



# 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 that you pre-booked\*.

Ensure your doses administered information is entered correctly in EVI by the 5<sup>th</sup> of each month. Also, ensure the number of **TVFC-Eligible Children** seen at your clinic are documented correctly in your TVFC patient profile (reported annually during re-enrollment).

\*Once open ordering begins; **Utilization Rates** will be calculated by doses administered/ (Pre-booked + Open Ordered).

## **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: 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 imported to 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.
- 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.
  - These data quality errors must be fixed by the organization and their electronic health records (EHR) vendor.

For more assistance with this issue, please contact the Texas Immunization Registry Interoperability Team at 1-800-348-9158, option 3 or [ImmTracMU@dshs.texas.gov](mailto:ImmTracMU@dshs.texas.gov).

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

A: If your site is associated to a provider group, also referred to as a 'parent site', then all patient and immunization data is submitted through the 'parent site' on behalf of themselves and all their sub-sites (child-sites) within the organization.

- If a sub-site within a provider group is not correctly associated to the parent site in ImmTrac2, their data will not be sent to or reflected correctly in ImmTrac2.
- If the parent site does not include which sub-site administered the vaccine, being reported within the data exchange file, to the registry the parent site will be documented as administering the vaccine.

It is not uncommon for EHR systems to only list the parent site as the submitter and administering provider.

For more assistance with this issue, please contact the Texas Immunization Registry Interoperability Team at 1-800-348-9158, option 3 or [ImmTracMU@dshs.texas.gov](mailto:ImmTracMU@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:

<https://www.dshs.texas.gov/immunize/tvfc/TVFC-Flu-Statistics-and-Resources/>

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

A: Dashboards are distributed by emailed to primary and secondary contacts at TVFC-enrolled sites, monthly. To receive an additional copy of your dashboard, contact the Vaccine Call Center at 1-888-777-5320 or [TVFCFLU@dshs.texas.gov](mailto:TVFCFLU@dshs.texas.gov).

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

A: For TVFC Flu Dashboard related questions, contact the Vaccine Call Center at 1-888-777-5320 or [TVFCFLU@dshs.texas.gov](mailto:TVFCFLU@dshs.texas.gov).

For registry related questions, contact the Texas Immunization Registry Interoperability Team at 1-800-348-9158, option 3 or [ImmTracMU@dshs.texas.gov](mailto:ImmTracMU@dshs.texas.gov).