patient.

Click **Run** to generate the patient recall list.

☐ Make this count towards number of recall attempts   Save as Template   Run

Cohorts

- Click **Save As a Patient Group** on the Reminder/Recall output screen.

- Run Reminder/Recall for a cohort by clicking **Manage Cohort** in left menu.

Print Labels

Save As a Patient Group (Cohort)
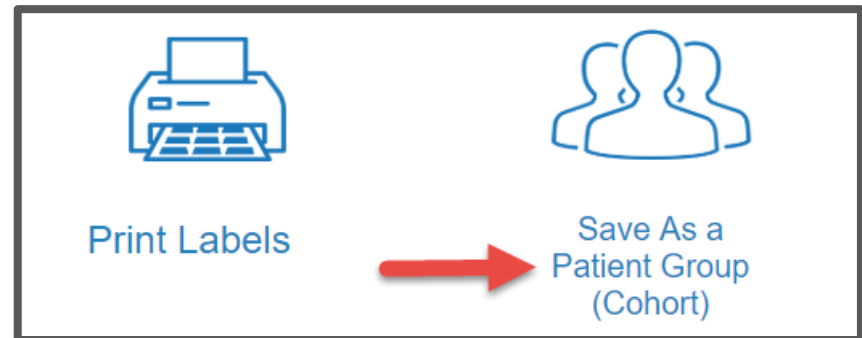
Reminder/Recall Tracking

Track Reminder/Recall attempts using the check box on the screen where you run your selected output.

> **Instructions**
>
> **Notes:**
> Selecting to generate a patient list will display the reminder recall criteria, total patients from the generated final patient list, and list of vaccines due for each patient.
>
> Click **Run** to generate the patient recall list.
>
> ☐ Make this count towards number of recall attempts   ➡ Run

Reminder/Recall Success Report

Measures how many patients were included in a recall & returned within 30, 60, or 90 days.

Recall for Inactivation Report

Identify patients to inactivate by pulling a list of patients who have been recalled a specified number of times.

Review Vaccination Forecast
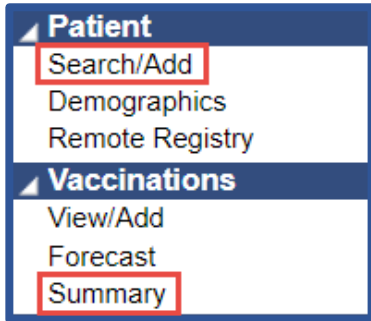
- Access under **Vaccinations** heading in left menu

- **Summary** screen displays the patient's vaccination history and forecast

- Shows vaccine family, dose number, recommended, minimum & overdue dates, as well as status.

Vaccination Forecast

The forecast automatically switches to the catch-up schedule when a patient is behind schedule.

Vaccine Family	Forecasted Dose	Recommended Date	Minimum Valid Date	Overdue Date	Status
POLIO	4	11/19/2017	11/19/2017	11/19/2020	Due Now
FLU	2	04/02/2018	04/02/2018	05/02/2018	Past Due
HEP-A	2	09/05/2018	09/05/2018	10/05/2019	Due Now
HPV	1	11/19/2024	11/19/2022	11/19/2026	Not Yet Due
MENINGOCOCCAL	1	11/19/2024	11/19/2023	11/19/2026	Not Yet Due
Tdap	B	11/19/2024	11/19/2024	11/19/2026	Not Yet Due

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Immunization Rate Improvement Recap

