

## Recommended Quality Improvement Action Steps



Quality Improvement Strategy	Action Steps	Point Person	Time Frame	Initial eXchange (Follow-up) Date	Subsequent eXchange (Follow-up) Date	Additional Resources
<b>Strategies to Increase the Quality of Immunization Services</b>						
<b>1) Develop a reminder/recall process for your practice</b>	<ul style="list-style-type: none"> <li>Designate an immunization champion to lead and coordinate the reminder/recall* efforts.</li> <li>Develop reminder/recall procedures for your office. This will include: frequency, methodology, age cohort, and responsible personnel.</li> <li>Utilize the IIS to run and send reminder/recall notifications to child and adolescent patients</li> </ul> <p><i>*Reminder/recall consists of communication by the provider office to the patients via phone, email, postcard or other to remind of upcoming vaccination visits or recall those patients who missed their scheduled vaccination</i></p>	Immunization Champion: John Doe	3 months 1/1/2016 – 4/1/2016	4/4/2016	TBD (based on subsequent need)	<p><i>American Academy of Pediatrics</i></p> <p>Immunization Reminder &amp; Recall Systems</p> <p><a href="http://www2.aap.org/immunization/pediatricians/pdf/ReminderRecall.pdf">http://www2.aap.org/immunization/pediatricians/pdf/ReminderRecall.pdf</a></p> <p>Using registry to do reminder recall</p> <p><a href="http://www.immregistries.org/resources/AIRA-MIROW-RR_miniguide.pdf">http://www.immregistries.org/resources/AIRA-MIROW-RR_miniguide.pdf</a></p> <p>Sending patient reminders through</p>

						<p>electronic health record:</p> <p><a href="http://www.healthit.gov/providers-professionals/achieve-meaningful-use/menu-measures/patient-reminders">http://www.healthit.gov/providers-professionals/achieve-meaningful-use/menu-measures/patient-reminders</a></p>
<p><b>2) Provide walk-in or immunization only visits</b></p>	<ul style="list-style-type: none"> <li>• Develop and implement a standing order for health care personnel (nurses, physician assistants or other) to administer vaccinations</li> <li>• Designate an immunization champion to lead and organize immunization only/walk-in visits</li> <li>• Offer immunization only or nurse only visits</li> <li>• Offer evening or weekend walk in service</li> <li>• Provide parents/patients a forecaster that lists upcoming vaccinations and their due dates. This may encourage parents/patients to take advantage of immunization only visits.</li> <li>• Publicize the availability of these services</li> <li>• Evaluate if the standing orders are being utilized and how to improve their use</li> </ul>	<p>Immunization Champion: John Doe</p>	<p>3 months 1/1/2016 – 4/1/2016</p>	<p>4/4/2016</p>	<p>TBD (based on subsequent need)</p>	<p><i>Immunization Action Coalition</i></p> <p>Using Standing Orders for Administering Vaccines: What You Should Know</p> <p><a href="http://www.immunize.org/catg.d/p3066.pdf">http://www.immunize.org/catg.d/p3066.pdf</a></p>
<p><b>3) Routinely measure your clinic's immunization coverage levels and share the results with your staff</b></p>	<ul style="list-style-type: none"> <li>• Designate a point person for measuring coverage levels and tracking progress</li> <li>• Develop a protocol for sharing data and disseminating results</li> <li>• Present data during team meetings according to a schedule decided by the clinic.</li> <li>• Discuss results and determine ways to improve coverage</li> <li>• Develop a plan to enhance your clinic's immunization services to improve and sustain vaccination rates.</li> <li>• Share coverage rates with clinic staff, discuss results and evaluate progress</li> </ul>	<p>Immunization Champion: John Doe</p>	<p>6 months 1/1/2016 – 7/1/2016</p>	<p>7/4/2016</p>	<p>TBD (based on subsequent need)</p>	<p><i>CDC AFIX Resources</i></p> <p>Immunization Report Card (coming soon!)</p> <p><a href="https://csams.cdc.gov/PAPA/AFIX/afixReports.aspx">https://csams.cdc.gov/PAPA/AFIX/afixReports.aspx</a></p> <p><i>Immunization Action Coalition</i></p>

