



“Every Visit is a Vax Visit”

COVID-19 Vaccine Response

Pediatric Immunization Improvement Project (PIIP)

September 9, 2021



Presented by ...

- **CAPT (ret) Scott Hamstra, MD**

- Pediatrics
- Pediatric Infectious Disease
- Medical Informatics
- IHS Office of Information Technology

- **LCDR Heng (Helen) Chang**

- PharmD, BCPS, NPCCS
 - Clinical Pharmacist
 - Immunizations
 - Whiteriver Service Unit

- **Leah Westover, MSN, RN**

- 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”

Pre-Pandemic

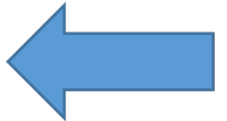
• 3-27 Month Olds	= 63 %	=== > 1 out of 3 Past Due
• 19-35 Month Olds	= 65 %	=== > 1 out of 3 Past Due
• Teens 13-17	= 70 %	=== > 1 out of 3 Past Due
• Adults 60-64	= 27 %	=== > 1 out of 2 Past Due
• Adults 65+	= 58 %	=== > 2 out of 5 Past Due



Low to
Start

Pandemic June 2021 == > All Lower (50 % Overall)

• 3-27 Month Olds	= 60 %	=== > 2 out of 5 Past Due
• 19-35 Month Olds	= 58 %	=== > 2 out of 5 Past Due
• Teens 13-17	= 66 %	=== > 1 out of 2 Past Due
• Adults 60-64	= 13 %	=== > 1 out of 2 Past Due
• Adults 65+	= 51 %	=== > 1 out of 2 Past Due



