“Clinic’s Tell All”
Secrets to Increasing Immunization Rates

House Keeping
We mute all participants upon entering the presentation.
If you would like to ask a question, use the “Chat” function
This presentation will be posted to www.immunization.mt.gov under the VFC Training and Resource Page
Let’s get started!!
Topics:

- Resources provided by DPHHS
- Guest Speakers
- Questions

Resources to help with increasing immunization rates:

- Reports
  - AFIX Visits
  - Bi-Annual Reports
  - imMTrax Coverage Reports
- Televox
Guest Speakers:

- CMMC-Lexie Ledbetter
  - Checking Records at Every Immunization Visit
- Butte County Hlth Dept.- Helen McCloskey
  - Incorporating a Reminder Recall System
- Big Horn County Hlth Dept.- Esther Wynne
  - Documenting Vaccine Refusals
- St. Peters Broadway Clinic- Kelly Sevilla
  - Incorporating a Reminder Recall System
- Children’s Clinic- Cyndi Leaphart
  - How to incorporate the imMTrax forecaster in clinic workflow

Central Montana Medical Center Physicians Immunization Clinic

Checking Records at Every Immunization Visit:

What is offered by the clinic:

- Walk-In’s
- Not closed over the lunch hour
- Private and VFC
- No individual Polio
- Immunize for all Doctors
  - 8 Doctors
Central Montana Medical Center Physicians Immunization Clinic

**Best Practices Done at the Clinic:**

- Checking Doctor’s Schedules
- Notes to Appointment/Ticklers
- Refusals
- imMTrax Coverage Report
- Active Patient Lists

Questions??

Lexie Ledbetter
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The Butte-Silver Bow Health Department improved our coverage rate by 25 percentage points between 2014 and 2016. We received the Healthy People 2020 Award by achieving an 82% coverage rate and improving the childhood series of the 4 DTaP, 3 polio, 1MMR, 4 Hib, 3 Hepatitis B, 1 varicella, and 4 PCV.

- We did this by implementing Best Practices and using a Reminder Recall System.
- Our staff members implement best practices and strive to ensure that children in our community are fully immunized to prevent them from 14 vaccine preventable diseases.

Butte Silver Bow County Health Department

Policy

The Immunization Program will ensure a consistent reminder-recall policy/procedure, to notify clients of vaccines that are due.

- Provide client with an up to date vaccine immunization record at the end of the visit and inform them when the next vaccine should be given. We offer this each time we administer a vaccine.
- Provide client the opportunity to make an appointment at the end of the visit. Office staff know the importance of minimal intervals for vaccines.
- Notify the client of their next appointment with a phone call prior to the visit.
- For clients who have missed their appointment, place a phone call at the end of the week to re-schedule.
- Print a monthly recall list from HDIS
- Utilize the bi-annual Childhood Diagnostic Report for children 24-35 months.
- Print a monthly Request Reminder list from imMTrax and select the client query listing at least every 3 months.
- Print a monthly coverage list by using the imMTrax coverage Graph.
Butte Silver bow  
County Health Department

Procedure for Obtaining a Reminder Recall List from imMTrax

Determine the birth date range using the calculator provided by DPHHS

- Enter “age range” in months and “as of date”
- Request reminder recall under reports in imMTrax
- Select the vaccine groups
- Select the organization (BSBHD)
- Select the association (Primary or Secondary)
- Enter the birth date range from the copy of CoCASA Age Calculator from DPHHS
- Click on the generate tab
- Click on the refresh button sometimes several times until the status states 100 and it is completed
- Click on client query listing of preferred method of reminder recall. (The blue hyperlink) and print the client list

Butte Silver bow  
County Health Department

Reminder Recall List from HDIS

Access the monthly reminder recall list from HDIS and remind clients of their missed appointments and attempt to reschedule.

- Click on Reports
- Then recall,
- Then the phone list
- Enter from Return Date to return date. (First of month to last scheduled work day of month.) Open and print.
Butte Silver Bow County Health Department

Procedure to use imMTrax coverage report Graph

Click on imMTrax coverage graph.

- Select patient listing PDF (blue hyperlink), and open and print.
- We continuously monitor imMTrax and review the graph at least monthly. We routinely assess immunization levels of our patient population. We share the coverage lists with all staff, and we use this information to develop strategies to improve immunization rates.

