Quality Improvement in Adult Immunization: Find a Partner’s Strengths

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Michigan Department of Health and Human Services (MDHHS) Division of Immunization
Presentation Overview

• Michigan Primary Care Association (MPCA) background
• MDHHS Division of Immunization & MPCA partnership background
• Project background
  • Community Health Center (CHC) Report Cards
  • How Adult Immunization Quality Improvement Project (AI-QI) already aligned with MPCA goals and activities
  • Few preliminary themes and products of AI-QI
  • Future directions
Michigan Primary Care Association (MPCA)

• Today, the MPCA:
  • Is the voice of 45 CHC Organizations that provide primary and preventive health care
  • Serves more than 700,000 patients in rural and urban communities
  • Has more than 270 delivery sites

• Mission: To enhance integrated care through CHCs while influencing policy at the state and national level.

• Vision: Quality, integrated care for all.
MPCA & MDHHS Division of Immunization

Partnership History

• Previously, the division funded a fulltime-contracted position at MPCA (~2000-2013)
  • Assisted MPCA member health center immunization programs
    • FQHCs, Look-Alikes, Migrants, Native American Tribal Health Centers, School-based and School-linked health centers
  • Served as a liaison between MDHHS and health centers
  • Provided programmatic, technical, and logistical assistance
  • Focused primarily on child and adolescent immunizations

• Combination of retirement, funding, and position challenges lead to the elimination of this position in 2013
MPCA & MDHHS Division of Immunization
Renewing the Partnership with the 2015 PPHF Adult Immunization Standards Grant

• MDHHS invited 25 organization to participate in grant activities with stipend
  • 18 accepted
  • Stipend provided an incentive, motivation, and accountability

• MPCA & MDHHS Division of Immunization Grant Kick-off Meeting
  • New leadership and program personnel at MPCA
  • New focus on adult immunizations
  • Established new goals and reinvigorated the partnership
MPCA & MDHHS Division of Immunization

PPHF Adult Immunization Standards Grant Execution

• MPCA was one of the more eager and active participants during the first 2 years of the grant
  • Also requested and received additional funding to do supplemental activities

• Activities during initial grant period included:
  • Stakeholder meeting participation
  • Adult Standard Modules at
    • CHC sites
    • MPCA Annual LGBTQ+ Health Summit
    • MPCA Annual Conference
  • Sponsored member attendance to Michigan Regional Immunization Conferences
  • MDHHS pilot of CHC immunization report cards
CHC Site Level Report Card

• An MDHHS-MPCA resource proposed and created by MDHHS
• Developed and distributed quarterly since January 2017 (2016 Q4)
• Michigan Care Improvement Registry (MCIR) Adult Data
  • Over 7.9 million adult records
  • Incomplete/missing adult data: lifespan registry since in 2006 & adult data reporting is not required
• Report cards include:
  • Vaccine coverages and trends across the lifespan
  • Site level VFC and Michigan Adult Vaccine Program (MI-AVP) reported doses
  • Comparison to Michigan and national estimates along with HP 2020 benchmark data and available performance measures for HEDIS
  • Historical quarter coverage estimate comparison
### Individual site data from the Michigan Care Improvement Registry

<table>
<thead>
<tr>
<th>Doses Reported and Patient Population in MICR</th>
<th>Coverage Comparison</th>
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<tbody>
<tr>
<td><strong>2017 Doses</strong></td>
<td><strong>2018 Doses</strong></td>
</tr>
<tr>
<td>Children (Through 10 years)</td>
<td>#</td>
</tr>
<tr>
<td>Adolescents (11 through 18 years)</td>
<td>#</td>
</tr>
<tr>
<td>Adults (19 years and older)</td>
<td>#</td>
</tr>
<tr>
<td>Vaccines for Children (VFC)</td>
<td>#</td>
</tr>
<tr>
<td>Michigan Adult Vaccine Program (MI-AVP)*</td>
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*MI-AVP is a publicly funded vaccine program for uninsured and underinsured adults. Please contact your local health department for more information regarding blank MI-AVP data.

### Percent Coverage by Vaccine/Series

<table>
<thead>
<tr>
<th>Vaccine Series</th>
<th>Site Coverage (%)</th>
<th>MI Coverage (%)</th>
<th>US Average (%)</th>
<th>HP 2020 Goal (%)</th>
<th>MERSA/HAEIS Measure</th>
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<tr>
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<td>74.2</td>
<td>70.7</td>
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<td>43133142</td>
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<tr>
<td>2+ HepA</td>
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<td>60.0</td>
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<tr>
<td>4+ DTP</td>
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<tr>
<td>PCV Complete</td>
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<td>Medicaid 4313341</td>
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<td>Total, Complete</td>
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<tr>
<td>2017-2018 Flu Season (6m-5yrs)</td>
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<td><strong>Adolescent Vaccinations (13 through 17 years of age)</strong></td>
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<tr>
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### DATA SUMMARY

