Immunization Program
Responsible Entity Training

October 21, 2019
Objective

- IQIP Program Overview
- Assessing the provider workflow
- Evaluating vaccination coverage rates
- IQIP Strategies
- IQIP Site Visit Life Cycle
- IQIP Follow-up Activities
IQIP Overview

- IQIP is the Centers for Disease Control and Prevention (CDC) new national immunization quality improvement program

- Replacing the Assessment, Feedback, Incentives, and eXchange (AFIX) Program
IQIP Overview

- Promote and support the implementation of provider-level quality improvement strategies
- Identify opportunities for providers to increase vaccine uptake in their practice
## IQIP vs. AFIX

<table>
<thead>
<tr>
<th>IQIP</th>
<th>AFIX</th>
</tr>
</thead>
<tbody>
<tr>
<td>• On-time vaccination in adherence to ACIP schedule</td>
<td>• Up-to-date vaccination in adherence to ACIP schedule</td>
</tr>
<tr>
<td>• 3 core quality improvement strategies, with an option for a</td>
<td>• 19 quality improvement strategies</td>
</tr>
<tr>
<td>program defined strategy</td>
<td>• <strong>Analysis conducted on 50 patient records pulled in the provider office</strong></td>
</tr>
<tr>
<td>• <strong>Analysis conducted on 100% of patient records in the specified cohorts reported to ImmTrac2</strong></td>
<td>• Requires 6-month follow-up in person (second record pull of 50 records)</td>
</tr>
<tr>
<td>• Requires 3 follow-ups remotely at 2-months, 6-months, and 12-</td>
<td></td>
</tr>
<tr>
<td>months (i.e. telephone, skype, etc.)</td>
<td></td>
</tr>
</tbody>
</table>
Receiving vaccines on or as close as possible to the due date in accordance with the Advisory Committee on Immunization Practices (ACIP) recommended immunization schedule.

Receiving vaccines late or on a catch-up immunization schedule as recommended by the Advisory Committee on Immunization Practices (ACIP).

<table>
<thead>
<tr>
<th>On-time</th>
<th>Up-to-Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receiving vaccines on or as close as possible to the due date in accordance with the Advisory Committee on Immunization Practices (ACIP) recommended immunization schedule.</td>
<td>Receiving vaccines late or on a catch-up immunization schedule as recommended by the Advisory Committee on Immunization Practices (ACIP).</td>
</tr>
</tbody>
</table>
IQIP Operations Manual

• Texas IQIP Program policies and procedures
  ▪ CDC requirements
  ▪ TVFC Requirements
  ▪ ImmTrac2 Registry Guidance Documents
  ▪ Site Visit processes

• Released in October 2019
• The IQIP User Guide provides step-by-step instructions on how to navigate the IQIP Database for recording, managing, and aggregating data.
Resource Packet

- ImmTrac2 Resource Packets developed and distributed during all site visits
- IQIP Notification Letter from the Immunization Director

ImmTrac2 Guidance Documents Included:
- Data Quality Guide
- Texas Immunization Provider Summary (TIPS) Report Guidance Document
- Guide for creating a list of Active Clients
- Reminder/Recall Guide
IQIP Core Concepts

- Assessing Workflow
- Vaccination Coverage Rates
- Quality Improvement Strategies
- Vaccination Coverage Goals
Assessing Provider Workflow
Assessing Provider Workflow

- Analyze provider immunization service delivery from start to finish
- Discussion prompts lead the conversation with provider
- Identify gaps and limitations
- Details documented on the IQIP Strategy Implementation Plan in the IQIP Database
Assessing Provider Workflow Discussion Prompts

• Discussion prompts used to stimulate conversations with the provider.

How do staff determine when doses are due for the future visits?
Are all staff including clerical, trained to schedule immunization appointments according to ACIP schedule?

How do staff identify which doses are due for the scheduled visit?

How do staff ensure they can contact parent for vaccination recall or other care issues?

Which methods are used to ensure that patient returns for their next vaccination appointment?