Getting
Lower



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**

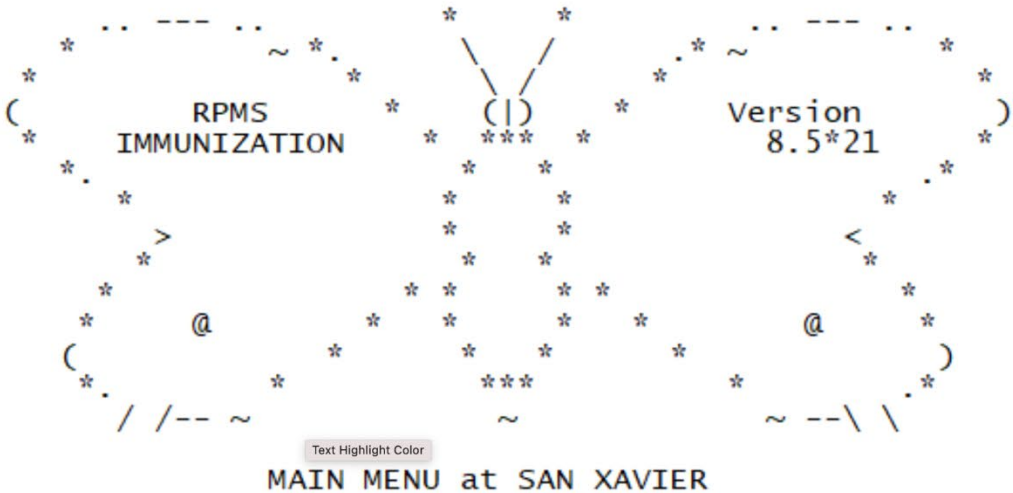


IMM System #1 Mindset --- #2 Actions

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**



Consent Letter



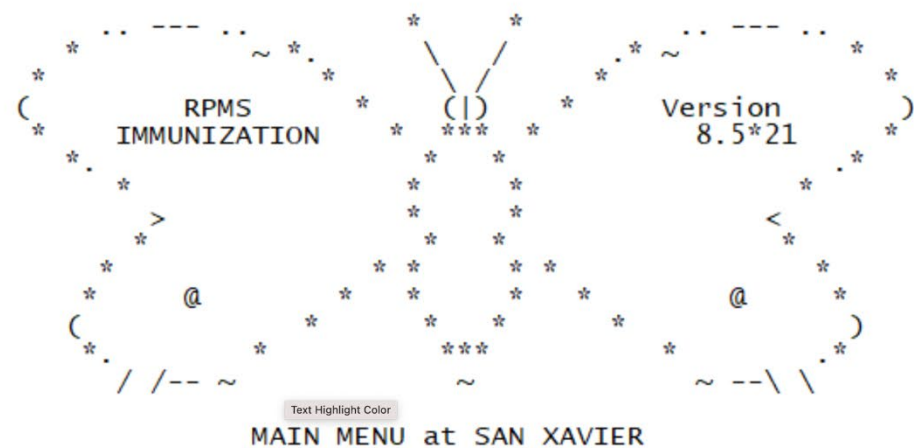
PAT Patient Menu ...
REP Reports Menu ...
MGR Manager Menu ...

ERR Edit Patient Errors
CMG Add/Edit Case Manager
CMT Transfer a Case Manager's Patients
SCN Scan For Patients

ESP Site Parameters Edit
PKG Package Setup Information
LET Form Letters Add/Edit
LOT Lot Number Add/Edit
VAC Vaccine Table Edit
ELI Eligibility Table Edit
RES Restandardize Vaccine Table
EXP Export Immunizations
KEY Allocate/Deallocate Imm Menu Keys
NDC NDC Code Add/Edit
XVT Export Vaccine Table to Excel File
PER Performance Test Imm Forecaster



Imm Due Consent



PAT Patient Menu ...
REP Reports Menu ...
MGR Manager Menu ...

- 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:\INETPUB\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) Pneumo routine age to begin...: Begin Pneumo at 65 years
- 12) Forecasting (Imms 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

Imm due w/o consent

PERTUSSIS

Scott Test

TEST

TEST 2/4/15 - JOHN LESTER

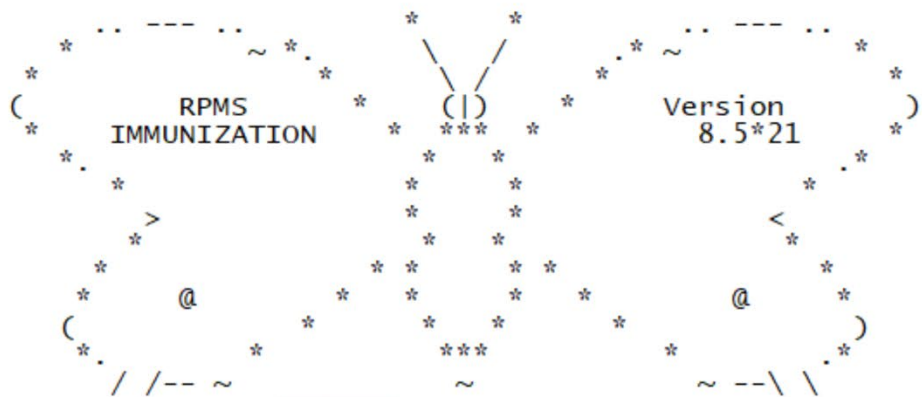
TUCSON AREA OFFICIAL LETTER

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:



MAIN MENU at SAN XAVIER

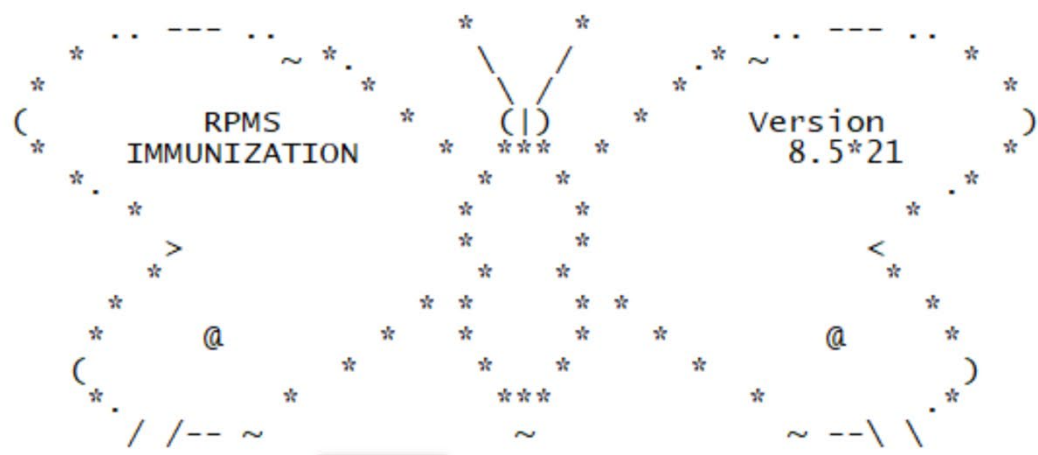
PAT Patient Menu ...
REP Reports Menu ...
MGR Manager Menu ...



