TELLIGEN and FLU FIGHTERS!
2016 Immunization Neighborhood Award
National Adult and Influenza Immunization Summit
May 11, 2016

QIN-QIO Map

- Alliant - Georgia Medical Care Foundation
- Atlantic Quality Improvement Network
- atom Alliance
- Great Plains Quality Innovation Network
- HealthCentric Advisors
- HealthMight
- Health Services Advisory Group
- Lake Superior Quality Innovation Network
- Mountain Pacific Quality Health Foundation
- Qualis Health
- Quality Insights Quality Innovation Network
- Telligen
- TRIP
- PHOC
Centers for Medicare & Medicaid Quality Focus: QIN-QIO

Goals

- Make care safer
- Strengthen person and family engagement
- Promote effective communication and coordination of care
- Promote effective prevention and treatment
- Promote best practices for healthy living
- Make care more affordable

Foundational Principles:
- Enable innovation
- Foster learning organizations
- Eliminate disparities
- Strengthen infrastructure and data systems

Aims

Better Health Better Care Lower Cost

2014 Patient and Family Engagement (PFEC) Innovation Project

- Understood relationship between low rates of immunization and higher rates of readmissions and avoidable hospitalizations
- PFEC aimed at identifying barriers to seniors using preventive services
- 4 Chicago communities selected: largely black and Hispanic
  - Englewood, Washington Heights, Lawndale, and Little Village experienced greatest violence and lowest health indicators – low rate of immunizations; high incidence of diabetes, amputations, hypertension; high rates of readmissions; high rates of Years Potential Lives Lost
  - Negative socio-economic factors – high poverty rates; high unemployment rates; low rates of high school graduation; health professional shortage area; pharmacy desert
Developing Rapport with Seniors

- Established trusting relationships with community and faith based groups; opened up doors to seniors; discuss Polio
- Conducted focused group sessions with seniors – over 800 seniors reached in a few months
- Key Findings:
  - Lack of Access to Services – distance, weather, and violence
  - Hispanics did not understand Medicare programs – especially Part D
  - HRSA Health Professional Shortage Areas existed in study areas
  - Mapping helpful to understanding social determinant relationships
  - While not a focus group discussion topic, every group session the issue of fraud was brought up
  - Several myths and concerns around immunizations persisted – not covered by Medicare, live virus causing flu; and concerns among black men over the Tuskegee syphilis experiment and other vaccines tests on Africans

2013-2014 PFEC – Violence Did Have Impact

Comparison of Fall Year 2013 of 2,185 shootings to January 1 – July 12, 2014 of 1,254 shootings
Community Study Areas
3 of 4 Decreased Readmissions; Still Above State and National Averages

Violence and Lack of Immunization Areas Overlap
September 2015

Data source: CMS ASAT Database

1050 shootings; 155 killed Year to Date; Chicago Tribune

2014-2015 Seasonal Flu Immunization Rates
http://www.hhs.gov/nvpo/flu-vaccination-map/
Immunization – *Flu Fighters!*

- Targeted low immunization communities – overlap with senior housing
- Formed coalition with Chicago Housing Authority
  - 10,000 seniors in 43 Senior Residential Buildings
  - Working through structures of President Council; Elected Presidents of each building; building managers; and transition teams
- Provide education and then follow up week later with Immunizations (no invasive health services in senior buildings)
- Focus on Flu and 2 Pneumonia Vaccines

*Flu Fighters!*

BlueCross BlueShield of Illinois

National Adult and Influenza Immunization Summit - 5/11/2016
Outcomes

- Over 1,100 seniors newly immunized
- Many went through educational training
- Goal is to start outreach and education early and try to complete immunizations by Veterans Day
- Continuous discussion and outreach
- Currently providing diabetes self-management education
- Word has spread – other community residential homes interested in prevention
- *Flu Fighters!* committed to work together for next 3 years!

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