Is your clinic currently reporting to the statewide registry, ImmTrac2?
Assessing Processes for Scheduling Next Appointment

- Does the provider emphasize to the parent the importance of receiving doses on schedule? Is a reminder given at this time about the timing of next dose appointments?
- Can the next appointment be scheduled before this vaccination procedure? Is a clear “on or after” date provided for parent and check-out staff for scheduling the next immunization appointment?
- How far in advance can appointments be entered? Can all follow-up immunization appointments be scheduled at once? Is confirmation of the next visit given or sent to parent? How?

Other questions to consider:
1. Are all staff, including clerical, trained to schedule immunization appointments according to ACIP schedule (i.e., minimum ages and intervals) to avoid invalid doses?
2. Will the next immunization appointment be a nurse-only visit or full visit with the prescriber?
3. Will an on-time immunization appointment be congruent with the next well child visit?
4. Is presumptive language used for getting next appointments scheduled? (“We will see you back on xyz date for your next vaccination.”)
5. Has staff consulted the appropriate entity (e.g., IT support, software vendor) regarding any scheduling system limitations?
6. Are staff aware of restrictions that may be imposed by insurance providers regarding scheduling?
Assessing Processes for Leveraging the Immunization Information System (IIS) – Unidirectional

Patient Documentation Prep

Do staff look up patient immunization history and recommendations in IIS prior to or at check-in?

Patient Check In

Do staff enter vaccinations given that day into the EHR for reporting to the IIS?
Do staff print forecasted vaccinations and due dates for staff scheduling the next appointment(s)?
Do staff inform the parent of the IIS public access portal for independent look up?
Do staff offer and set up reminders in the IIS for vaccines due?
Do staff provide the parent an updated immunization record and forecasted vaccinations with due dates?

Provider Discussion and Exam

Do staff enter historical vaccinations into IIS and/or EHR for new patients and retrieve updated vaccine forecast from the IIS?
Do staff verify/update contact information?

Vaccination

Patient Check-Out

Data quality issues to consider:
1. Do staff review the IIS acknowledgement report to ensure all reported vaccinations were received by the IIS?
2. Do staff routinely check to ensure the clinic is recording vaccinations in the EHR in a timely manner?
3. Do staff routinely review coverage or patient lists from the IIS for missed opportunities, invalid doses, and patients not UTD?
4. Do staff regularly check patients’ active/inactive status in the IIS and update when needed?
5. Do staff perform spot checks for completeness and accuracy of clinic immunization records in the EHR?
Vaccination Coverage Rates
Reporting Immunization Records to ImmTrac2

DSHS Texas Health and Safety Code §§161.007-161.009

Texas law requires all medical providers and payors to report all immunizations administered to clients who are 17 years of age and younger, to ImmTrac2.

Vaccination Coverage Rates

- Provider rates generated monthly
- Analysis conducted on 100% of patient records reported to ImmTrac2
- Childhood and adolescent vaccination coverage assessment rates on all TVFC providers
- Shared with providers during the Initial IQIP Visit
Assessment Criteria

**Childhood**
- 8 measures: 4:3:1:3:3:1:4 individual antigens and series
- Age range: 24-35 months
- Evaluated at: 2\textsuperscript{nd} birthday

**Adolescent**
- 3 measures: 1 Tdap, 1 MenACWY, and complete HPV
- Age range: 13 years
- Evaluated at: 13\textsuperscript{th} birthday
Coverage Rates

- Distributed **MONTHLY** to Public Health Regional (PHR) Managers
- Password protected spreadsheet
- Distribute to LHDs
### Vaccination Coverage Report Sample

