

Transforming Preventative Care Delivery: Improving Adult Immunization Through Workflow Optimization

Elmhurst

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INTRODUCTION

NYC Health + Hospitals/Elmhurst, part of the NYC Health + Hospitals healthcare system, is the major tertiary care provider in the borough of Queens. Elmhurst is the second oldest municipal hospital in New York City and is one of 11 acute care hospitals. NYC H+H Elmhurst serves a densely populated community, the majority of which are new immigrants and are undocumented. The patients possess a high rate of low literacy and tend to work multiple low-wage jobs, resulting in economic barriers combined with other social drivers of health. Most have limited knowledge on adult vaccines due to language barriers, low health literacy, and are unfamiliar with preventative care. Misinformation and various cultural beliefs on vaccines also play a big role in some vaccine hesitancy. A trust based approach in a safety-net setting is an essential part of improving adult immunizations.

OBJECTIVE

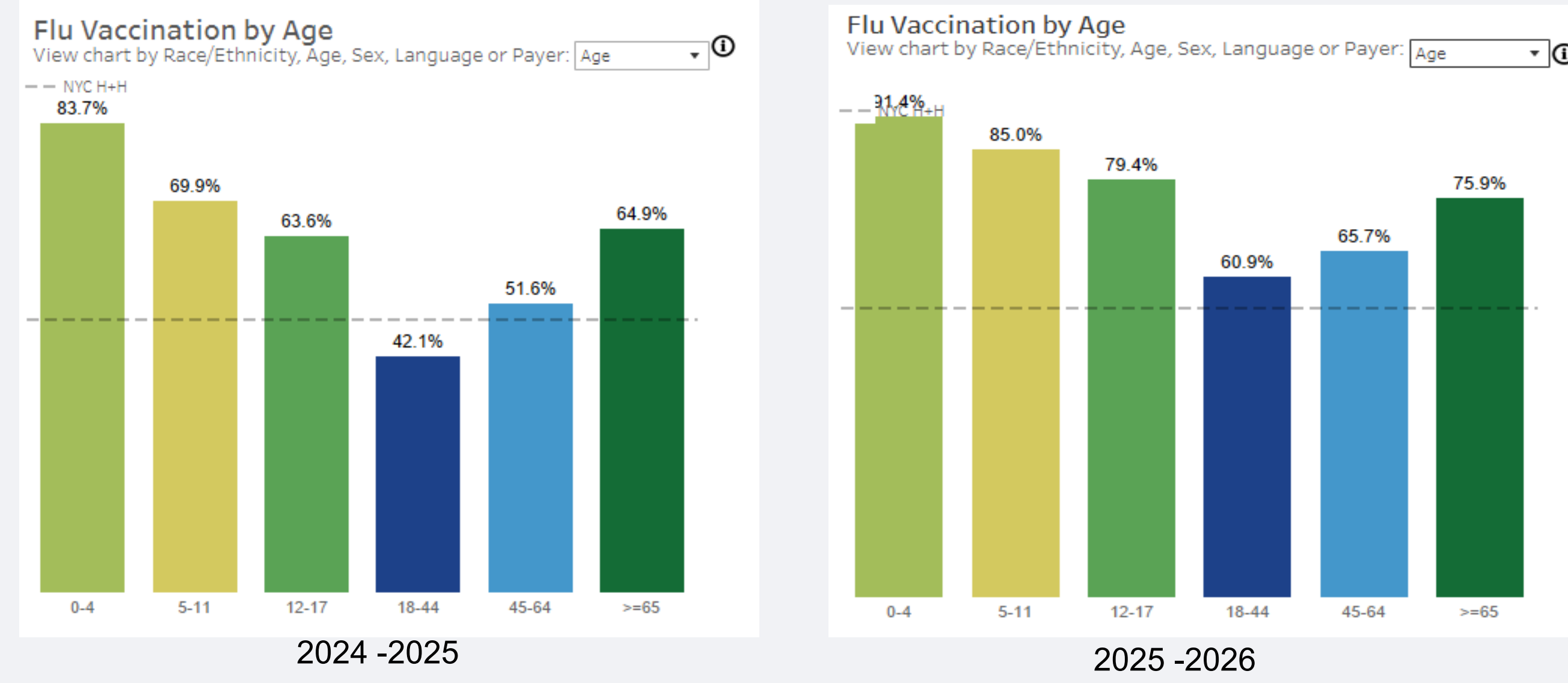
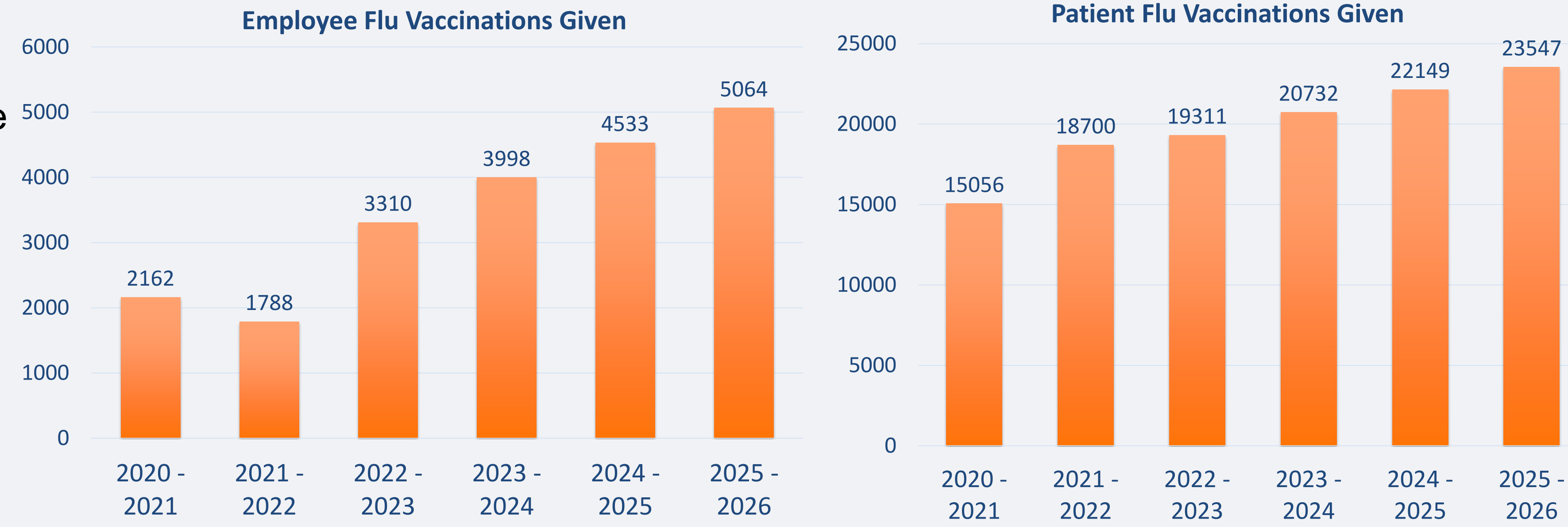
- Expand patient education on adult vaccines
- Coordinated work flows
- Reduce vaccine disparities
- Expand access through targeted outreach and interventions
- Improve monthly vaccination rate of scheduled patients

