

# Reporting to State Immunization Information Systems:

## *Community Pharmacy Perspective*

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# About NACDS

## Mission:

- Central to the NACDS mission is advancing the chain community pharmacy industry by **promoting its role as a provider of healthcare**

## Chain Pharmacy Membership:

- Traditional Drug Store
- Mass Merchant
- Grocery Store

# Pharmacists as Immunizers

- Community pharmacists are one of the most readily accessible health care professionals in America
  - 86% of Americans live within 5 miles of a community pharmacy
- In 2013, 86% of community pharmacies in the US provided adult immunizations
  - Increased number of immunization providers and the number of sites where patients can receive immunizations
  - Pharmacists report an increase in patient referral from physicians

# Role of the Immunizing Pharmacist

## Educator

- Educate and recommend the importance of and need for receiving vaccines

## Facilitator

- Use pharmacy to host an immunization event for others to immunize

## Immunizer

- Administer vaccinations consistent with state law, after assessing for indications and contraindications

# Community Pharmacy-Based Immunization Delivery Process

1. Walk-in versus  
appointments

2. Screening for  
contraindications  
(list of pt. questions)

3. Processing and  
Billing/Payment

4. Report receipt of  
vaccine to: PCP's  
office and IIS/state  
registry

5. Administration of  
vaccine by pharmacist  
or intern

6. Patient observation

# General Perspective on Pharmacy/IIS Collaboration

1. Pharmacies want to work with their state jurisdictions
2. Pharmacies comply with state laws, and in some cases, report when not required.
3. Vaccination sites with multiple locations require a more standardized approach.
4. Pharmacies vaccinate millions of patients each year – opportunity to capture more data!

# AIRA Report – Survey of Pharmacies (2014)

Of state/project areas responding to survey  
(n=45)

- Pharmacies allowed to provide vaccinations in 93%
- Pharmacies report doses administered to the IIS in 80%
- Pharmacies required to report in 49%

# Pharmacies – Successes with IIS Reporting (AIRA 2014)

1. Increases in reported adult immunizations
2. Improved quality of data
3. Improved patient care
4. Systems improvements



# Challenges with Pharmacy/IIS Reporting (AIRA 2014)

## IIS Perspective

- Data quality
- Variation in patient's name
- Lack of patient's address
- Inability to collect required data elements
- Inability to generate file format supported by IIS

## Pharmacy Perspective

- Limited IIS staffing resources & infrastructure
- State variations in IIS specifications
- Restrictions on type of files IIS are willing to accept
- IIS consent requirements mandated through state/local law

# Fast forward to 2016 – the Challenges Remain the Same

## **Pharmacy Perspective**

- Limited IIS staffing resources & infrastructure
- State variations in IIS specifications
- Restrictions on type of files IIS are willing to accept
- IIS consent requirements mandated through state/local law

## **Top Challenges –**

Limited IIS staffing resources & infrastructure

- Unidirectional reporting
- Some registries cannot accommodate massive data from chain pharmacies
- Limited staffing resources at IIS
- When connection is intermittent/fails, pharmacies are not notified in a timely manner and need to resubmit records

# Top Challenges – State Variations in IIS Specifications

- Some states create their own requirements and mandates on top of federal guidance
- For companies that operate in multiple states, or all 50 states, this is particularly challenging
- Standardization makes compliance and expansion of reporting easier

# Top Challenges –

Restrictions on file types the IIS are willing to accept

- Certain state registries do not conform to CDC HL7 guidelines and require additional fields
  - Ex: Trade name of particular vaccine
- Lack of uniformity discourages pharmacies from reporting to these states due to the unnecessary hurdles associated

# Top Challenges –

IIS consent requirements mandated through state/local law

- Most states are opt-out
- Some states (e.g. NJ and MT) are opt-in
  - This requires a state sanctioned form in addition to the pharmacy issued consent form
  - Difficult to ensure that patients fill out both forms

# Anecdotal Successes

- Some states have been proactive to work with pharmacies
- States with proactive, robust registries have the bandwidth to accommodate reporting from chain pharmacies
- Registry is responsive when issues with receiving immunization data arises
- Less than 2 weeks to establish a connection, unlike other examples of 18+ months

# Future Priorities

- Bi-directionality
- Better engage patients by tying in front end of store/pharmacy
- Change in procedural infrastructure to accommodate reporting from multiple location providers like pharmacies
  - Some processes only work for one provider, one location entity