#### Excel Spreadsheet

<table>
<thead>
<tr>
<th>VFCPIN</th>
<th>Jurisdiction</th>
<th>Patients Assessed (2 year olds)</th>
<th>DTaP</th>
<th>Polio</th>
<th>MMR</th>
<th>Hib</th>
<th>HepB</th>
<th>Varicella</th>
<th>PCV13</th>
<th>Series</th>
<th>Patients Assessed (13 year olds)</th>
<th>Tdap</th>
<th>MENACWY</th>
<th>HPV</th>
<th>Age Groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>000000</td>
<td>PHR 2/3</td>
<td>208</td>
<td>75%</td>
<td>91%</td>
<td>87%</td>
<td>81%</td>
<td>91%</td>
<td>45%</td>
<td>98%</td>
<td>72%</td>
<td>238</td>
<td>79%</td>
<td>81%</td>
<td>35%</td>
<td>Both</td>
</tr>
<tr>
<td>000000</td>
<td>PHR 2/3</td>
<td>100</td>
<td>80%</td>
<td>81%</td>
<td>74%</td>
<td>91%</td>
<td>52%</td>
<td>41%</td>
<td>51%</td>
<td>69%</td>
<td>339</td>
<td>76%</td>
<td>78%</td>
<td>24%</td>
<td>Both</td>
</tr>
<tr>
<td>000000</td>
<td>PHR 2/3</td>
<td>800</td>
<td>15%</td>
<td>65%</td>
<td>64%</td>
<td>75%</td>
<td>51%</td>
<td>60%</td>
<td>57%</td>
<td>62%</td>
<td>153</td>
<td>68%</td>
<td>72%</td>
<td>64%</td>
<td>Both</td>
</tr>
<tr>
<td>000000</td>
<td>PHR 2/3</td>
<td>90</td>
<td>45%</td>
<td>12%</td>
<td>30%</td>
<td>87%</td>
<td>91%</td>
<td>89%</td>
<td>90%</td>
<td>72%</td>
<td>90</td>
<td>77%</td>
<td>69%</td>
<td>58%</td>
<td>Both</td>
</tr>
<tr>
<td>000000</td>
<td>PHR 2/3</td>
<td>164</td>
<td>61%</td>
<td>48%</td>
<td>80%</td>
<td>87%</td>
<td>94%</td>
<td>88%</td>
<td>81%</td>
<td>89%</td>
<td>145</td>
<td>71%</td>
<td>68%</td>
<td>94%</td>
<td>Both</td>
</tr>
</tbody>
</table>

#### Example

- 24 months
- Childhood vaccination rates
- 13 year old
- Adolescent vaccination rates
IQIP
Quality Improvement Strategies
Quality Improvement Strategies

• Evidenced-based best practices designed to improve vaccine uptake

• 2 Quality Improvement Strategies selected for the Texas IQIP Program
  1. Schedule the next immunization appointment before the patient leaves the office
  2. Leverage the Immunization Information System (IIS)* Functionality
<table>
<thead>
<tr>
<th>IQIP quality improvement strategies*</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Schedule the next immunization visit before the patient leaves the office</td>
</tr>
<tr>
<td>2. Leverage IIS functionality</td>
</tr>
<tr>
<td>3. Give a strong vaccine recommendation**</td>
</tr>
<tr>
<td>4. Optional, awardee-developed strategy</td>
</tr>
</tbody>
</table>

*Providers must select at least 2 strategies to implement or improve (if already implemented) |

**Include HPV if the provider has adolescent patients
Quality Improvement Strategies

1. Schedule the next immunization visit before the patient leaves the office
   • Ensures that the patient has the opportunity to select a convenient time for their visit
   • Assist educating patients on series completion for childhood and adolescent vaccines
   • Promotes use of varies applications or manual practices that support reminder recall processes
Quality Improvement Strategies

2. Leveraging the Immunization Information System Functionality

- Improve data exchange between the providers EHR and ImmTrac2
- Improve data quality of vaccination coverage rates
- Provide technical assistance to address data exchange issues/errors, and resolve for complete data reporting
Quality Improvement Strategies

• Improve data exchange between the providers EHR and ImmTrac2
• Improve data quality of vaccination coverage rates
• Improve the technical assistance provided to address data exchange issues/errors, and resolve for complete data reporting
# IQIP Strategies

