Overview

- Interventions with pharmacies and community & migrant health centers
- Outcomes
- Ideas for replicating these efforts
Vital Role of Pharmacies

20.1% of adults received their flu shot from a store, most likely a pharmacy, in 2011-2012.

Pharmacies

- **Project Goal**: to expand the role of pharmacies in providing adult vaccines to their community
- **Key Partner**: Washington State Pharmacy Association

Jenny Arnold, PharmD, BCPS
<table>
<thead>
<tr>
<th>Focus</th>
<th>Partners</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Increase provision of adult vaccines</td>
<td>• Washington State Pharmacy Association (WSPA)</td>
<td>• Education &amp; Training</td>
</tr>
<tr>
<td>• Increase use of immunization registry</td>
<td>• Scientific Technology Corporation</td>
<td>• Needs assessment/evaluation survey</td>
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<tr>
<td>• Increase health plan billing for adult immunizations</td>
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<td>• Billing tools</td>
</tr>
</tbody>
</table>

Survey

- 400 Pharmacists
  - were surveyed

- 202 (51%) Pharmacists
  - responded

- 127 Respondents
  - were certified to vaccinate
Survey Findings
Of the 127 pharmacists certified to provide immunizations:

- 62 (49%) were aware of the Washington State Immunization Information System (IIS)
- 41 knew they could gain access to the registry
- 40 knew the registry was for adults as well as children

IIS Training
- Developed 3-5 minute videos
- Provided on-site training if needed
- Discussed how to build into work flow
- Added to course content:
  - Certification
  - Refresher
  - University programs
Getting Pharmacies on Board

• Have a pharmacist deliver your message
• Engage pharmacy leaders
• Address Barriers
• Demonstrate how using the IIS is a win-win

Baseline IIS Data

10 Pharmacy entities
• had information sharing agreements

159 Facilities
• routinely reported immunizations
• 1 chain pharmacy (157 locations)
• 2 independent pharmacies

114,535 Vaccine doses
• were entered into the IIS from August 2010 to July 2011
Outcomes

31 Pharmacy entities
- Have information sharing agreements
- Three-fold increase

438 Facilities
- Routinely report immunizations
- Which is 73% of those with agreements

465,819 Vaccine doses
- Entered into the IIS
- Four-fold increase

Suggestions

- Work with your pharmacy association
- Market the IIS and present as a win-win
- Develop communication and training materials for this target market
- Survey pharmacies & pharmacists to identify need areas
## Community & Migrant Health Centers: What we did

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Quality Improvement: expand adult vaccination activities and raise rates in two Federal Qualified Health Center clinics</td>
<td>Washington Association of Community and Migrant Health Centers (WACMHC)</td>
<td>Individualized QI projects</td>
</tr>
<tr>
<td>Promotores de Salud* Training &amp; Education</td>
<td>Family Health Centers, Okanogan</td>
<td>Education &amp; training</td>
</tr>
<tr>
<td>Health Fairs and Community Outreach</td>
<td>Sea Mar – Skagit Medical Center</td>
<td>Identify tools and best practices to share</td>
</tr>
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<td>Increase use of registry for adult immunizations</td>
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### Steps to Implement QI Work

- Provided minimal funding to help with administrative time to create/implement sustainable changes
- Visited the clinics for planning meeting
- Involved a variety of clinic staff in the planning
- Checked in with clinics to provide technical assistance
Change in Work flow

Clinic 1
- **Measure**: Increase the number Flu and Tdap immunizations provided to adults

Quality Improvement Effort
- Moved adult immunization status update to screening portion of the visit, including changing the time of prompt in the electronic health record

Outcomes
- **Flu**: From 413 to 695
- **Tdap**: From 214 to 360

Clinical Measures

Clinic 2
- **Measure**: Increase the number Flu and Tdap immunizations provided to adults

Quality Improvement Effort
- Made adult immunizations part of the clinics HEDIS measures
- Built an alert into the electronic medical records

Outcomes
- **Flu**: From 168 to 336 (rate increase of 6%)
- **Tdap**: From 224-364 (rate increase of 8%)
Suggestions

• Help clinics find options that are:
  o Low cost and sustainable
  o Meet multiple needs (such as HEDIS)
  o Comprehensive planning meeting

• Include staff who perform a variety of tasks

• Provide patient information that meets the needs of your target audience

Thank You
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