						<p>Huddle your way to better immunization rates</p> <p><a href="https://www.aap.org/en-us/Documents/hpvtoolkit_teamhuddle_hpv_2015_may.pdf">https://www.aap.org/en-us/Documents/hpvtoolkit_teamhuddle_hpv_2015_may.pdf</a></p>
<p><b>4) Schedule the next vaccination visit before the patients/parents leave the office</b></p>	<ul style="list-style-type: none"> <li>Develop a clear internal chain of communication between your immunization staff and the front desk staff.</li> <li>Utilize a vaccination scheduling system that transmits the schedule from the physician/vaccination staff to the front desk staff.</li> <li>Train all staff involved in scheduling visits to use and understand the scheduling system.</li> <li>Schedule next vaccination visit at time of check-out. The vaccination visit may be part of a milestone well-check visit or a vaccine only visit.</li> <li>Spot-check to ensure that next vaccination visits are scheduled based on protocol</li> </ul>	<p>Immunization Champion/ Front Desk Staff/ Provider Staff</p>	<p>3 months 1/1/2016 – 4/1/2016</p>	<p>4/4/2016</p>	<p>TBD (based on subsequent need)</p>	<p>Immunization Schedules</p> <p><a href="http://www.cdc.gov/vaccines/schedules/hcp/index.html">http://www.cdc.gov/vaccines/schedules/hcp/index.html</a></p> <p><i>Immunization Action Coalition</i></p> <p>Guides to the Immunization Schedules</p> <p><a href="http://www.immunize.org/clinic/scheduling-vaccines.asp">http://www.immunize.org/clinic/scheduling-vaccines.asp</a></p>
<p><b>5) Develop a system to contact patient/parents within 3-5 days when a "well child" or "immunization only" visit is a "no show" and reschedule it for as soon as possible</b></p>	<ul style="list-style-type: none"> <li>Designate a point person to lead the recall effort.</li> <li>Develop a system to flag/identify patients who missed their scheduled vaccination (flag chart, no show stamp, IIS)</li> <li>Develop a protocol to routinely review and recall no show patients within 3-5 days of the missed visit</li> <li>Train staff on the protocol</li> </ul>	<p>Immunization Champion/ Front Desk Staff</p>	<p>3 months 1/1/2016 – 4/1/2016</p>	<p>4/4/2016</p>	<p>TBD (based on subsequent need)</p>	<p>Reminder Systems and Strategies for Increasing Childhood Vaccination Rates</p> <p><a href="http://www.cdc.gov/vaccines/recs/reminder-sys.htm">http://www.cdc.gov/vaccines/recs/reminder-sys.htm</a></p>

	<ul style="list-style-type: none"> <li>Evaluate to ensure that no show patients are routinely recalled to receive their missed vaccinations</li> </ul>					<p><i>American Academy of Pediatrics</i></p> <p>Immunization Reminder &amp; Recall Systems</p> <p><a href="http://www2.aap.org/immunization/pediatricians/pdf/ReminderRecall.pdf">http://www2.aap.org/immunization/pediatricians/pdf/ReminderRecall.pdf</a></p>
<p><b>6) Develop a system to schedule wellness visits for patients at 11-12 years of age</b></p>	<ul style="list-style-type: none"> <li>Designate a point person to your clinic's reminder efforts for scheduling adolescent wellness visits.</li> <li>Develop a communication plan in the form of a brochure or website that can be readily available to patients/parents. Provide, as part of this information the following: <ul style="list-style-type: none"> <li>1) what to expect at the doctor's office</li> <li>2) the list of vaccinations the patient should have received to date and the list of vaccines they will receive during the visit</li> <li>3) the importance of these vaccines and the diseases they prevent</li> <li>4) an overview of the importance of the wellness check in preventing or addressing common medical problems found in the age group</li> <li>5) ways to contact the provider office with questions</li> </ul> </li> <li>Train staff on scheduling wellness visits for 11-12 year olds through the use of IIS</li> <li>Develop a protocol to ensure staff routinely use IIS to schedule immunization visits for 11-12 year olds. When patients miss these visits, utilize the recall feature in IIS to re-schedule their visits.</li> </ul>	<p>Immunization Champion/ Front Desk Staff</p>	<p>6 months 1/1/2016 – 7/1/2016</p>	<p>7/4/2016</p>	<p>TBD (based on subsequent need)</p>	<p>Immunization Schedule 7-18 years</p> <p><a href="http://www.cdc.gov/vaccines/who/teens/downloads/parent-version-schedule-7-18yrs.pdf">http://www.cdc.gov/vaccines/who/teens/downloads/parent-version-schedule-7-18yrs.pdf</a></p> <p><i>American Academy of Pediatrics</i></p> <p>Immunization Reminder &amp; Recall Systems</p> <p><a href="http://www2.aap.org/immunization/pediatricians/pdf/ReminderRecall.pdf">http://www2.aap.org/immunization/pediatricians/pdf/ReminderRecall.pdf</a></p>