Assess — Coverage Rate Report

Remind/Recall

Monitor Progress — Reminder/Recall Success

Immunize — Review Forecast
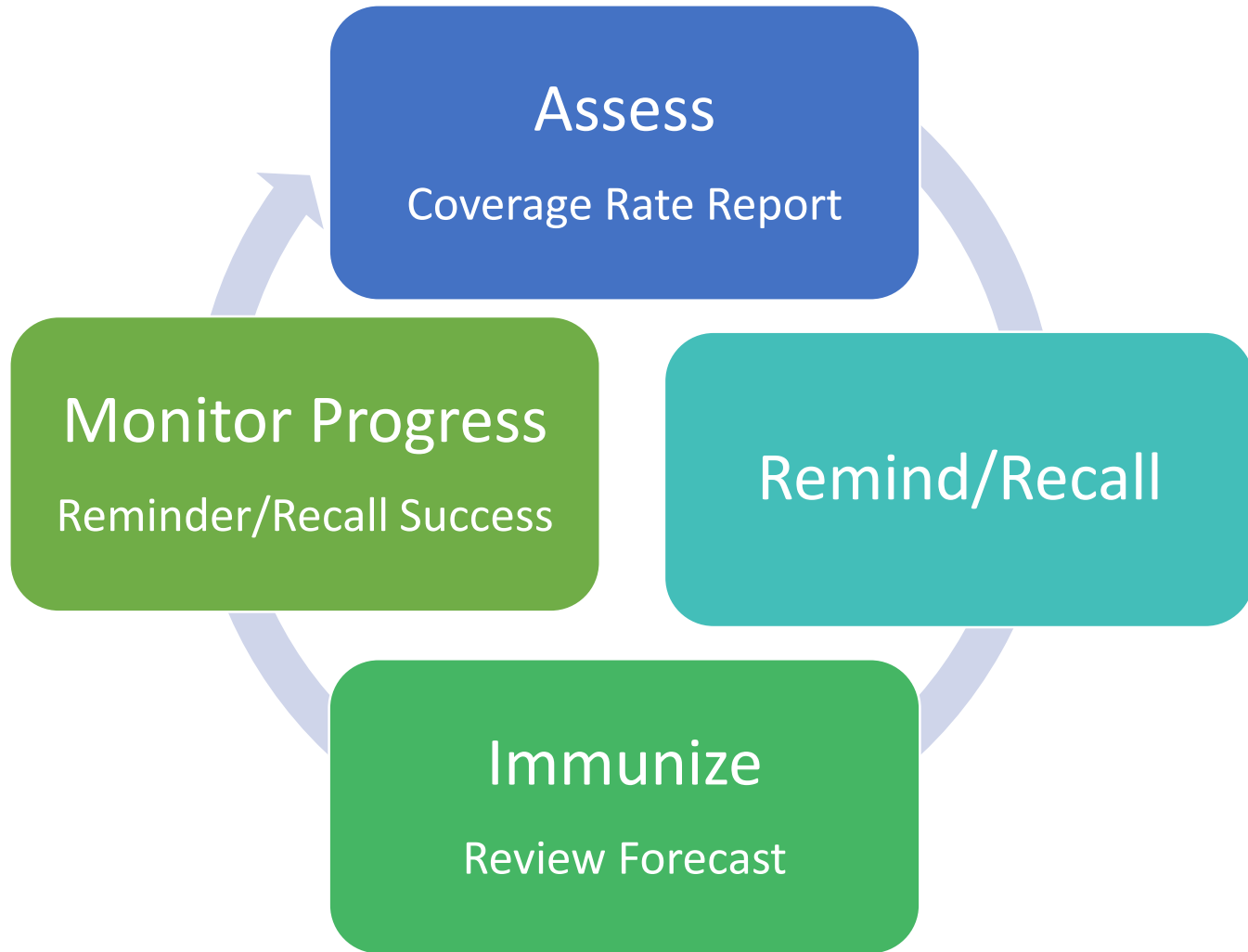
Immunize Washington

Immunize WA recognizes clinics who achieve 70% or higher immunization rates with selected childhood and adolescent vaccine series.

- Nominations open January 1 – February 17th
- To submit a nomination, clinics must:
  - Run an IIS Coverage Rate Report for child and/or adolescent patients. Directions can be found here
  - Complete the 2019 nomination form
  - Submit coverage rate report(s) to immunizewa@doh.wa.gov
  - For any questions please review our FAQs or email immunizewa@doh.wa.gov

Demo

- Patient Active/Inactive Status & Manage Population

- Patient & Vaccination Data Quality Detail Reports

- Reminder/Recall
    - Templates & Cohorts
    - Tracking Attempts
    - Reminder/Recall Success Report
    - Recall for Inactivation Report

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