“Every Visit is a Vax Visit”
COVID-19 Vaccine Response
Pediatric Immunization Improvement Project (PIIP)
September 9, 2021
Presented by ... 

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  • Pediatric Infectious Disease
  • Medical Informatics
  • IHS Office of Information Technology

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  • PharmD, BCPS, NPCs
    • Clinical Pharmacist
    • Immunizations
    • Whiteriver Service Unit

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  • Clinical Applications Coordinator
  • Whiteriver Service Unit
  • Phoenix Area Indian Health Service
Key Points & Learning Objectives

• Understanding Vaccine Workload
• Pandemic Impact Created a Backlog of Unmet Needs
• Strategies & Actions for 2021 and Beyond
• Every Visit is a Vax Visit
• Building Success through Habit
• Leverage RPMS Tools & Technology
• White River Service Unit “Every Visit is a Vax Visit”
• iCare for Pediatric Immunization Improvement Project
Pre-Pandemic Situation

• **USA Vaccine Unmet Needs** => > 100% Daily Workload
  • ACIP recommendations translates into EVERY DAY
  • 200,000 people
  • 484,000 vaccines

• **Weekly**
  • 1.4 M people
  • 3.4 M vaccines

• **Not counting Flu Vaccination**
  • Flu => > 1 dose each year  = 330 M
2021 Pandemic - Add COVID & Backlog

• USA Vaccine Unmet Needs == > Daily Workload 100%
  • American College of Immunization Practices (ACIP) recommendations translates into EVERY DAY
  • 200,000 people
  • 484,000 vaccines

• Weekly
  • 1.4 M people
  • 3.4 M vaccines

• Add COVID and/or Flu Vaccination
  • COVID ==> 1 or 2 doses 330 M to 660 M doses
  • Flu ==> 1 dose each year 330 M doses
~ 1% AI/AN Population across I/T/U < 2 M

- AI/AN Vaccine Unmet Needs => > 100% Daily Workload
  - ACIP recommendations translates into
    - 20,000 people
    - 48,400 vaccines

- Weekly across I/T/U
  - 140,000 people
  - 340,000 vaccines

- Adding COVID or Flu Vaccination
  - COVID => 1 or 2 doses 2 M to 4 M
  - Flu => > 1 dose each year 2 M
“Every Visit = Vax Visit”

<table>
<thead>
<tr>
<th>Pre-Pandemic</th>
<th>December 2019</th>
<th>(57% Overall)</th>
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<tbody>
<tr>
<td>3-27 Month Olds</td>
<td>63%</td>
<td>&gt;= 1 out of 3 Past Due</td>
</tr>
<tr>
<td>19-35 Month Olds</td>
<td>65%</td>
<td>&gt;= 1 out of 3 Past Due</td>
</tr>
<tr>
<td>Teens 13-17</td>
<td>70%</td>
<td>&gt;= 1 out of 3 Past Due</td>
</tr>
<tr>
<td>Adults 60-64</td>
<td>27%</td>
<td>&gt;= 1 out of 2 Past Due</td>
</tr>
<tr>
<td>Adults 65+</td>
<td>58%</td>
<td>&gt;= 2 out of 5 Past Due</td>
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<table>
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<th>Pandemic</th>
<th>June 2021 == &gt; All Lower</th>
<th>(50% Overall)</th>
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<tr>
<td>3-27 Month Olds</td>
<td>60%</td>
<td>&gt;= 2 out of 5 Past Due</td>
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<tr>
<td>19-35 Month Olds</td>
<td>58%</td>
<td>&gt;= 2 out of 5 Past Due</td>
</tr>
<tr>
<td>Teens 13-17</td>
<td>66%</td>
<td>&gt;= 1 out of 2 Past Due</td>
</tr>
<tr>
<td>Adults 60-64</td>
<td>13%</td>
<td>&gt;= 1 out of 2 Past Due</td>
</tr>
<tr>
<td>Adults 65+</td>
<td>51%</td>
<td>&gt;= 1 out of 2 Past Due</td>
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</table>
Mindset = #1 --- with #2 Actions