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<th>2017Q2</th>
<th>2017Q3</th>
<th>2017Q4</th>
<th>2018Q1</th>
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<th>MI Coverage</th>
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<td>Adult</td>
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<tr>
<td></td>
<td>1+ Zostavax (50+ years)</td>
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<td>70.4</td>
<td>70.0</td>
<td>70.1</td>
<td>45.6</td>
</tr>
</tbody>
</table>

*Series/Vaccine coverage is charted below*

#### Site Coverage of Select Vaccines/Series by Quarter, Current MCIR data

![Graph showing site coverage by quarter](image)

#### Site vs. Michigan Coverage for Select Vaccines/Series, Current MCIR data

![Bar chart showing Michigan vs. site coverage](image)
Renewed Partnership with MPCA + CHC Report Card Pilot

CHCs Eligible for MI-AVP Program

Common Goal to Reach Underserved (Adult) Populations

MDHHS + MPCA AI-QI

$ + People
Patient Centered Medical Home (PCMH) Learning Community & QI Director Network

- PCMH Learning Community was a technical assistance initiative developed by MPCA in partnership with a national PCMH expert organization (2011-2012).
  - Combination of virtual and in-person training sessions on PCMH principles
  - Peer-to-peer activity, implementation, and sustainability lessons
- QI Director Network
  - MPCA managed group of health center staff engaged in QI
  - Including PCMH and practice transformation activities
PCMH & Adult Immunizations

• Integrating adult immunizations into the *daily huddle* for care teams, a core focus of PCMH

• Incorporating adult immunizations (MCIR histories/high risk indicators/conditions) as part of *pre-visit planning (PVP)*

• Reinforces the health center as the *preventive medicine provider* for underserved adults, many of whom are Medicaid beneficiaries
Michigan Quality Improvement Network (MQIN)

• MPCA received a grant from the Health Resources and Services Administration (HRSA) to establish and support a Health Center Controlled Network (HCCN). (2016-2019)

• **Purpose:** Support health centers in achieving meaningful use of **ONC-certified electronic health records (EHRs)**, adopting **technology-enabled quality improvement** strategies, and engaging in **health information exchange (HIE)** to strengthen the quality of care and improve patient health outcomes.

• **39 health centers participate**
Examples of MQIN Training & Technical Assistance Services

• EHR implementation and optimization
• Peer learning networks
• Population health management
• Health Information Exchange (HIE) and Population Health Management
• Data Quality and Reporting
• Quality Improvement
Adult Immunization Quality Improvement (AI-QI) Initiative
September 2017- Present
AI-QI Project Model

• Adapted Plan-Do-Study-Act (PDSA)-style model (“AFIX”)
  • Assessment: CHC Site Level Report Cards
  • Feedback: Kick-off visit with organization (1.5 to 2 hrs in-person) & Engagement through MPCA QI Directors Network
  • Incentive: Recognition from MPCA, MDHHS, and Health Center Leadership
  • eXchange: Follow-up visit (3 – 6 months from kick-off visit) with organization to discuss implementation of selected strategies and share project measures
20 Michigan health center organizations confirmed in the project with 62 Delivery Sites spanning 35 counties and the City of Detroit.
Themes & Successes from the AI-QI Project

• MCIR Data Cleaning

• Improved workflows to make AI a standard of care for routine assessment of adults, and include in PVP, Huddles, etc.

• Provider and Staff education through INE program, PPEPI program, CDC’s You Call the Shots and Pink Book Webinars, use of Immunization Champion

• Build Awareness and Use of MI-AVP (2 health centers completed training and are now administering public doses)

• Targeted hepatitis A outbreak outreach
MPCA & MDHHS Division of Immunization

Partnership after the 2015 PPHF Adult Immunization Standards Grant

• Finish remaining in-person follow-up visits
• Continue distribution of quarterly CHC Report Cards

• New activities to continue partnership:
  • Conference calls with MPCA, MDHHS, and CHC sites following quarterly report card distribution
    • Provide timely immunization updates
    • Q&A time for open communication
    • Highlight immunization success stories
  • Continue regular email immunization updates to MPCA members
  • Develop unblinded comparison of CHC coverage estimates stratified by population size

• Future activities are being discussed following the grant ending and staff changes
Many Thanks to Our Partners

• Simmi Issacs, MPCA Associate Director for Operational Excellence
• Jackie Chandler, Outreach Coordinator
• Cristi Bramer, VPD Epidemiologist
• Terri Adams, Section Manager
• Bob Swanson, Division Director
• MDHHS Field Representatives
• MCIR Staff
• Local Public Health
• Participating health centers!