Butte Silver Bow County Health Department

Implement Best Practices

- Keep up to date with current recommendations from the CDC MMWR reports, the ACIP Immunization schedules and ensure all standing orders are up to date.
- The standing orders facilitate efficient assessment and administration of all the vaccines available at our Health Department according to CDC, and ACIP standards. Staff are kept up to date and have the medical knowledge and understand the standards of care from the CDC and ACIP.
- Help patients understand their need for vaccines.
- Prior to seeing a client, we ask the parents/guardians to complete a screening checklist for vaccine contraindications ACIP to determine what vaccinations the client needs and to determine if the vaccines can be given safely on the day of their visit. We assess the client’s need based on age and underlying medical conditions.
Butte Silver Bow County Health Department

Implement Best Practices

- Avoid missed opportunities to vaccinate.
  - Our staff are trained to administer multiple vaccinations to improve childhood and adult vaccination rates. Our administrative staff is knowledgeable and knows the importance of minimal spacing for vaccines so the vaccine is valid.
- Maintain administration best practices.
  - We discuss vaccine benefits and risks using the VIS's or other reliable sources like the CDC, and MMWR Reports. We provide reliable education resources to parents who have questions or concerns about vaccines. We make strong vaccine recommendations and educate families. We help the parents who have alternative Immunization schedules. We document vaccine refusal and the reason why.

Future

- We are looking at Pfizer’s Reminder Recall System, an automated free recall system available to improve childhood vaccine rates for our health department and our local providers.

Questions??

Helen McCloskey
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Documenting Vaccine Refusals:

- Form:
  - “Decision to Not Vaccinate My Child”

- Packet:
  - Current Immunization Record
  - Vaccine Information Sheets for each vaccine to be administered during visit
  - Informed Refusal Form—included in every vaccine education packet. More efficient to remove it if not needed than to add it.

Documenting Vaccine Refusals:

- Perceived barriers
  - Staff’s initial hesitation
  - Clients’ possible reactions to the form

- Outcome
  - Clients have accepted the form matter-of-factly
  - Staff feels successful that we are sending a stronger message that the healthiest choice is to vaccinate with every shot that is due.
  - Clients who sign the refusal form take home their own copy of the signed form as well as the VIS’s of the vaccines the child did NOT receive as well as the VIS’s of the vaccines they did get.
Implement Reminder/Recall Best Practices

- Use the Immunization Coverage list available by the State on the clients that were behind on vaccines and sent a recall letter to the parents.
- Sent an in-office message in the patient's chart to alert the nurse that this child is in need of vaccines and either the nurse would contact patient's parents and schedule an appointment to come for these vaccines or when the child came in on the next visit they would try to catch them up at that time.
- Reviewed each child's chart and made sure they were still clients of ours and if it was mentioned in last visit notes that child was moving I would dissociate them from our clinic. Also if it had been awhile from their last visit, I would check imMTrax to see if they were receiving vaccines from other facilities and dissociated the child from our clinic if it looked like they had transferred care.
St. Peters
Broadway Clinic

Challenges

- Staffing shortages limit time to work on recall
- Two large clinics
  - Difficult to coordinate all the staff to work on a recall list on their own
  - Education for staff on options for recalling patients

Questions??

Kelly Sevilla
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The Children’s Clinic

*Incorporating imMTrax into your workflow:*

- Process
  - History Recommend Page
  - Tracking Schedule in imMTrax
- Report Running
- Questions
The Children’s Clinic

- Confirm center information is accurate. Clinic on History/Recommend.

Make a plan with your provider who is going to check the needed immunizations and order them. It’s best if the same person does both.

The Children’s Clinic

- Look at the history of what has been given. Any Orange? Figure out why...
  - Click on the i to see why it is invalid
The Children’s Clinic

• **Look at Vaccines Recommended by Selected Tracking Schedule**

  • This data is based on the “logic” programmed into imMTrax. Use it as a guideline, but not as your only source of information. Use critical thinking to decide if it makes sense or not.

  • Only vaccines entered into imMTrax will be used in the forecasting logic. If child got influenza #1 somewhere else and it was not entered into imMTrax, forecaster will still tell you he needs another influenza his first year.

  • You must ask questions and abstract other vaccines into imMTrax to have an accurate forecast.

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The Children’s Clinic

• **Running Reports and Why:**

  • Review and make adjustments to the Organization and Site fields.
  
  • Select the desired Medical Home Association
  
  • Specify the Birth Date Range or age range (as of specific date).
  
  • Select vaccine group (4:3:1:4:3:1:4)
  
  • Select patient listing if you want the actual names of the patients
The Children’s Clinic

- **Retrieving the Reports:**
  - The Immunization Coverage Report Listing page shows the most recent report displaying with a Percent Complete.
  - When it’s 100%, choose PDF or CSV
  - If you run a lot of reports at the same time, keep track of them by the time started

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The Children’s Clinic

**Questions??**

Cyndi Leaphart
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Questions for the presenters?

We want to THANK all the clinics that have presented!

Announcement:

No VFC vaccine will be shipped the week of July 3rd - 7th. If you are in need please contact another VFC provider or the CHD so you don’t have to borrow!!!
Thank you for attending!!

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