Increasing Adult Immunizations in Health Systems

Missouri Department of Health and Senior Services
Bureau of Immunizations

Background

- Dedicated Adult Immunization Coordinator
- Designated Section 317 funded vaccines for uninsured/underinsured adults
- Contact with health systems largely only around Vaccines for Children (VFC) program or pandemic flu
Plan

- **Original**
  - Contract out the work
  - Contract developed
  - Out for Bid
    - No bidders

- **Revised**
  - Design a scope of work
  - Reach out to health systems
  - Hire a state approved contractor

Scope of Work

- **Focus on clinics**
  - Each clinic manager completes a landscape survey
  - Contractor visits each clinic to assess clinic flow

- **Assess current immunization rates for:**
  - Adults 67-75 years of age
    - Tdap, Flu, PPSV23, PCV13, and Shingles
  - Adults 19-26 years of age
    - HPV

- **Educate**
  - Standards of Practice, adult vaccination recommendations, and evidence based strategies
**Clinic Recruitment**

- Reached out to partners
  - Missouri Office of Primary Care and Rural Health
  - Missouri Primary Care Association

- Contacted interested health systems
  - Email/phone
    - Explained project
    - There was no cost and did not have to implement suggested changes.

- CMS/QIO partner
  - Asked us to contact 2 health systems in counties that had low Pneumococcal vaccination rates

- Clinics not contacted but reached out
  - CHC and another health system

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**Who Enrolled**

- Citizens Memorial Health System (CMH)
  - 12 Clinics
  - Rural area in Mid-Missouri

- Washington County Memorial Hospital System (WCMH)
  - 5 clinics in one county
  - Southeast of St Louis

- BJC Health System
  - 22 providers
  - Multiple clinics in one location

- Myrtle Hilliard
  - 4 clinics
  - Urban area
Methods

- **Landscape survey**
  - Assess what was currently being done, immunizations offered, and current strategies in place.

- **AFIX model**
  - Added an additional 2 hour clinic observation to the model to assess how the clinic currently handled immunizations.

- **Comprehensive Clinic Software Application (CoCASA)**
  - Checked immunization records against what was in the registry, then everything was inputted into CoCASA for the rate of the clinic.
CMH

- System assigned the outpatient clinical manager to work with contractor.
  - Outpatient manager assisted with all of the contacts at each individual clinic.

- Enrolled all of their adult and family medicine clinics.
  - 12 clinics total

- Requested each clinic send 50 charts per age group assessed.
  - Between all clinics, we received 3000 charts.

- Every enrolled clinic was visited by staff at least twice

CMH Assessment Rates

Only 2 clinics had HPV data
CMH

- **Feedback**
  - Lack of consistency
  - Lack of knowledge
  - Dedicated staff

- **Education**
  - Standing orders
  - Education on immunization reminder/recall

- **Changes**
  - Make sure all clinics offer Shingles vaccine
  - Will implement a reminder/recall for immunizations

BJC

- **Enrolled 2 clinic locations**
  - 10 offices / 22 providers

- **One assessment**
  - BJC did not want individual assessments

- **Every clinic office visited**
  - Initial assessment visit performed

- **Requested 50 immunization records per age group**
  - System sent 2,000
BJC Assessment

PCV data skewed, reason unknown

BJC

- **Feedback**
  - Pharmacy
  - Surprised by rates

- **Education**
  - HPV
  - Reminder/recall

- **Changes**
  - Clinics decided to try a reminder/recall
  - Look at possibility of standing orders
Washington County Memorial Hospital System

- Assigned the outpatient clinical manager to work with us
  - Served as the contact with all the clinics

- Enrolled all 4 clinics and 1 urgent care
  - Visited all clinics and urgent care

- Requested 50 immunization records per age group
  - System sent 1,500

WCMH Assessment

<table>
<thead>
<tr>
<th>Vaccine</th>
<th>Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tdap</td>
<td>16</td>
</tr>
<tr>
<td>Flu</td>
<td>17</td>
</tr>
<tr>
<td>PPSV23</td>
<td>34</td>
</tr>
<tr>
<td>PCV13</td>
<td>100</td>
</tr>
<tr>
<td>Zoster</td>
<td>17</td>
</tr>
<tr>
<td>HPV</td>
<td>0</td>
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</table>
WCMH

- Feedback
  - Clinic assessment visit
  - Providers
  - Patient population

- Education
  - Immunization registry
  - Standing orders for immunizations

- Changes
  - Standing orders

Challenges

- Setting up initial appointments with the clinics
- HIPPA
- Interest expanded and we did not have the capacity to reach all who wanted to participate.
- Time
- Contracting agency
**Successes**

- Interest in project by health systems and clinics.
- While we could not accommodate everyone, we did impact over 42 individual clinics in total.
- Providers were very receptive to any education and training provided.
- All of the providers asked to be reassessed for rates this spring, if possible.

**Contact information**

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