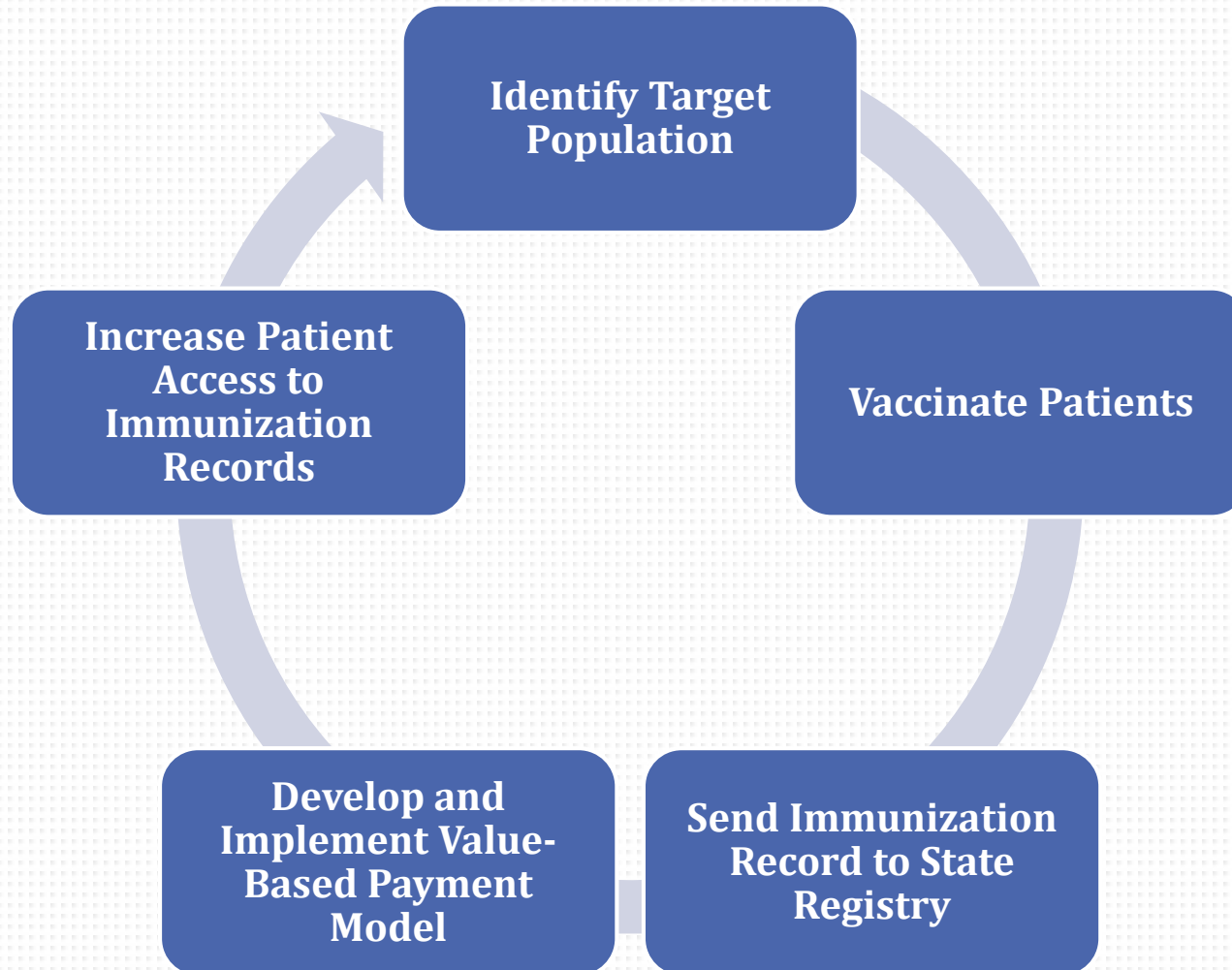
# **Sustainability: Reimbursement for Services**

- Limited number of health plans offer patients coverage for vaccinations from a pharmacy
- High out-of-pocket fees prevent patients from receiving high cost vaccinations at pharmacies