1. Schedule the next immunization visit before the patient leaves the office

<table>
<thead>
<tr>
<th>Provider Action Items for this Strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Train staff on scheduling immunizations</td>
</tr>
<tr>
<td>▪ Schedule next visit before patient leaves office</td>
</tr>
<tr>
<td>▪ Reminder/recall process in place</td>
</tr>
<tr>
<td>▪ Contact parents within 3-5 days of no-show</td>
</tr>
<tr>
<td>▪ Ensure patients sign out at front desk before leaving the visit</td>
</tr>
<tr>
<td>▪ Update and collect patient contact information in system (phone number, address, and email address)</td>
</tr>
<tr>
<td>▪ Offer patients multiple time-slot options</td>
</tr>
<tr>
<td>▪ Provide patient with documentation outlining appointment time and date</td>
</tr>
<tr>
<td>▪ Call patients before scheduled appointment for reminders</td>
</tr>
<tr>
<td>▪ Send patient reminders the day before their appointment</td>
</tr>
<tr>
<td>▪ Schedule the follow-up appointment with the parent before the patient receives immunization</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Technical Assistance Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Encourage provider to use reminder recall in EHR or ImmTrac2</td>
</tr>
<tr>
<td>▪ Provide ImmTrac2 Reminder Recall guidance document</td>
</tr>
<tr>
<td>▪ Suggest scheduling best practices</td>
</tr>
<tr>
<td>▪ Suggest appointment reminder cards for patients</td>
</tr>
</tbody>
</table>
# Leverage the IIS Functionality

<table>
<thead>
<tr>
<th>IQIP Strategies</th>
<th>Provider Action Items for this Strategy</th>
<th>Technical Assistance Provided</th>
</tr>
</thead>
</table>
| 2. Leverage IIS functionality | ▪ Routinely measure coverage and share with staff  
▪ Report all administered doses in ImmTrac2  
▪ Report previous doses in ImmTrac2  
▪ Review the Patient Active/Inactivate Report to de-activate patients no longer seen in ImmTrac2 at least twice annually  
▪ Use ImmTrac2 or EHR to determine which doses are due  
▪ Provide contact information for the EHR system being used in the practice  
▪ Generate the Texas Immunization Provider Summary (TIPS) Report monthly  
▪ Work collaboratively with the ImmTrac2 Inter-Operability Team to resolve data exchange issues | ▪ Provide Texas Immunization Provider Summary (TIPS) Report to provider  
▪ Review TIPS Guide with provider and train provider on how to generate TIPS Report in ImmTrac2  
▪ Train the provider how to generate Patient Active/Inactive Reports  
▪ Provide the ImmTrac2 Inter-Operability Team contact information |
Vaccination Goals
Vaccination Coverage Goals

- Improve overall vaccination coverage rates in TVFC provider offices
- CDC provides recommended individual vaccination coverage goals for TVFC providers
- IQIP Coverage Goal will be re-assessed within 12-months from the initial IQIP visit
## Vaccination Coverage Goals

### Childhood Coverage Goals

<table>
<thead>
<tr>
<th>Initial Coverage</th>
<th>Suggested 12-Month Coverage Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>0% to less than 80%</td>
<td>Increase by 10 percentage points</td>
</tr>
<tr>
<td>80% to less than 85%</td>
<td>Increase to 90%</td>
</tr>
<tr>
<td>85% to less than 90%</td>
<td>Increase by 5 percentage points</td>
</tr>
<tr>
<td>90% to less than 95%</td>
<td>Increase to 95%</td>
</tr>
<tr>
<td>95% and greater</td>
<td>Maintain initial percentage</td>
</tr>
</tbody>
</table>

### Adolescent Coverage Goals

<table>
<thead>
<tr>
<th>Initial Coverage</th>
<th>Suggested 12-Month Coverage Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>0% to less than 70%</td>
<td>Increase by 10 percentage points</td>
</tr>
<tr>
<td>70% to less than 75%</td>
<td>Increase to 80%</td>
</tr>
<tr>
<td>75% to less than 90%</td>
<td>Increase by 5 percentage points</td>
</tr>
<tr>
<td>90% to less than 95%</td>
<td>Increase to 95%</td>
</tr>
<tr>
<td>95% and greater</td>
<td>Maintain initial percentage</td>
</tr>
</tbody>
</table>
IQIP Site Visit
Life Cycle
IQIP PIN Selection