Form Letter: CONSENT

VIEW/EDIT FORM LETTER Aug 05, 2021 16:18:48 Page: 1 of 5

Form Letter: CONSENT



MAIN MENU at SAN XAVIER

- PAT Patient Menu ...
- REP Reports Menu ...
- MGR Manager Menu ...

top:

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

|BI TODAY|

|BI NAME FIRST LAST|

|BI MAILING ADD-STREET|

|BI MAILING ADD-CITY STATE ZIP|

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

bottom:

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: _____



QMAN - Patient Visits, Past 10 Days

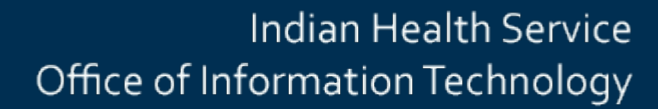
AGE GROUPS									
ATTRIBUTE	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70+	TOT

TOTAL	367	544	428	531	610	684	620	451	4235

Pneumococcal, PCV-13: NONE EXIST

AGE GROUPS									
ATTRIBUTE	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70+	TOT

TOTAL	41	250	418	522	601	664	460	66	3022

[illegible]



RPMS EHR Immunization View #1

TOHONO O'ODHAM NATION HEALTH CARE - CR42139 - EHR 29 HAMSTRA,SCOTT A

User Patient Tools Refresh Clear Clear and Lock eSIG Dosing Calculator Imaging Resources IPC RMS F Jave BMW ED Dashboard whiteboard Help

Privacy Pt Chart Review RCIS Discharge Instructions Other

Demo Patient Babyboy 999166 01-Jan-2006 (15) M Visit not selected HAMSTRA,SCOTT A Smith,Jae Dell PCP edit

Problem Ards Rea Medication Abstrac Pharm Ed Direct Mail CIC DIA VA Prenatal IHS Prenatal POC Lab Entry Med Rec Visit Summary Postings CADF

Triage Imm's vitals LABS ORD IPL Meds ED Exam SUPER Hx Serv Fam Hx Referral Rpt billing RPMS COMM CC

Notifications Allergies Pre-visit IPL Progress Notes Lab Meds Orders Consult Rpt POV E+M Wellness Specialty Buttons Chat

Triage Summary

Vital	Value	Date	Modifier
PHQ9	27	22-Ma...	
PHQ2	6	22-Ma...	
TAM	05 E (36.67 C)	20-Ma...	