	<ul style="list-style-type: none"> <li>Designate a point person to routinely report on recall status for 11-12 year olds and the challenges faced in recalling this population</li> <li>Discuss with the clinic team potential new practices that can improve recall efforts</li> </ul>					
<b>7) Designate an immunization champion to focus on QI measures, reducing barriers, and improving coverage levels</b>	<ul style="list-style-type: none"> <li>Select a staff member knowledgeable in immunizations or in conducting and participating in AFIX QI visits.</li> <li>Assign the selected champion the responsibility in leading the practice towards achieving the QI strategies and improved outcomes.</li> <li>Provide training opportunities for the selected person. This includes a training in QI, the importance of improving immunization practices and coverage rates.</li> <li>Discuss your practice's direction towards quality improvement in immunization practices and coverage rates.</li> <li>Schedule regular meetings with clinic staff to discuss quality improvement, review coverage data and develop action steps with concrete deliverables and timelines for improvement</li> <li>Evaluate progress and make adjustments accordingly.</li> </ul>	Immunization Champion: John Doe	6 months 1/1/2016 – 7/1/2016	7/4/2016	TBD (based on subsequent need)	<i>American Academy of Pediatrics</i>  Strategies for Increasing Coverage Rates  <a href="http://www2.aap.org/immunization/pediatricians/pdf/TopStrategiesforIncreasingCoverage.pdf">http://www2.aap.org/immunization/pediatricians/pdf/TopStrategiesforIncreasingCoverage.pdf</a>  Huddle your way to better immunization rates  <a href="https://www.aap.org/en-us/Documents/hpvtoolkit_teamhuddle_hpv_2015_may.pdf">https://www.aap.org/en-us/Documents/hpvtoolkit_teamhuddle_hpv_2015_may.pdf</a>
<b>8) Develop a system to regularly document vaccine refusals</b>	<ul style="list-style-type: none"> <li>Ensure that your practice documents vaccine refusals in IIS or in patient charts using the standard categories of refusals: religious, philosophical, medical, safety concerns, other.</li> <li>Create standards and processes to ensure your staff document this information. Make sure this information is readily available for AFIX visits and other QI interventions.</li> </ul>	Immunization Champion: John Doe	6 months 1/1/2016 – 7/1/2016	7/4/2016	TBD (based on subsequent need)	<i>Immunization Action Coalition</i>  Documenting Vaccinations  <a href="http://www.immunize.org/clinic/documenting-vaccination.asp">http://www.immunize.org/clinic/documenting-vaccination.asp</a>

	<ul style="list-style-type: none"> <li>• Discuss your practice’s generated trends in vaccine refusals and seek opportunities and resources aimed at addressing these refusals and providing scientific literature.</li> <li>• Routinely check to ensure all vaccine refusals are properly documented and evaluated</li> </ul>					
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**Strategies to Decrease Missed Opportunities**