• Required by CDC to conduct IQIP site visits on at least 25% (612) of enrolled TVFC Providers
• This number is identified by CDC
• All IQIP visits will be conducted in combination with TVFC Compliance Visits
• Private TVFC providers ONLY

Selection Criteria:
1. TVFC Provider Evaluation and Assessment Reporting System (PEAR) Compliance due date
2. Patient population
3. Childhood vaccination coverage rates
**TVFC IQIP Process**

<table>
<thead>
<tr>
<th>Pre-Visit</th>
<th>Site Visit</th>
<th>2-Month Check-In</th>
<th>6-Month Check-In</th>
<th>12-Month Follow-Up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Checklist</td>
<td>Assess provider immunization workflow</td>
<td>Prepare by reviewing synopsis and notes</td>
<td>Prepare by reviewing synopsis and notes</td>
<td>Prepare by reviewing synopsis and notes</td>
</tr>
<tr>
<td>Letter</td>
<td>Discuss QI strategy on scheduling next visit</td>
<td>from site visit</td>
<td>from 2-month check-in</td>
<td>from 6-month check-in</td>
</tr>
<tr>
<td>Coverage goals</td>
<td>and provide technical assistance</td>
<td>Identify barriers and provide technical assistance</td>
<td>Identify barriers and provide technical assistance</td>
<td>Identify barriers and provide technical assistance</td>
</tr>
<tr>
<td>Fill out Site Visit form prior to Site Visit</td>
<td>Review assessment reports and set coverage goals</td>
<td>Establish new action items for Texas IQIP ODS manual</td>
<td>Establish new action items for Texas IQIP ODS manual</td>
<td>Establish new action items for Texas IQIP ODS manual</td>
</tr>
<tr>
<td></td>
<td>Discuss QI strategy on leveraging EIS Functionality</td>
<td></td>
<td></td>
<td>Reassess coverage levels and discuss changes from last site visit</td>
</tr>
<tr>
<td></td>
<td>Complete site visit form</td>
<td></td>
<td></td>
<td>Enter data into IQIP Database</td>
</tr>
<tr>
<td></td>
<td>Move on to TVFC compliance visit</td>
<td></td>
<td></td>
<td>Send high-level summary, including selected strategies, coverage rates, and encourage continued efforts to clinic staff</td>
</tr>
</tbody>
</table>

**TMF**

- Checklist
- Letter
- Coverage goals
- Fill out Site Visit form prior to Site Visit

**REs**

- Prepare by reviewing synopsis and notes from site visit
- Identify barriers and provide technical assistance
- Establish new action items for Texas IQIP ODS manual
- Prepare by reviewing synopsis and notes from 2-month check-in
- Identify barriers and provide technical assistance
- Establish new action items for Texas IQIP ODS manual
- Prepare by reviewing synopsis and notes from 6-month check-in
- Identify barriers and provide technical assistance
- Establish new action items for Texas IQIP ODS manual
- Reassess coverage levels and discuss changes from last site visit
- Enter data into IQIP Database
- Send high-level summary, including selected strategies, coverage rates, and encourage continued efforts to clinic staff.
Pre-IQIP Visit Activities

• Complete the pre-IQIP visit checklist
• Send the appointment confirmation letter
• Pre-fill Site Visit questionnaire in the IQIP Database
Initial Site Visit Activities

- Overview of the IQIP Program
- Introduce an IQIP Immunization Champion
- Assessing provider workflow
- Review last AFIX Report and initial vaccination coverage rates
- Review 2 Quality Improvement Strategies and explain action-items
- Select coverage goals
- Provide technical assistance
- Select follow-up dates
IQIP Follow-up Activities

- 2-month
- 6-month
- 12-month*

  • 20 – 30 minutes telephone call
  • Provide technical assistance
    ▪ Review the Texas Immunization Provider Summary (TIPS) report
    ▪ Review vaccination coverage rates
  • Communicate the next IQIP follow-up appointment
Technical Assistance

Provide guidance and resources to assist providers in improving their immunization service delivery and increasing childhood and adolescent vaccination coverage rates.