Appointment/Visit
SX CHART REVIEW
SX CHART REVIEW

Source Immunization Record Source: RPMS

Forecast

TdADULT	past due
POLIO NOS	past due
MMR	past due
VARICELLA	past due

Immunization History

Print Record Due Letter Profile Case Data

Registry	Vaccine	Visit Date	Age@Visit	Location	Reaction	Volume	Inj Site	Lot	Manufacturer	VIS Date	Administered By	Vaccine Eligibility	Admin Date	Admin Notes
RPMS ONLY	DTaP	05/12/2011	5 yrs	Aberdeen Ao		0							05/12/2011	
RPMS ONLY	HEP A ADLT	06/06/2011	5 yrs	Sells Rec Center		0							06/06/2011	
RPMS ONLY	HEP B PED	06/15/2011	5 yrs	SELLS HOSP		0.5	Right Deltoid IM	AHBVB836AA	GLAVDSMITHKLINE	09/18/2008	BLAS,STEVEN R	Am Indian/AK Native	06/15/2011	
RPMS ONLY	FLU-IV3	09/06/2011	5 yrs	Santa Rosa		0							09/06/2011	
REFUSED	INFLUENZA (TIV) SEASONAL INJ	09/28/2011			Refused						REESE,VIRGINIA			
RPMS ONLY	Tdap	11/04/2011	5 yrs	St Mary's Hospital		0							11/04/2011	
RPMS ONLY	FLU-IV3pf	06/01/2012	6 yrs	SELLS HOSP								Am Indian/AK Native		
RPMS ONLY	Tdap	06/14/2012	6 yrs	SELLS HOSP		0.5	Left Deltoid IM	U4329AA	SANOFI PASTEUR	01/24/2012	BOTTORFF,ESTA C	Am Indian/AK Native	06/14/2012	
REFUSED	DTAP	09/25/2012			Refused						IGNACIO,JOLENE RN			
RPMS ONLY	Menactra	09/27/2012	6 yrs	Beta Testing							HAMSTRA,SCOTT A	Am Indian/AK Native		
RPMS ONLY	FLU-IV3pf	10/10/2012	6 yrs	SELLS HOSP								Am Indian/AK Native		
RPMS ONLY	HEP A PED	10/16/2012	6 yrs	SELLS HOSP								Am Indian/AK Native		
RPMS ONLY	HEP B ADLT (TWINRDQ)	11/14/2012	6 yrs	SELLS HOSP		0.5	Right Deltoid IM	AHAVB477CA"x	GLAVDSMITHKLINE	10/25/2011	BARAJAS,JOHNICE	Am Indian/AK Native	10/16/2012	
RPMS ONLY	HEP B ADLT (TWINRDQ)	11/14/2012	6 yrs	SELLS HOSP		0.5	Left Deltoid IM	AHAAB8223DA"E	GLAVDSMITHKLINE	02/02/2012	HARTER,LEE ANN	Am Indian/AK Native	11/14/2012	
RPMS ONLY	HEP A PED (TWINRDQ)	11/14/2012	6 yrs	SELLS HOSP		0.5	Left Deltoid IM	AHAAB8223DA"E	GLAVDSMITHKLINE	02/02/2012	HARTER,LEE ANN	Am Indian/AK Native	11/14/2012	
RPMS ONLY	FLU-IV3	12/06/2012	6 yrs	SAN XAMER		0.5	Left Deltoid IM	(L) UH752AA"y	SANOFI PASTEUR	07/02/2012	ANDERSON,SAPHARA	Am Indian/AK Native	12/26/2012	

Contraindications

DTaP	Parent Refusal	Other Allergy
TST-PPD	25-Sep-2012	28-Sep-2012



RPMS EHR Immunization View #2

TOHONO O'ODHAM NATION HEALTH CARE - CR42139 - EHR 29 HAMSTRA, SCOTT A

User Patient Tools Refresh Clear Clear and Lock eSIG Dosing Calculator Imaging Resources IPC RMSF Java BMW ED Dashboard whiteboard Help

Privacy Pt Chart Review RCIS Discharge Instructions Other

Demo Patient Arizona
999102 01-Sep-1930 (90) M

Visit not selected
HAMSTRA, SCOTT A

Primary Care Team Unassigned PCP edit

Problem Ards Rea Medication Abstrac Pharm Ed Direct Mail CIC DIA VA Prenatal IHS Prenatal POC Lab Entry Med Rec Visit Summary Postings A

Triage Imm's vitals LABS ORD IPL Meds ED Exam SUPER Hx Serv Fam Hx Referral Rpt billing RPMS COMM CC

Notifications Allergies Pre-visit IPL Progress Notes Lab Meds Orders Consult Rpt POV E+M Wellness Specialty Buttons Chat

Triage Summary

Vitals

Vital	Value	Date	Modifier
TMP	98 F (36.67 C)	02-Jul...	
PU	82 /min	02-Jul...	
PS	16 /min	02-Jul...	