1. Every Visit is a Vax Visit  **MINDSET**
2. Set up for Success => Site Parameters  **ACTION**  
   - DUE Letter => Consent
3. At Check-in for Every Person => Print Consent Letter  **ACTION**
4. Every Person => Offer Vaccination  **ACTION**
5. Schedule Next Vaccine Series/Booster  **ACTION**
IMM System #1 Mindset --- #2 Actions

1. Every Vaccine = Saves a Life == > MINDSET

2. Think “ICU Intensive Care Monitoring == > MINDSET

3. WEEKLY Data = REPORTS == > ACTION
   a. Vaccine Accountability (Past Week) == > ACTION
   b. 3-27 Month (Not Current List) == > ACTION
   c. Lists & Letters (Past Due) == > ACTION
Imm Due Consent

1) Default Case Manager..............
2) Other Location.................. OTHER  TUCSON
3) Standard Imm Due Letter ...... CONSENT
4) Official Imm Record Letter.... TUCSON AREA OFFICIAL LETTER
5) Facility Report Header...... SAN XAVIER
6) Host File Server Path........... C:\NETPUBL\FTPROOT\PUB\  
7) Minimum Days Last Letter..... 30 days
8) Minimum vs Recommended Age...: Recommended Age
9) 4-Day Grace Period option..... 4-Day Grace Period Used
10) Lot Number Options......... Required, Default Low Supply Alert=50
11) Pneumonia routine age to begin...: Begin Pneumonia at 65 years
12) Forecasting (Imm Due)......... Enabled
13) Chart# with dashes..........: No Dashes (123456)
14) User as Default Provider..... Yes
15) IP Address for TCH Forecaster: 127.0.0.1
16) GPRA Communities.............: 15 Communities selected for GPRA
17) Inpatient Visit Check.......: Disabled
18) High Risk Factor Check.......: Enabled:  HepB for DM
19) Import CPT-coded Visits.......: Disabled
20) Visit Selection Menu...........: Disabled (Link Visits automatically)
21) Flu Season Start & End Dates.: 09/01 to 06/30
Form Letters

This screen will allow you to add and edit Form Letters.

Please select a Form Letter, or enter the name of a new Form Letter you wish to add. (Enter "?" to see a list of existing Form Letters.)

Select Form Letter: 
Answer with BI LETTER FORM LETTER NAME

Choose from:
CONSENT
DUE
Immun due w/o consent
PERTUSSIS
Scott Test
TEST
TEST 2/4/15 - JOHN LESTER
TUCSON AREA OFFICIAL LETTER
new

You may enter a new BI LETTER, if you wish
Enter a name for this Form Letter. Answer must be 3-30 characters in length.

Select Form Letter:
Form Letter: CONSENT

TOMHC Sells Hospital, San Simon Health Center, San Xavier
Health Center, Santa Rosa Health Center
PO Box 548, Sells, AZ 85634

Date of Birth: [BI DATE OF BIRTH]  Chart #: [BI CHART NUMBER]
Our records indicate [BI NAME FIRST] is due for vaccines listed below.
Consent Letter - Screening Questions

Please Circle Yes or No to these questions,
Have you had or Do you have a(n) . . .

1. fever in the last 3 days? Yes, No
2. bad reaction after a shot? Yes, No
3. allergy to any medication? Yes, No
4. allergy to eggs, yeast, gelatin or latex? Yes, No
5. history of fainting? Yes, No
6. history of seizures or convulsions? Yes, No
7. bleeding problem or low platelets? Yes, No
8. HIV/AIDS, cancer, or organ transplant? Yes, No
9. steroid or cortisone medication, autoimmune disease? Yes, No
10. blood product transfusion or gamma globulin in the past year? Yes, No
11. history of chicken pox or shingles? Yes, No
12. Guillain Barre or paralysis? Yes, No
13. history of asthma or wheezing in the past year? Yes, No
14. any kidney, liver, heart or neurological disease(s)? Yes, No
15. live with a person with a very weak immune system? Yes, No
16. pregnant or planning pregnancy in the next month?