ImmTrac2 Helpdesk
- Customer Service Helpdesk
  800-252-9158, option 2
- Interoperability Team (Data Exchange)
  800-252-9158, option 3
- Immunization Program Operations Specialist (IPOS)
  Refer to contact list
Documenting the IQIP Follow-up Activity

1. Document the current processes,
2. Identify and summarize gaps/limitations discussed
3. Document action-items completed and provide technical assistance
Documenting the IQIP Follow-up Activity

<table>
<thead>
<tr>
<th>Summarize this strategy's current implementation status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete this field even if the strategy is not selected.</td>
</tr>
<tr>
<td>* must provide value</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Summarize existing gaps/limitations and opportunities for improvement in the current implementation of this strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete this field even if the strategy is not selected.</td>
</tr>
<tr>
<td>* must provide value</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Was this strategy (Schedule Next Visit) selected for implementation or improvement?</th>
</tr>
</thead>
<tbody>
<tr>
<td>* must provide value</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Describe technical assistance you provided for this strategy (e.g., resources, demos, role-playing, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brief description.</td>
</tr>
<tr>
<td>* must provide value</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Describe action items for this strategy (i.e., implementation/improvement steps for the provider and future technical assistance you will provide)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Short bullets (*) recommended. Action items are auto-copied to the Strategy Implementation Plan on the &quot;Synopsis&quot; page, which can be shared with the provider.</td>
</tr>
<tr>
<td>Recommended format for action items: * Brief description of task (assigned staff, target date)</td>
</tr>
<tr>
<td>Example action item: * Add discussion of patient-scheduling workflow as a standing item for weekly staff meeting (Miguel, 10/14/2019)</td>
</tr>
<tr>
<td>* must provide value</td>
</tr>
</tbody>
</table>

Policy in place to ensure patient’s next appointment scheduled before they leave the office.

Patients change contact information

Provided some CDC and DSHS resources.

*verify contact information
*collect email contact information

reset
12-month IQIP Follow-up Activity

- **12-month***
  - 20 – 30 minutes telephone call
  - Provide technical assistance
    - Review the Texas Immunization Provider Summary (TIPS) report
    - Review and document vaccination coverage rates in the IQIP Database
  - Include close out notes
  - Complete the IQIP visit in the database
  - Provide the Synopsis Report to the TVFC Provider via email
DSHS Responsibilities

• Select the TVFC providers that will receive the IQIP Site Visit
• Provide you with the vaccination coverage reports monthly
• Send reminders for IQIP follow-ups due monthly
REs Responsibilities

Complete follow-up activities before outlined due date:

• Contact the provider
• Review the most recent TIPS Report
• Review the month’s current vaccination coverage rates
• Review the provider’s IQIP Strategy Implementation Plan
• Receive an update, provide technical assistance as needed, and document the outcome of the follow-up activity
DSHS IQIP Webpage

- Web portal for all updates
- IQIP Operations Manual for Responsible Entities (REs)
- Resource packet guidance documents

https://dshs.texas.gov/immunize/
ImmTrac2 Enhancements

• Provider-level coverage assessment reports
IQIP Evaluation

Similar to customer satisfaction survey, we will be sending an evaluation to TVFC Providers for feedback on:

- The IQIP Life Cycle
- TMF initial site visit
- RE follow-up activities
- ImmTrac2 Customer Service Team
- ImmTrac2 Inter-operability Team
8 Key IQIP Takeaways
IQIP Takeaways

1. No more record pulls, vaccination coverage will reflect what is report to the registry
2. 1 in-person visit, and 3 follow-up telephone calls
3. 2 IQIP Strategies
4. Vaccination coverage rates provided monthly
5. Resource packets
6. Technical assistance
7. IQIP Evaluation
8. IQIP@dshs.texas.gov
Thank you

IQIP@DSHS.Texas.gov