Appointments/Visits

Appointment/Visit
SE PHYSICAL THERAPY MCGUINNESS
SE CHART REVIEW

Source: Immunization Record Source: RPMS

Forecast

Vaccine	Due
PNEUMO-PS	due
ZOS-Shgx	due

Contraindications

Vaccine	Contraindication	Date
FLU-HIGH	Egg Allergy	18-Nov-2020
FLU-IV4pl	Egg Allergy	15-Dec-2020

Immunization History

Print Record Due Letter Profile Case Data


Registy	Vaccine	Visit Date	Age@Visit	Location	Reaction	Volume	Inj Site	Lot	Manufacturer	VIS Date	Administered By	Vaccine Eligibility	Admin Date	Admin Notes
RPMS ONLY	Tdap	01/01/2019	88 yrs	Tmc								Not Eligible	01/01/2019	
RPMS ONLY	FLU-IV4pl	07/19/2019	88 yrs	SAN XAVIER		0.1	Left Deltoid IM	NH52D*SK VFC	GLAXOSMITHKLINE	08/07/2019	TUCKER, AMANDA MA		07/19/2019	
RPMS ONLY	FLU-IV4pl	12/24/2019	89 yrs	SELLS HOSP		0.5	Left Deltoid IM	9MM57*SE-IHS	GLAXOSMITHKLINE	08/15/2019	LOGAN, TRICIA		12/24/2019	
RPMS ONLY	FLU-IV4pl	11/19/2020	90 yrs	SAN XAVIER		0.5	Left Arm SQ	279KY*SK VFC	GLAXOSMITHKLINE	08/15/2019	MILES, KIM	Not Eligible	11/19/2020	



iCare Glimpse into Opportunities #1

RPMS iCare - recent visits past 7 days - Panel Definition

Definition | Layouts | Sharing | Auto Repopulate Options

*Panel Name: recent visits past 7 days Category:  Designate IPC Panel? ☐


Panel Description: looking at patients with a visit in the past week who remain Due/Past Due for Vaccinations

Population Search Options

- No Predefined Population Search - Add Patients manually
- My Patients
- Patients Assigned to
- Scheduled Appts
- Inpatient Visits
- ER Visits
- QMan Template
- RPMS Register
- EHR Personal List
- Ad Hoc Search

Parameters - n/a

Filters

- + Patient (Category, Demo)
- + PCC (None)
- + Problem (None)
- + POV (None)
- + Reminder (None)
-  **Visit**

Visit Range

☒ By Date (none) to (none)

☐ By Timeframe

Visit Detail

	# of Visits in Range	Visit Clinic	Provider
Add			
Edit			
Delete			

Use AND? ☐

+ Other (None)

OK Cancel



iCare Glimpse into Opportunities #2

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

Source ▾ ▴	Category ▾ ▴	Reminder Name ▾ ▴	# Patients Eligible ▾ ▴	# Patients Current ▾ ▴	% Current ▾ ▴	# Patients Overdue ▾ ▴	% Overdue ▾ ▴
IZ Forecaster	Immunizations	COVID,Mod	20	5	25.0%	15	75.0%
		COVID,Pfr	1	1	100.0%	0	0.0%
		Dtap,Nos	7	6	85.7%	1	14.3%
		Hep A,Nos	49	33	67.3%	16	32.7%
		Hep B,Nos	50	27	54.0%	23	46.0%
		Hib,Nos	4	4	100.0%	0	0.0%
		Hpv,Nos	16	5	31.3%	11	68.8%
		Mmr	8	6	75.0%	2	25.0%
		Men4,NOS	11	9	81.8%	2	18.2%
		PCV-13	4	4	100.0%	0	0.0%
		Pneumo-ps	30	9	30.0%	21	70.0%
		Polio,Nos	7	5	71.4%	2	28.6%
		Td,NOS	76	33	43.4%	43	56.6%
		Td-ADULT	49	0	0.0%	49	100.0%
		Tdap	21	2	9.5%	19	90.5%
		Varicella	8	6	75.0%	2	25.0%
		ZOS-Shgrx	146	23	15.8%	123	84.2%