FEMALES: Last Menstrual Period Date: ____________
Vaccines Recommended

Vaccines recommended TODAY for [BI NAME FIRST LAST] are:

---------------------------------------------
middle:
---------------------------------------------
forecast:

DTP
HEP B VAC

---------------------------------------------

I have received the Vaccine Information Sheet (VIS) for all vaccines and I give my informed consent for the above vaccines to be given to [BI NAME FIRST LAST]. I also consent to sending my vaccine information to the state vaccine registry.

_____ Yes, I am the legal guardian, if the person above is a minor.

---------------------------------------------

Signature patient/guardian                             Signature clinical staff

Questions? Please call Sells 383-7200, San Xavier 295-2550,
Santa Rosa 361-2261, San Simon 362-7078

Documented in EHR:

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### QMAN - Patient Visits, Past 10 Days

#### AGE GROUPS

<table>
<thead>
<tr>
<th>ATTRIBUTE</th>
<th>0-9</th>
<th>10-19</th>
<th>20-29</th>
<th>30-39</th>
<th>40-49</th>
<th>50-59</th>
<th>60-69</th>
<th>70+</th>
<th>TOT</th>
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<tbody>
<tr>
<td>TOTAL</td>
<td>367</td>
<td>544</td>
<td>428</td>
<td>531</td>
<td>610</td>
<td>684</td>
<td>620</td>
<td>451</td>
<td>4235</td>
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Pneumococcal, PCV-13: NONE EXIST

#### AGE GROUPS

<table>
<thead>
<tr>
<th>ATTRIBUTE</th>
<th>0-9</th>
<th>10-19</th>
<th>20-29</th>
<th>30-39</th>
<th>40-49</th>
<th>50-59</th>
<th>60-69</th>
<th>70+</th>
<th>TOT</th>
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<tbody>
<tr>
<td>TOTAL</td>
<td>41</td>
<td>250</td>
<td>418</td>
<td>522</td>
<td>601</td>
<td>664</td>
<td>460</td>
<td>66</td>
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16
RPMS EHR Component
RPMS EHR Immunization View #1
RPMS EHR Immunization View #2
iCare Glimpse into Opportunities #1
## iCare Glimpse into Opportunities #2

### Reminders Aggregate data current as of: Aug 04, 2021 06:41 PM

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<tr>
<th>Source</th>
<th>Category</th>
<th>Reminder Name</th>
<th># Patients Eligible</th>
<th># Patients Current</th>
<th>% Current</th>
<th># Patients Overdue</th>
<th>% Overdue</th>
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<td>IZ Forecaster</td>
<td>Immunizations</td>
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<td>5</td>
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<td>15</td>
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<td>COVID, Pfr</td>
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<tr>
<td></td>
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<td>Dtap, Nos</td>
<td>7</td>
<td>6</td>
<td>85.7%</td>
<td>1</td>
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<td>Hep A,Nos</td>
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<td>33</td>
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<td>Hep B,Nos</td>
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<td>Mmr</td>
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<td>75.0%</td>
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<td>Men4,NOS</td>
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<td></td>
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<td>ZOS-Shgrx</td>
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<td>23</td>
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### iCare Glimpse into Opportunities #3

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<th>Age</th>
<th>Community</th>
<th>POVC-13</th>
<th>ZDS Shots</th>
<th>Telpe</th>
<th>VARICELLA</th>
<th>PEPVIMO-PS</th>
<th>POLIO NOS</th>
<th>ROTAVIROS</th>
<th>COVID/Mol</th>
<th>COVID/PS</th>
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<td>MEXICO UNK</td>
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<td>7 YRS</td>
<td>SAN SIMON</td>
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<td>N/A</td>
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</table>

