

# 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



## 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

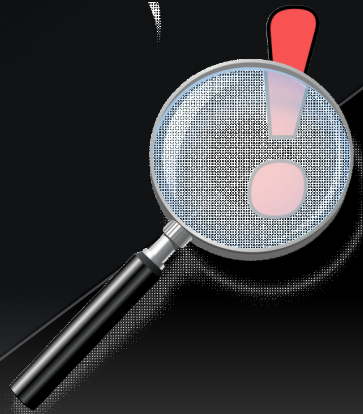


## Methods

- 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.



## Project Findings

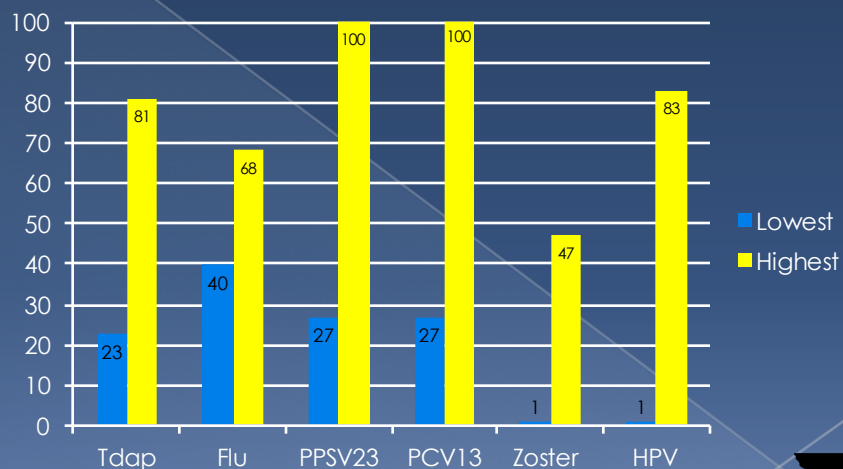


## CMH

- 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

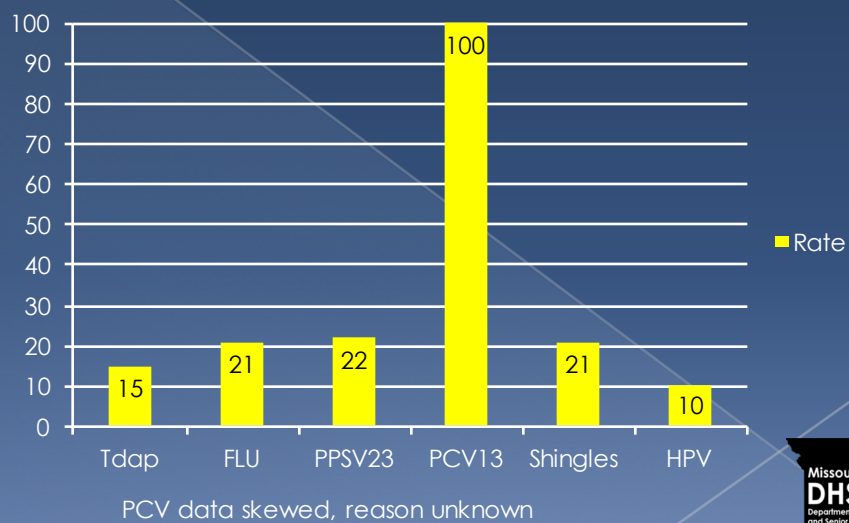


## BJC

- 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



## BJC

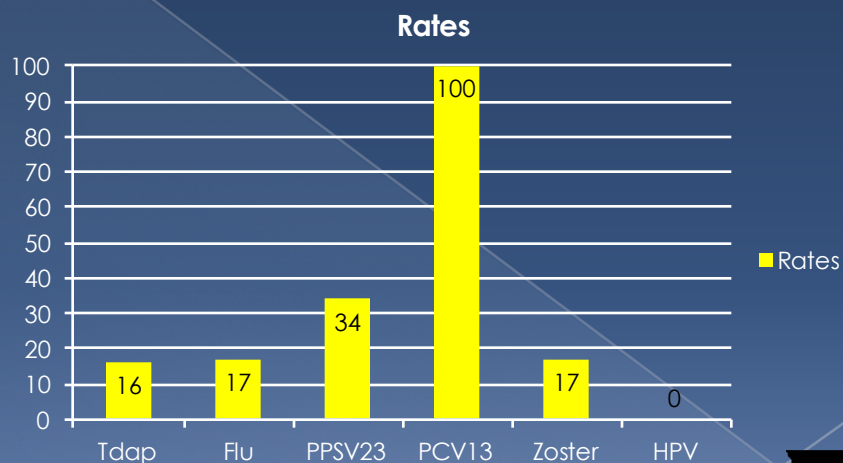
- Feedback
    - > Pharmacy
    - > Surprised by rates
  - Education
    - > HPV
    - > Reminder/recall
  - Changes
    - > Clinics decided to try a reminder /recall
    - > Look at possibility of standing orders
- Missouri DHSS Department of Health and Senior Services

## 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



## 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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