iCare Glimpse into Opportunities #3

Patient List Last Updated: A by t

ts Natl Aggregated CMET Care Mgmt Diagnostic Tags Flags Referrals Consults

Age	Community	PCV-13	ZOS-Shgrx	Tdap	VARICELLA	PNEUMO-PS	POLIO,NOS	ROTA,NOS	COVID,Mod	COVID,Pfr	DTAP,NOS
3 YRS	GU VO	N/A	N/A	N/A	Sep 25, 2021	N/A	Sep 25, 2021	N/A	N/A	N/A	Sep 25, 2021
47 YRS	TUCSON	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
3 YRS	AKCHIN	N/A	N/A	N/A	Mar 30, 2022	N/A	Mar 30, 2022	N/A	N/A	N/A	Mar 30, 2022
42 YRS	TUCSON	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
20 YRS	MEXICO UNK	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
41 YRS	TUCSON	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
58 YRS	TUCSON	N/A	Jan 11, 2013	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
32 MOS	TUCSON	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
31 MOS	PISINIMO	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
38 YRS	TUCSON	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
22 MOS	SELLS	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
38 YRS	TUCSON	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
21 MOS	PISINIMO	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
36 YRS	TUCSON	N/A	N/A	Dec 03, 1991	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15 YRS	TUCSON	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
13 YRS	TUCSON	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15 MOS	COWLIC	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15 MOS	SIKUL HIMATK	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
7 YRS	TUCSON	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
43 YRS	TUCSON	N/A	N/A	Dec 11, 1984	N/A	N/A	N/A	N/A	N/A	N/A	N/A
50 YRS	SANTA ROSA	N/A	Mar 23, 2021	N/A	N/A	N/A	N/A	N/A	Jan 27, 2021	N/A	N/A
64 YRS	TUCSON	N/A	Dec 30, 2006	Dec 30, 1963	N/A	Dec 30, 2021	N/A	N/A	N/A	N/A	N/A
59 YRS	TUCSON	N/A	Sep 29, 2011	Sep 29, 1968	N/A	N/A	N/A	N/A	N/A	N/A	N/A
73 YRS	SAN PEDRO	N/A	Dec 27, 1997	Dec 27, 1954	N/A	Dec 27, 2012	N/A	N/A	N/A	N/A	N/A
4 MOS	TUCSON	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
18 YRS	MEXICO UNK	N/A	N/A	Feb 02, 2010	N/A	N/A	N/A	N/A	N/A	N/A	N/A
10 MOS	TUCSON	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
63 YRS	MEXICO UNK	N/A	Apr 11, 2008	Apr 11, 1965	N/A	N/A	N/A	N/A	N/A	N/A	N/A
7 YRS	SAN SIMON	N/A	N/A	May 10, 2021	Oct 07, 2015	N/A	Sep 06, 2014	N/A	N/A	N/A	N/A