Patient List Last Updated: Jan 22, 2021
Whiteriver Service Unit (WRSU) "Every Visit is a Vax Visit"

• Leah Westover, MSN, RN
  • Clinical Applications Coordinator
  • Whiteriver Service Unit
  • Phoenix Area Indian Health Service

• Heng (Helen) Chang, PharmD, NCPS
  • Clinical Pharmacist
  • Immunizations
  • Whiteriver Service Unit
  • Phoenix Area Indian Health Service
Missed Opportunities
Emergency Department & Pharmacy Approach

Goals for Emergency Department Visits
• Capture each encounter to review immunization status
• Offer immunization update in ED if due
• Provide information and resources for follow-up if patient declines or is unable to receive vaccines today due to moderate to severe illness

WRSU Pharmacy Structure
• Decentralized ER pharmacy – services ED discharges and walk-up OTC requests
  • Staffed by one (1) Pharmacist 24/7
  • Augmented with one (1) Immunizing Pharmacy Technician during seasons of high immunization demand
WRSU Missed Opportunities
Emergency Department & Pharmacy Approach – #1

**Review Immunization Status**
- Review patients in BEDD Dashboard prior to discharge
- Review patient record when processing OTC or ED discharge medication requests

**Offer Immunization Update**
- Administer immunizations in ED room if possible
- Administer in ED pharmacy counseling room
- Stock ED pharmacy with adequate vaccines, VISs, and supplies for easy access

**Provide Information**
- If accept, counsel on recommended schedules future boosters due
- If decline, provide list of immunizations due, outpatient clinic contact information, and pharmacy immunization clinic walk-in hours
# WRSU Missed Opportunities

## Emergency Department & Pharmacy Approach - #2

### Check-In

<table>
<thead>
<tr>
<th>Check-In</th>
<th>Triage</th>
<th>Room Management</th>
<th>Pending Documentation</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>9</td>
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</tr>
</tbody>
</table>

### Triage

<table>
<thead>
<tr>
<th>Time</th>
<th>Patient (gender)</th>
<th>DOB (age)</th>
<th>Chart</th>
<th>Presenting</th>
<th>Info</th>
<th>Actions</th>
<th>Reg</th>
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<tbody>
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<td>47 YRS</td>
<td></td>
<td></td>
<td>lower back pain</td>
<td></td>
<td></td>
<td>NO</td>
</tr>
</tbody>
</table>

### Room Management

<table>
<thead>
<tr>
<th>Room Management</th>
<th>Check In</th>
<th>Time</th>
<th>Patient (gender)</th>
<th>DOB (age)</th>
<th>Chart</th>
<th>Chief Complaint</th>
<th>Order Activity</th>
<th>Nurse</th>
<th>Provider</th>
<th>Info</th>
<th>Actions</th>
<th>Reg</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 ER-12</td>
<td>4 YRS</td>
<td>40</td>
<td></td>
<td></td>
<td></td>
<td>&quot;mucus infection&quot;, requesting Covid test</td>
<td></td>
<td>OLLERTON</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>413 ER-4</td>
<td>2 YRS</td>
<td>93</td>
<td></td>
<td></td>
<td></td>
<td>CHEST PAIN</td>
<td>8 COMPLETE LAB; 1 PENDING LAB; 1 ACTIVE OR; 1 COMPLETE RAD; 15 ACTIVE RX; 2 HOLD RX</td>
<td>PIKE</td>
<td>ROSERO-GARCIA</td>
<td>BUMC Tucson Main Campus; Rokkan. by CLATTENBURG.EBEN J</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19 ER-5</td>
<td>3 YRS</td>
<td>45</td>
<td></td>
<td></td>
<td></td>
<td>wounds/infection on bilateral feet, ex DM</td>
<td>1 PENDING RAD</td>
<td>PIKE</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10 ER-6</td>
<td>3 YRS</td>
<td>43</td>
<td></td>
<td></td>
<td></td>
<td>ETOH, CP</td>
<td>1 PENDING LAB; 1 PENDING RX</td>
<td>OLLERTON</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>407 ER-8</td>
<td>3 YRS</td>
<td>26</td>
<td></td>
<td></td>
<td></td>
<td>Feeling sick, asking to talk to ABHS</td>
<td>8 COMPLETE LAB; 1 ACTIVE RX</td>
<td>OLLERTON</td>
<td>JENTOFT</td>
<td>11 sitters; repeat ETOH @ 6:30 AM; Covid +</td>
<td></td>
<td></td>
</tr>
<tr>
<td>207 ER-9</td>
<td>4 YRS</td>
<td>63</td>
<td></td>
<td></td>
<td></td>
<td>Constipation x lab, doc rules &quot;not helping&quot;</td>
<td>2 ACTIVE RX; 3 PENDING RX</td>
<td>OLLERTON</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Pending Documentation