METHODS

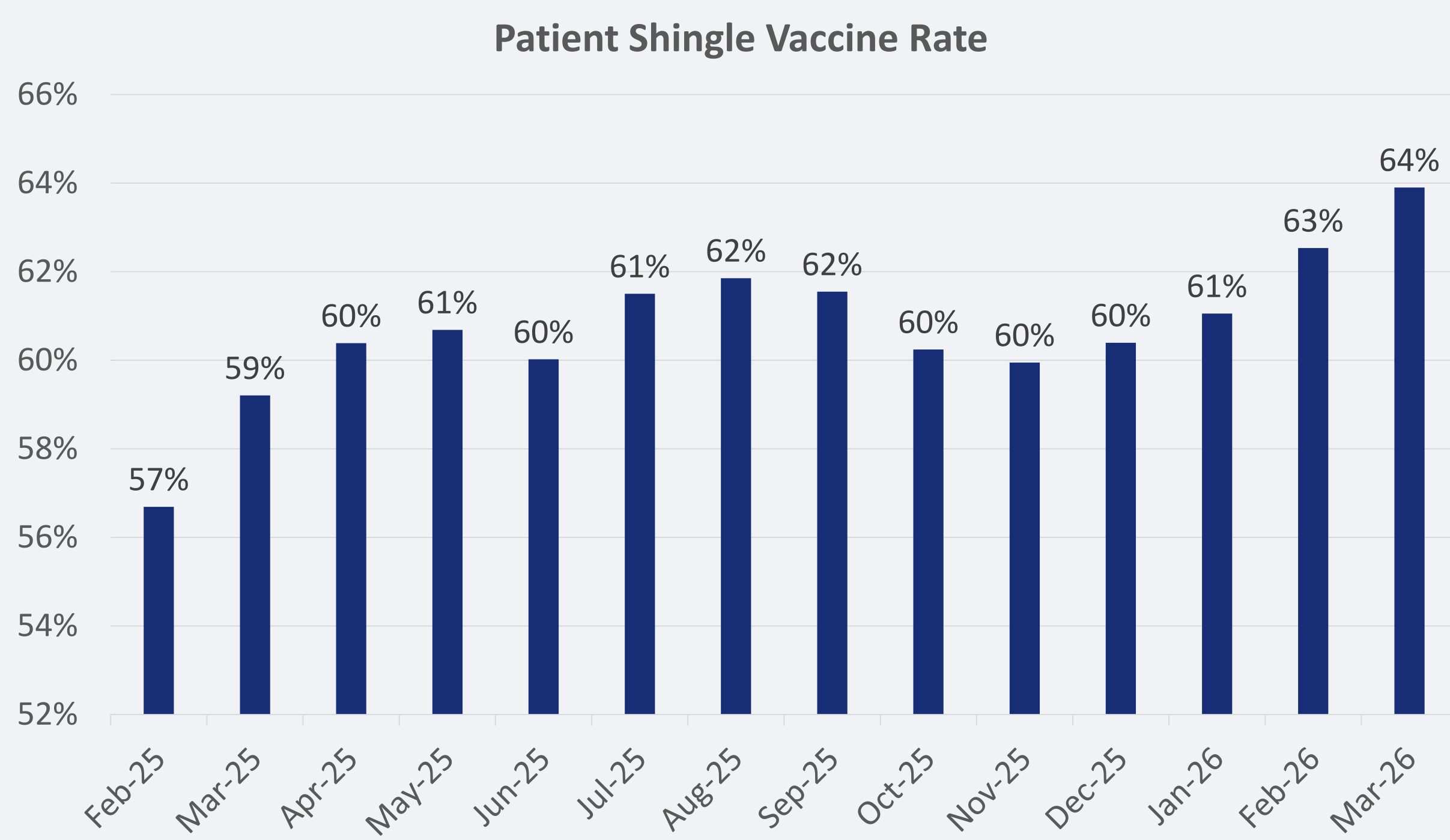
- Created a catchy campaign to get employees excited for the flu vaccine
- Provided giveaways to patients who received their vaccines
- Implemented Non-Patient Specific Standing Orders (NPSO)
- Pre-visit planning to identify which patients will need vaccines
- Open access vaccine slots for patient and staff
- Provided culturally and linguistically appropriate education materials in our top 5 languages

