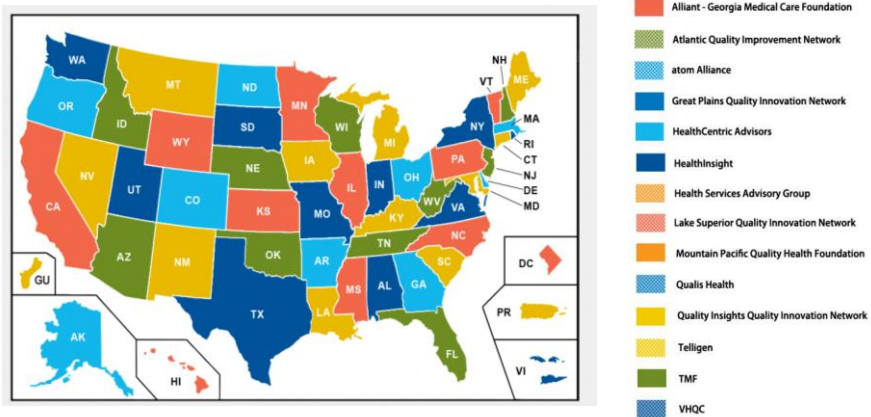




TELLIGEN and *FLU FIGHTERS!*
2016 Immunization Neighborhood Award
 National Adult and Influenza Immunization Summit
 May 11, 2016



QIN-QIO Map



Centers for Medicare & Medicaid Quality Focus: QIN-QIO



Foundational Principles:

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

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

3

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

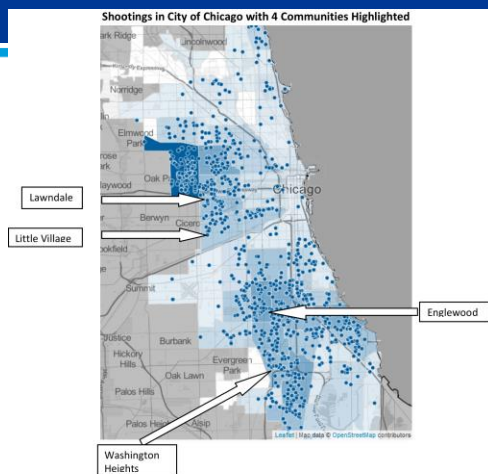
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Developing Rapport with Seniors

- 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

5

2013-2014 PFEC – Violence Did Have Impact



6

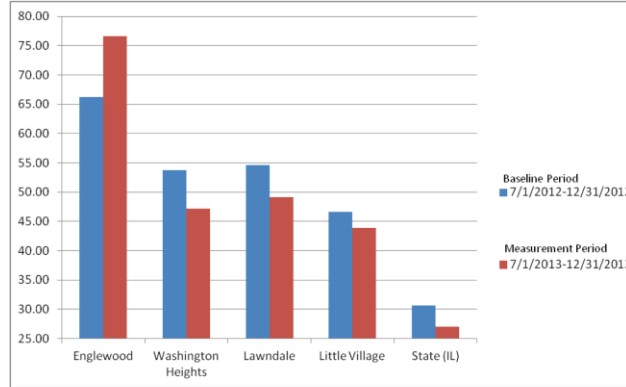
Comparison of Full Year 2013 of 2,185 shootings to January 1 – July 12, 2014 of 1,254 shootings

Community Study Areas

3 of 4 Decreased Readmissions; Still Above State and National Averages

Readmissions Per 1,000 Medicare Beneficiaries in SIP Communities and State of Illinois

Baseline Period Compared to Measurement Period

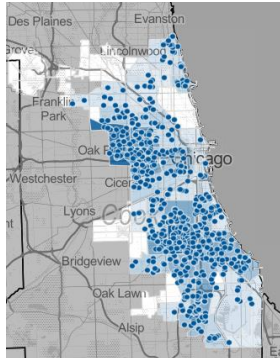


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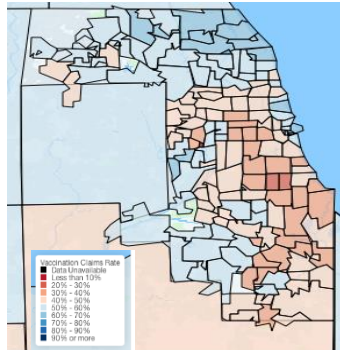
Data source: CMS ASAT Database

Violence and Lack of Immunization Areas Overlap

September 2015



1050 shootings; 155 killed Year to Date; Chicago Tribune



2014-2015 Seasonal Flu Immunization Rates <http://www.hhs.gov/nvpo/flu-vaccination-map/>

8

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

9

Flu Fighters!



10

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!

11

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12

This material was prepared by Telligen, Medicare Quality Innovation Network Quality Improvement Organization, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. (11SOW-IL-C3-5/2016-11245)