<p><b>1) Educate parents about immunizations and the diseases they prevent, even when parents refuse to immunize</b></p>	<ul style="list-style-type: none"> <li>• Train all immunization staff that how to discuss the importance of vaccinations and the diseases they prevent.</li> <li>• Provide available literature, handouts, and other resources to highlight the importance of vaccinations</li> <li>• Provide Vaccine Information Statements (VIS) to patients, parents and/or legal guardians before each vaccine dose.</li> <li>• Provide a strong, concise and assertive recommendations for delivering vaccines during a visit such as: <i>“Your child needs three shots today: meningitis, HPV, and Tdap.”</i></li> <li>• Evaluate staff’s conversations during immunization visits and provide additional assistance and training as needed.</li> <li>• Evaluate intermediate outcomes for reversing vaccine hesitancy and provide incentives for staff to keep up efforts in battling hesitancy</li> </ul>	<p>Immunization Champion: John Doe</p>	<p>6 months 1/1/2016 – 7/1/2016</p>	<p>7/4/2016</p>	<p>TBD (based on subsequent need)</p>	<p>Tips and Time Savers for talking with Parents about HPV Vaccine</p> <p><a href="http://www.cdc.gov/vaccines/who/teens/for-hcp-tipsheet-hpv.pdf">http://www.cdc.gov/vaccines/who/teens/for-hcp-tipsheet-hpv.pdf</a></p> <p>Vaccine Information Statements</p> <p><a href="http://www.cdc.gov/vaccines/hcp/vis/index.html">http://www.cdc.gov/vaccines/hcp/vis/index.html</a></p> <p>Provider Resources for Vaccine Conversations with Parents</p> <p><a href="http://www.cdc.gov/vaccines/hcp/patient-ed/conversations/index.html">http://www.cdc.gov/vaccines/hcp/patient-ed/conversations/index.html</a></p>
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<p><b>2) Provide immunization information resources to patients/parents</b></p>	<ul style="list-style-type: none"> <li>• Designate a point person to lead educational quality improvement initiatives</li> <li>• Train nursing staff on facilitating conversations on the importance of vaccination with patients/parents</li> <li>• Provide Vaccine Information Statements (VIS) to patients, parents and/or legal guardians before each vaccine dose</li> <li>• Provide additional education materials to patients/parents who are vaccine hesitant</li> <li>• Provide You are the Key communication materials on HPV cancer prevention for adolescent patients</li> <li>• Display communication materials throughout the clinic and waiting area</li> </ul>	<p>Immunization Champion: John Doe</p>	<p>6 months 1/1/2016 – 7/1/2016</p>	<p>7/4/2016</p>	<p>TBD (based on subsequent need)</p>	<p>You are the Key to Cancer Prevention</p> <p><a href="http://www.cdc.gov/vaccines/who/teens/for-hcp/hpv-resources.html">http://www.cdc.gov/vaccines/who/teens/for-hcp/hpv-resources.html</a></p> <p>Vaccine Information Statements</p> <p><a href="http://www.cdc.gov/vaccines/hcp/vis/index.html">http://www.cdc.gov/vaccines/hcp/vis/index.html</a></p> <p>Provider Resources for Vaccine Conversations with Parents</p> <p><a href="http://www.cdc.gov/vaccines/hcp/patient-ed/conversations/index.html">http://www.cdc.gov/vaccines/hcp/patient-ed/conversations/index.html</a></p>
<p><b>3) Ensure clinic staff are knowledgeable and comfortable with current ACIP recommendations</b></p>	<ul style="list-style-type: none"> <li>• Designate a point person to lead educational quality improvement initiatives</li> <li>• Train staff quarterly on ACIP recommendations, minimal intervals and contraindications</li> <li>• Create a pre and posttest to assess knowledge</li> <li>• Redesign training based on feedback from clinic staff</li> <li>• Display ACIP recommendations in visible places throughout the clinic</li> </ul>	<p>Immunization Champion: John Doe</p>	<p>6 months 1/1/2016 – 7/1/2016</p>	<p>7/4/2016</p>	<p>TBD (based on subsequent need)</p>	<p>ACIP Vaccine Recommendations</p> <p><a href="http://www.cdc.gov/vaccines/hcp/acip-recs/index.html">http://www.cdc.gov/vaccines/hcp/acip-recs/index.html</a></p>