DATA & RESULTS

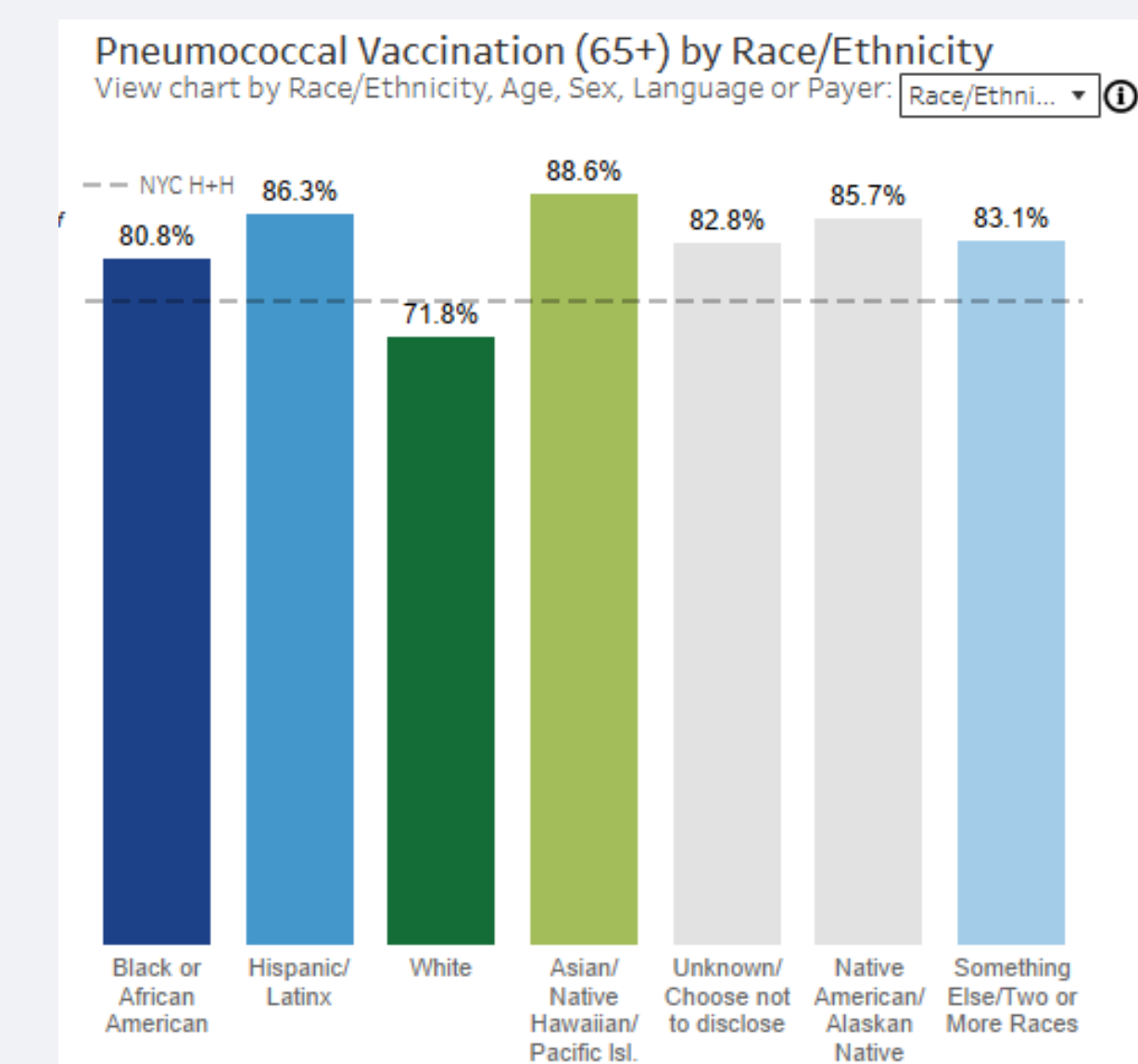
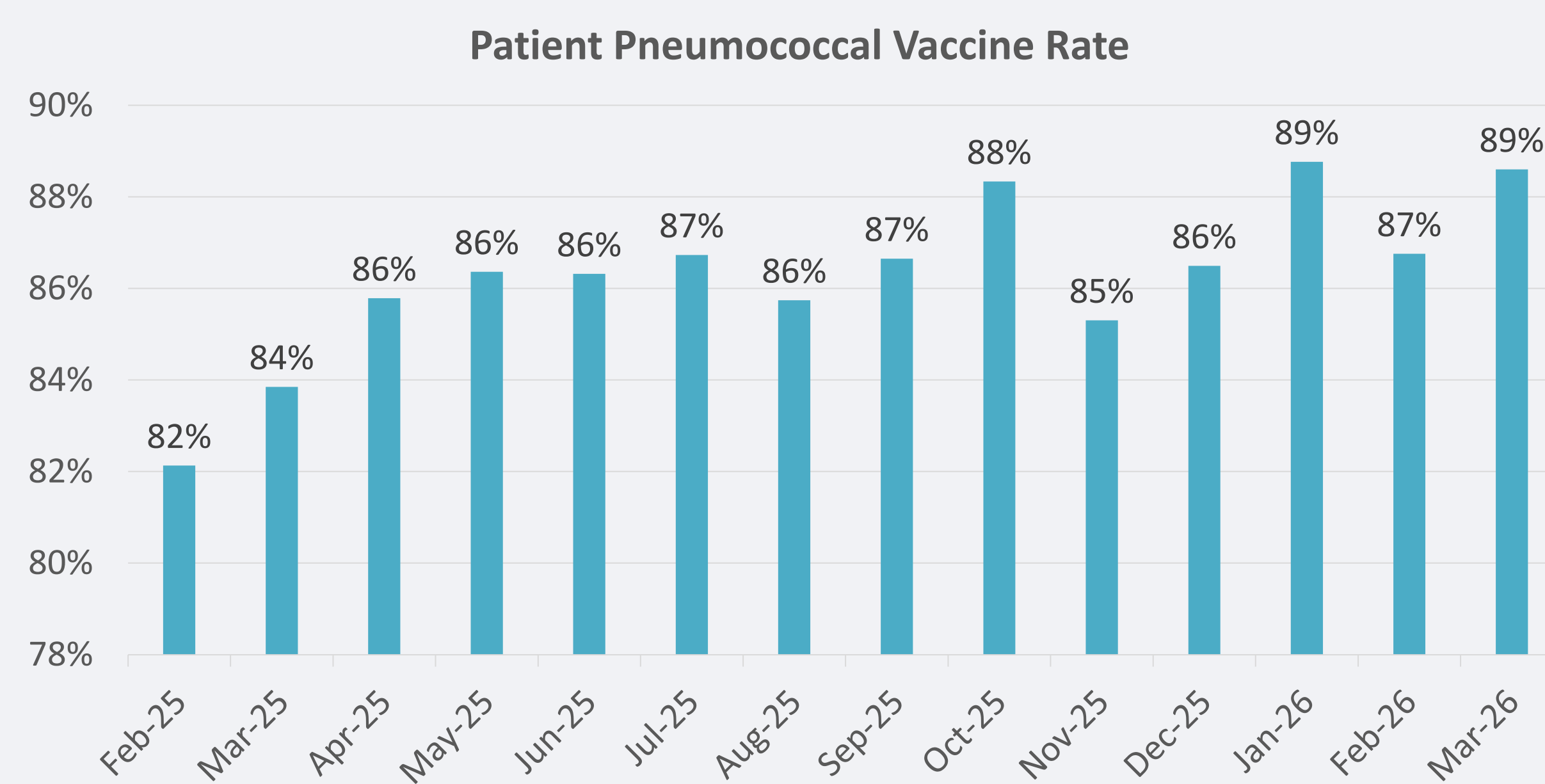
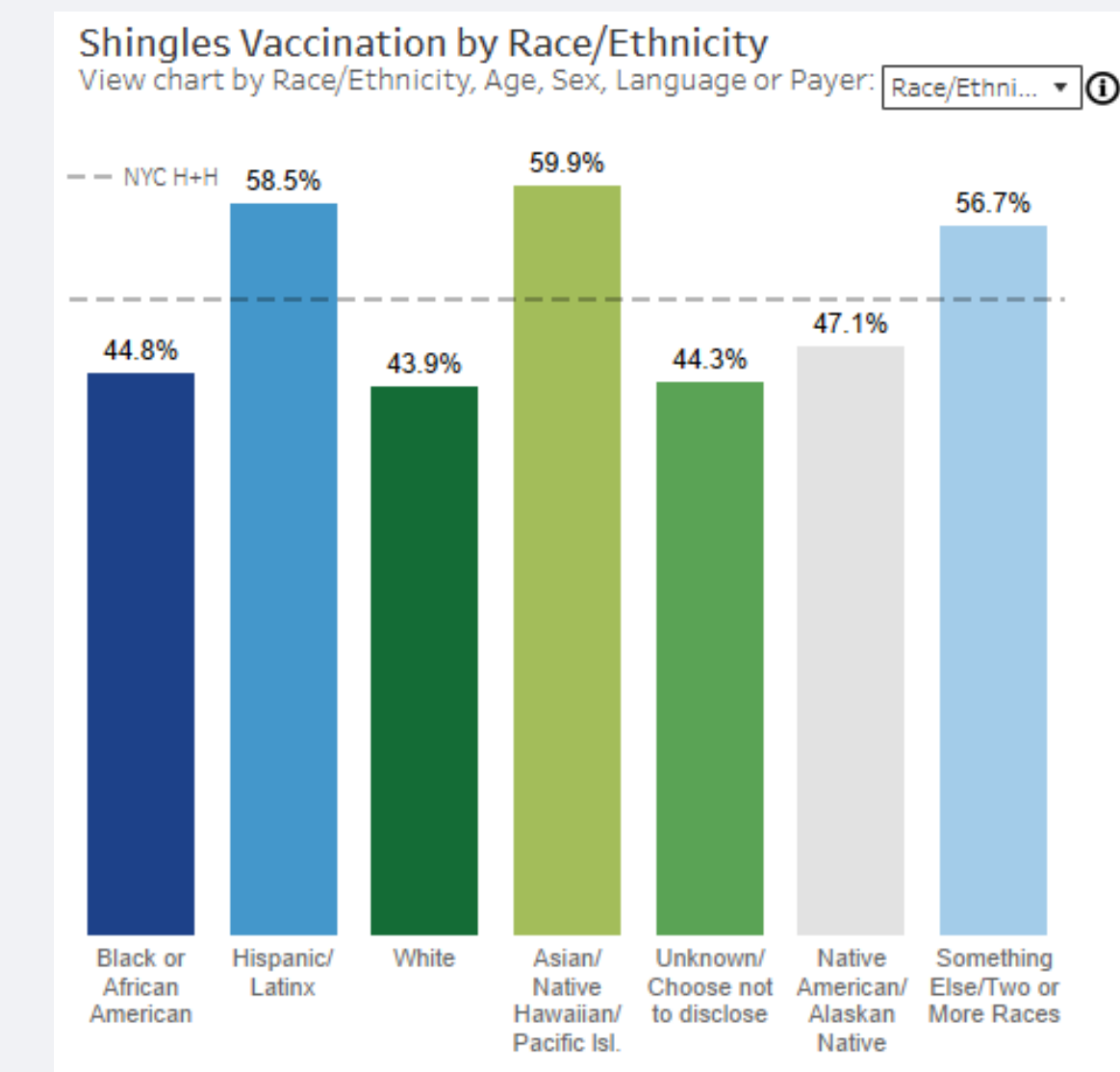
Created a fun employee campaign and educational series that led to an increase in employee flu vaccines. 11.7% more vaccines given compared to last year. Also created friendly competition amongst vaccinators to increase patient vaccine rates. 6.3% more vaccines given compared to last year