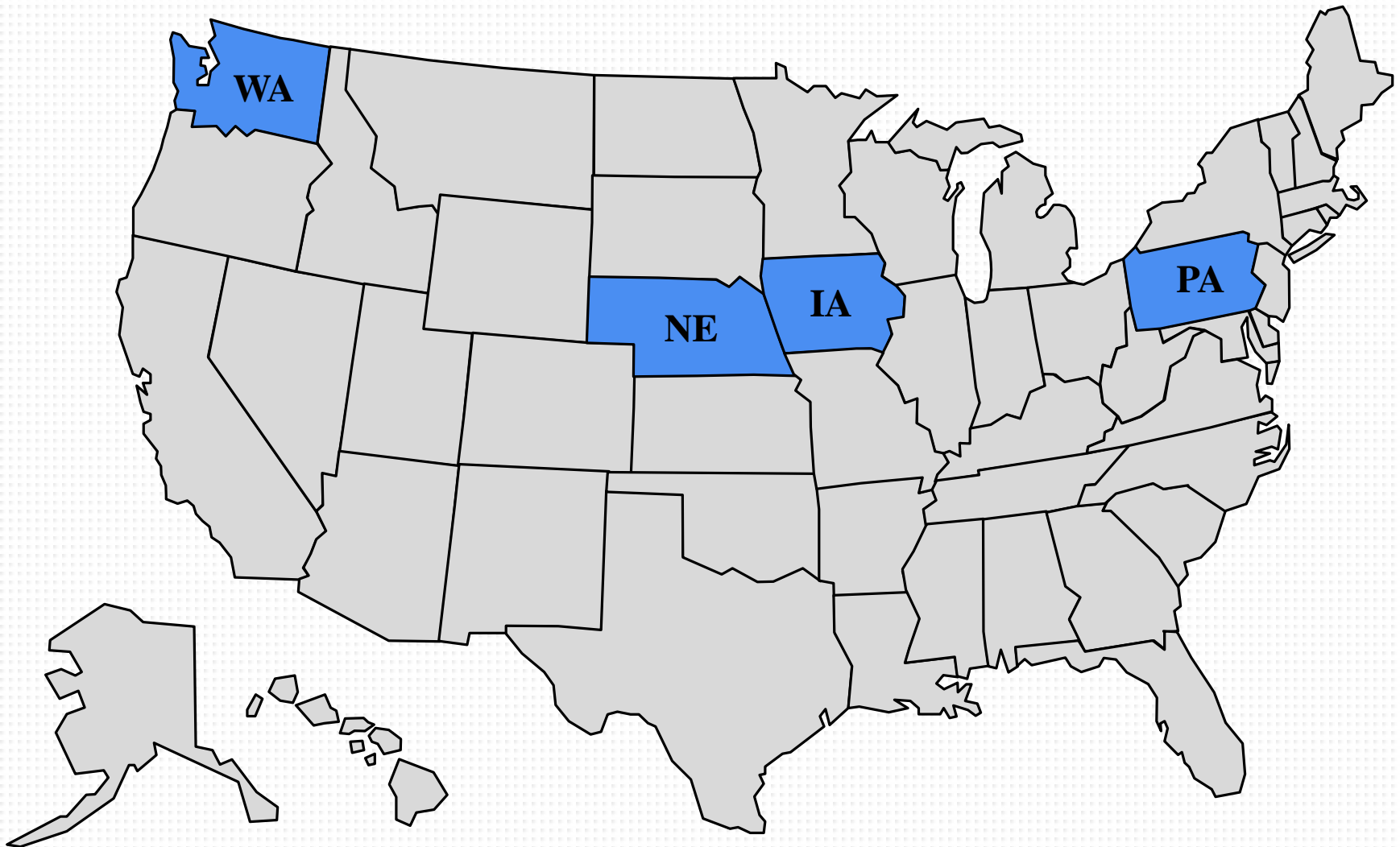
# CDC Disclosure Slide

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- The content of the RFP and related materials, including this presentation, are solely the responsibility of the authors and does not necessarily represent the official views of the CDC or the Department of Health and Human Services.
- NACDS contributed an additional \$300,000 to execute the demonstration projects. Given this contribution, each sub-awardee will receive approximately 67 percent (\$200,000) of its funding from the CDC and approximately 33 percent (\$100,000) from NACDS to implement its demonstration project.
- A total of \$1.1 million will be used to complete CDC project work, with 73 percent from the CDC and 27 percent from NACDS.

# NACDS/CDC Demonstration Projects



# Demonstration Projects States



# Demo Project Collaboration

- **WA:** 72 participating pharmacies
  - Half already connected to registry; half getting connected with bi-directional reporting
- **IA/NE:** 161 participating pharmacies
  - New connection to registry this month
- **PA:** 90+ participating pharmacies
  - New connection to registry this month

# Parting Thoughts

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# Questions?

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