<p><b>4) Train front desk/scheduling staff on how and when to schedule immunization appointments</b></p>	<ul style="list-style-type: none"> <li>• Designate a point person to lead educational quality improvement initiatives</li> <li>• Develop a protocol for scheduling immunization visits</li> <li>• Train front desk staff routinely on scheduling immunization appointments</li> <li>• Develop an effective chain of communication between the provider and the front desk</li> <li>• Schedule next vaccination visits at time of check-out</li> <li>• Spot-check to ensure that next vaccination visits are scheduled based on protocol</li> </ul>	<p>Immunization Champion: John Doe</p>	<p>6 months 1/1/2016 – 7/1/2016</p>	<p>7/4/2016</p>	<p>TBD (based on subsequent need)</p>	<p>Immunization Schedules  <a href="http://www.cdc.gov/vaccines/schedules/hcp/index.html">http://www.cdc.gov/vaccines/schedules/hcp/index.html</a></p>
<p><b>5) Develop standing orders for nurses, physician assistants, and other health care personnel to identify opportunities to administer all recommended child/adolescent vaccines</b></p>	<ul style="list-style-type: none"> <li>• Develop a standing order in compliance with state law for nurses, physician assistants and other health care personnel to administer vaccinations</li> <li>• Designate an immunization champion to lead and organize immunization only/walk-in visits</li> <li>• Offer immunization only or nurse only visits</li> <li>• Offer evening or weekend walk in service</li> <li>• Publicize the availability of these services</li> <li>• Evaluate if the standing orders are being utilized and how to improve their use</li> </ul>	<p>Immunization Champion: John Doe</p>	<p>3 months 1/1/2016 – 4/1/2016</p>	<p>4/4/2016</p>	<p>TBD (based on subsequent need)</p>	<p><i>Immunization Action Coalition</i>  Standing Orders for Administering Vaccines  <a href="http://www.immunize.org/standing-orders/">http://www.immunize.org/standing-orders/</a></p>
<p><b>6) Ensure that clinic staff are comfortable administering vaccines at each child/adolescent visit</b></p>	<ul style="list-style-type: none"> <li>• Designate a point person to lead educational quality improvement initiatives</li> <li>• Train nursing staff on facilitating conversations on the importance of vaccination with patients/parents</li> <li>• Develop role play scenarios to provide additional feedback</li> <li>• Provide a strong, concise and assertive recommendations for delivering vaccines during a visit such as: <i>“Your child needs three shots today: meningitis, HPV, and Tdap.”</i></li> </ul>	<p>Immunization Champion: John Doe</p>	<p>6 months 1/1/2016 – 7/1/2016</p>	<p>7/4/2016</p>	<p>TBD (based on subsequent need)</p>	<p>Provider Resources for Vaccine Conversations with Parents  <a href="http://www.cdc.gov/vaccines/hcp/patient-ed/conversations/index.html">http://www.cdc.gov/vaccines/hcp/patient-ed/conversations/index.html</a></p>

	<ul style="list-style-type: none"> <li>• Provide Vaccine Information Statements (VIS) to patients, parents and/or legal guardians before each vaccine dose</li> <li>• Provide additional educational materials to patients/parents who are vaccine hesitant</li> <li>• Train staff on ACIP recommendations, minimal intervals and contraindications</li> <li>• Create a pre and posttest to assess knowledge</li> <li>• Evaluate staff during immunization visits to provide additional feedback</li> <li>• Create educational workshops in which clinic staff discuss barriers to immunizing patients and possible next steps</li> </ul>					<p>Tips and Time Savers for talking with Parents about HPV Vaccine</p> <p><a href="http://www.cdc.gov/vaccines/who/teens/for-hcp-tipsheet-hpv.pdf">http://www.cdc.gov/vaccines/who/teens/for-hcp-tipsheet-hpv.pdf</a></p> <p>ACIP Vaccine Recommendations</p> <p><a href="http://www.cdc.gov/vaccines/hcp/acip-recs/index.html">http://www.cdc.gov/vaccines/hcp/acip-recs/index.html</a></p> <p>Vaccine Information Statements</p> <p><a href="http://www.cdc.gov/vaccines/hcp/vis/index.html">http://www.cdc.gov/vaccines/hcp/vis/index.html</a></p>
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**Strategies to Improve Completeness and Accuracy of Immunization Information in the IIS**