Identified a gap in the vaccination rate for patients between 18-44 years old. Used nostalgic campaigns, give-away (80's themed) and age targeted education to increase vaccination; flu vaccination rate increased from 42.1% to 60.9% in the 18-44 demographic



Clinician education about vaccine availability on site. Patient education on benefits of the vaccine Patient giveaways Targeted approach by race/ethnicity to increase vaccine education



Optimizing pre-visit planning and communication between clinicians on eligible patients who are in need of the vaccine

SUCCESSSES

- Creating a standardized process that empowers nurses to screen, administer vaccine through standing orders and document in the electronic medical record
- Highlighting team-based accountability through a patient centered approach in care delivery
- Creating an outcome focused process helps increase screening consistency
- NPSOs are embedded into routine visits to reduce missed opportunities for vaccinations

CHALLENGES

- Mixed messages from current HHS
- Limited resources available for tailored outreach
- Limited resources available about adult vaccine needs
- Vaccine hesitancy
- Resource limitations

LESSONS LEARNED

- Convenience must be built into the workflow
- Pre-visit planning and communication
- Location, Location, Location – for employees
- Educated staff = educated patients
- Provide culturally and linguistically appropriate education materials
- Expanded hours
- Competition amongst vaccinators
- Have a creative campaign

CONCLUSION / NEXT STEPS

- Continue to promote awareness
- Create another fun theme
- Identify the disparity from this year's vaccine and aim to improve for next year

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