



TVFC Flu Dashboard FAQ's

Q: Why is my Coverage Rate or Utilization Rate over 100%?

A: Your **Coverage Rate** is calculated using the number of doses administered divided by the number of TVFC-eligible children, as reported in your TVFC patient profile.

Your **Utilization Rate** is calculated using the number of doses administered divided by the number of flu doses received through shipments or transfers*.

Ensure your doses administered information is entered correctly in the Vaccine Allocation and Ordering System (VAOS), before the 8th of each month. Also, ensure the number of **TVFC-Eligible Children** seen at your clinic is documented correctly in your TVFC patient profile (reported annually during re-enrollment).

*Once open ordering begins, **Utilization Rates** will be calculated as doses administered divided by total doses received (shipped doses during the allocation period + shipped doses during open order + transfer doses received – doses transferred to another facility).

Q: Why is the Utilization Rate significantly higher than the Coverage Rate?

A: Coverage Rate is calculated using the number of doses administered divided by the number of TVFC-eligible children, as reported by clinics' TVFC patient profiles. It is likely, the coverage rate is low due to low vaccine administration to TVFC-eligible children seen by the clinic.

Q: Why are the Remaining Doses to Order not equal to Prebooked Doses minus Doses Received?

A: Remaining Doses to Order only calculates how much of the Prebooked Doses have been shipped. Doses Received includes transfers as well as doses shipped, so any discrepancies are likely due to transferring flu doses to another facility or receiving a transfer from another facility.

Q: How are Coverage Rankings determined?

A: Coverage Rankings are determined based on the clinics Coverage Rate. Rankings are as follows:

Poor: < 50%

Fair: 50%-75% (inclusive)

Good: > 75%

Q: How can I update the number of TVFC Eligible Children in my practice?

A: Contact your responsible entity to submit an update to the patient profile information that you submitted during the latest re-enrollment for the TVFC Program.

Q: I need additional Flu doses. How can I order more, and who should I contact?

A: Contact your responsible entity to submit a request to the Central Office to increase your pre-book amount during the allocation timeframe. Otherwise, you can wait until open ordering to order additional flu doses via VAOS.

Q: The number of doses reported to ImmTrac2 is inaccurate, why is that?

A: When a provider reports patient and immunization data to ImmTrac2, there are two main reasons why the data may not be recorded in the registry:

- The patient is not a registry client (i.e. no consent on file)
 - For immunization records to be stored in ImmTrac2, the parent, legal guardian, or managing conservator must complete an ImmTrac2 Minor Consent Form for their child.
 - Your staff can add patients as registry clients once the parent has signed and completed the ImmTrac2 Minor Consent Form.

- Once a client turns 18 years of age, they must consent as an adult to have their records stored in ImmTrac2. If a client does not consent as an adult, their records will be purged from the registry on their 26th birthday.
- The data contained data quality errors
 - Data quality errors are identified for organizations that report data electronically to the registry.
 - The data quality errors relate to missing or inaccurate patient and immunization information that is required by the registry when sending data.
 - These data quality errors must be fixed by the organization and their electronic health records (EHR) vendor.

For assistance with this issue, contact the Texas Immunization Registry at 1-800-252-9152, option 2 or ImmTrac2@dshs.texas.gov.

Q: Why are my utilization rates “N/A”?

A: If a provider did not receive any flu doses from shipments or transfers, their utilization rate will be “N/A”.

Q: The number of doses reported to ImmTrac2 is zero, why is that?

A: There are a few reasons why this value is inaccurate or blank:

- Staff documenting vaccinations in ImmTrac2 are logging into ImmTrac2 with the wrong Org Code.
- Client status of a patient in ImmTrac2 is not updated.
- The patient is not a registry client (i.e. no consent on file).
- Registry clients that were previously consented as children under 18 years of age have not consented as adults after their 18th birthday.
- The provider has an incorrect organizational parent/child relationship in ImmTrac2.
- The provider has not completed the steps to establish a data exchange connection with the registry and their immunization data is not being sent to or reflected in ImmTrac2.

More information on these issues and how to address them can be found in the ***Data Quality Guide – Common Issues of Inaccurate Report Data (Stock # 11-15232)*** on the [ImmTrac2 - Materials](#).

For assistance with this issue, contact the Texas Immunization Registry at 1-800-252-9152, option 2 or ImmTrac2@dshs.texas.gov.

Q: Why are my county statistics not listed on the County Vaccination coverage map?

A: Counties that have one site are not mapped to protect the identity of individual providers. Also, counties with no available data are not mapped.

Q: Where can I obtain more information on flu?

A: The Texas Department of State Health Services (DSHS) website contains information, statistics and various resources for providers. Visit the TVFC Flu Statistics and Resource page for more information: [TVFC Flu Statistics and Resources](#).

Q: Where can I obtain a copy of my monthly TVFC Flu Dashboard?

A: Dashboards are distributed by email to primary and secondary contacts at TVFC-enrolled sites, monthly. To receive an additional copy of your dashboard, contact TXVaccineOrders@dshs.texas.gov.

Q: How can I monitor Flu activity and outbreaks in my region and the state?

A: To monitor Flu activity in the state and regions, navigate to the [Texas Influenza Surveillance](#) report and map. It provides information on the percentage of specimens testing positive for influenza, patient visits due to influenza-like illness (ILI), pediatric influenza-associated deaths, and more data from the current flu season.

Q: I have questions about my TVFC Flu Dashboard, who should I contact?

A: For TVFC Flu Dashboard related questions, contact TXVaccineOrders@dshs.texas.gov.

For registry related questions, contact the Texas Immunization Registry at 1-800-252-9152, option 2 or ImmTrac2@dshs.texas.gov.