<table>
<thead>
<tr>
<th>Time</th>
<th>Patient (gender)</th>
<th>DOB (age)</th>
<th>Chart</th>
<th>Chief Complaint</th>
<th>Order Activity</th>
<th>Nurse</th>
<th>Provider</th>
<th>Info</th>
<th>Actions</th>
<th>Reg</th>
</tr>
</thead>
<tbody>
<tr>
<td>16</td>
<td></td>
<td>36 YRS</td>
<td></td>
<td>&quot;allergic reaction to dogs and cats&quot;, requesting pain meds for chronic headache</td>
<td>6 PENDING RX</td>
<td>OLLERTON</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
WRSU Missed Opportunities
Emergency Department & Pharmacy Approach - #3

Bag Stuffers:

Front

YOU ARE DUE FOR SHOTS!

Pharmacy Immunization Clinic
Get caught up on ALL vaccines TODAY:
(Check in at the front of the hospital)

Monday – Thursday:
8:30 AM - 11:30 AM
1:30 PM - 4:30 PM

Friday:
9:30 AM - 11:30 AM
1:30 PM - 4:30 PM

Back

Our records show that you are at HIGH RISK for the following vaccine-preventable diseases check-marked below:

- Diphtheria, Tetanus, Pertussis
- Polio
- Measles, Mumps, Rubella
- Chicken Pox
- Hepatitis (A or B)
- Rotavirus
- Haemophilus Influenzae type B (Hib)
- Pneumonia (PCV13 or PPSV23)
- Human Papilloma Virus (HPV)
- Meningitis (MCV4 or MenB)
- Shingles
- Flu
- COVID

Please come in to get these important vaccines as soon as possible to stay healthy!
Panel Set Up for Missed Opportunities

[Image of a software interface for setting up a panel formissed opportunities]
iCare Reminder Tab Templates - #1
Using iCare to Find Patients Who Need Vaccines

• Set up panels by age range (0 - 6 month, 7-12 month, 12 month - 36 month, and 36 month - 6 year)
• Set the reminder tab layout to the appropriate vaccine template as above
• At the beginning of the month, look at who is due or behind
Knowledge Questions

• Describe “Every Visit is a Vax Visit”.
• What is a “Missed Opportunity”?
• Give Examples of “Mindset” and “Action”.
• List RPMS & EHR Tools for identifying “Missed Opportunities”.
• Why is focusing on ED & OTC Med patients an excellent public health approach for “Missed Opportunities”?
• How does your facility approach “Missed Opportunities”? 
Questions & Discussion Etiquette

• One Person At a Time
• Please Introduce Yourself
• All Others …
  • Please Mute
  • DO NOT Put Your Phone On Hold
Questions & Discussion