<p><b>1) Report all administered immunizations to the state/city IIS</b></p>	<ul style="list-style-type: none"> <li>• Designate a point person to lead AFIX/IIS integration</li> <li>• Train staff on uploading records into IIS</li> <li>• Evaluate training and redesign based on feedback</li> <li>• Develop a protocol for all staff to follow to ensure upload of all records into IIS</li> <li>• Monitor to ensure progress</li> </ul>	<p>Immunization Champion: John Doe</p>	<p>6 months 1/1/2016 – 7/1/2016</p>	<p>7/4/2016</p>	<p>TBD (based on subsequent need)</p>	<p>CDC</p> <p>AFIX-IIS Integration, Operational and Technical Guidance for Implementing IIS-Based Coverage Assessment - Phase I Guide</p>
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<p><b>2) Report all previously administered vaccinations from other providers in the IIS</b></p>	<ul style="list-style-type: none"> <li>• Designate a point person to lead AFIX/IIS integration</li> <li>• Develop a system to track immunizations previously administered by other providers</li> <li>• Discuss the proposed protocol during team meeting and gather feedback</li> <li>• Redesign protocol based on feedback</li> <li>• Train staff on the proposed protocol and how to import previous records into IIS</li> <li>• Monitor and evaluate the success of the new system and redesign based on success rate</li> </ul>	<p>Immunization Champion: John Doe</p>	<p>6 months 1/1/2016 – 7/1/2016</p>	<p>7/4/2016</p>	<p>TBD (based on subsequent need)</p>	<p>CDC  AFIX-IIS Integration, Operational and Technical Guidance for Implementing IIS-Based Coverage Assessment - Phase I Guide</p>
<p><b>3) Inactivate all patients in the IIS who are no longer seen by your practice</b></p>	<ul style="list-style-type: none"> <li>• Designate a point person to lead AFIX/IIS integration</li> <li>• Develop a protocol to inactivate all patients in IIS who are no longer seen by the clinic</li> <li>• Discuss the proposed protocol during team meeting and gather feedback</li> <li>• Redesign protocol based on feedback</li> <li>• Train staff on the proposed protocol and how to inactivate patients in IIS</li> <li>• Monitor and evaluate progress</li> </ul>	<p>Immunization Champion: John Doe</p>	<p>6 months 1/1/2016 – 7/1/2016</p>	<p>7/4/2016</p>	<p>TBD (based on subsequent need)</p>	<p>CDC  AFIX-IIS Integration, Operational and Technical Guidance for Implementing IIS-Based Coverage Assessment - Phase I Guide</p>
<p><b>4) Use the IIS to determine which vaccines are due for each patient</b></p>	<ul style="list-style-type: none"> <li>• Designate a point person to lead AFIX/IIS integration and set up an EHR and/or IIS forecasting system*</li> <li>• Educate front desk staff on how to use EHR/IIS forecaster function</li> <li>• Develop a protocol for front desk staff to follow on a daily basis with detailed instructions on how and when to use EHR/IIS forecaster (i.e. every morning)</li> <li>• Develop standard operating procedures for nurses/clinic staff administering vaccines to provide routine assessment of vaccinations during every visit</li> </ul>	<p>Immunization Champion: John Doe</p>	<p>6 months 1/1/2016 – 7/1/2016</p>	<p>7/4/2016</p>	<p>TBD (based on subsequent need)</p>	<p>CDC  AFIX-IIS Integration, Operational and Technical Guidance for Implementing IIS-Based Coverage Assessment - Phase I Guide</p>

- Create an effective communication chain between nursing staff and front desk staff on immunization timing and next appointments
- Provide immunization forecast for individual patients at the time of visit
- Evaluate new procedures, discuss with clinic staff and redesign based on the most effective approach for increasing vaccine coverage rates

*\*Forecasting describes the process of using a patient's medical and immunization history to determine immunization due dates*

**Please choose one of the following:**

<input type="checkbox"/> Awardee staff will conduct an AFIX eXchange (follow-up) in person at the practice	Date:
<input type="checkbox"/> Awardee staff will conduct an AFIX eXchange (follow-up) by a phone call to the practice	Date:
<input type="checkbox"/> Awardee staff will conduct an AFIX eXchange (follow-up) by sending mail, e-mail, fax to the practice	Date:

**AFIX Reviewer Signature:** \_\_\_\_\_

**Provider Staff Signature:** \_\_\_\_\_