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

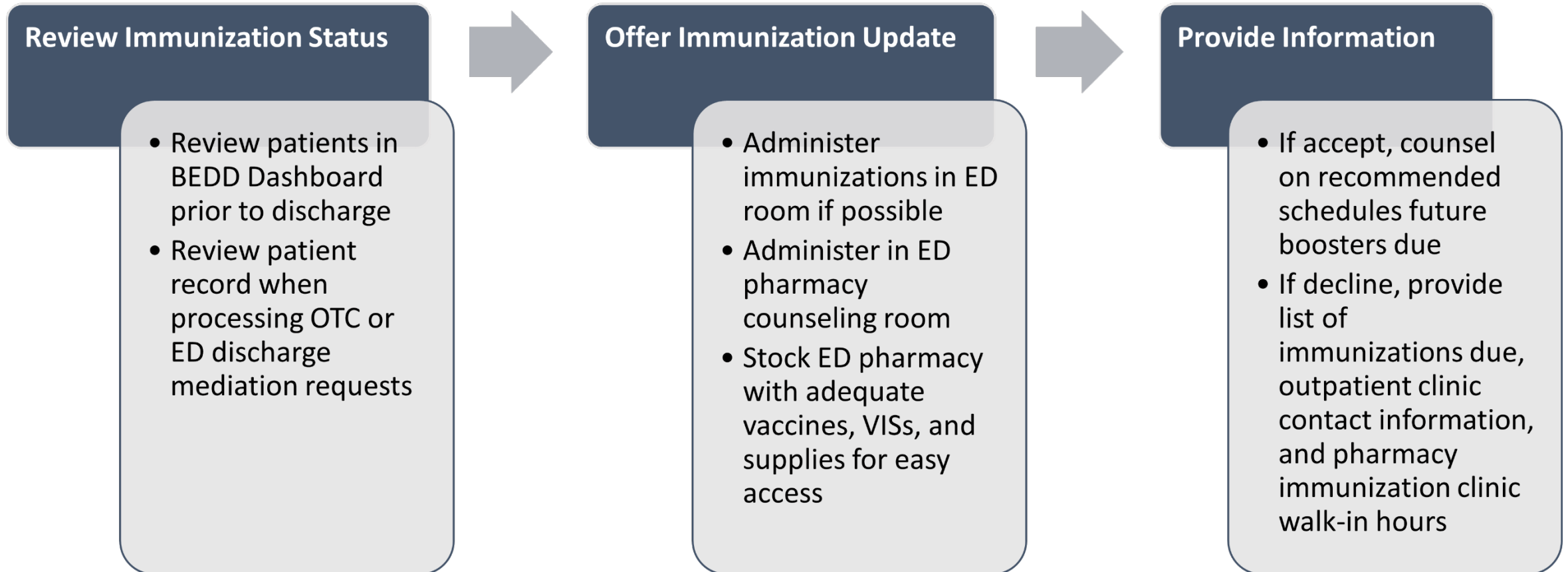
- Capture each encounter to review immunization status
- Offer immunization update in ED if due
- Provide information and resources for follow-up if patient declines or is unable to receive vaccines today due to moderate to severe illness

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





WRSU Missed Opportunities Emergency Department & Pharmacy Approach - #2

Last update: BEDD IN Discharges Manager Resume Refresh

Check-In	Wtg	Avg Wtg	Triaged	Wtg	Avg Wtg	Rooms	Wtg	Avg Wtg	Pend	Wtg	Avg Wtg
1	9	9				6	1063	177	1	16	16

[Check-In](#) [Triage](#) [Room Management](#) [Pending Documentation](#)

Waiting	Check-In	Patient (gender)	DOB (age)	Chart	Presenting	Info	Actions	Reg
9			(47 YRS)		lower back pain		<input type="radio"/> Trg Page <input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO

[Triage](#) [Check-In](#) [Room Management](#) [Pending Documentation](#)

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Nurse	Provider	Info	Actions	Reg
7	ER-12	4		(40 YRS)		"sinus infection", requesting Covid test		OLLERTON		Pt Observed on by ALLEN,EL VIA;	<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
413	ER-4	2		(93 YRS)		CHEST PAIN	8 COMPLETE LAB; 1 PENDING LAB; 1 ACTIVE OR; 1 COMPLETE RAD; 15 ACTIVE RX; 2 HOLD RX;	PIKE	ROSERO-GARCIA	BUMC Tucson Main Campus; ; Accepting: Rokkam. by CLATTENBURG,EBEN J;	<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
19	ER-5	3		(45 YRS)		wounds/infection on bilateral feet-- hx DM	1 PENDING RAD;	PIKE	RYDBERG		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	Yes
10	ER-6	3		(43 YRS)		+ETOH, CP	5 PENDING LAB; 1 PENDING RX;	OLLERTON	RYDBERG		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
407	ER-8	3		(26 YRS)		Feeling sick, asking to talk to ABHS	8 COMPLETE LAB; 1 ACTIVE RX;	OLLERTON	JENTOFT	1:1 sitter; repeat ETOH @ 630 AM; Covid + by CLATTENBURG,EBEN J;	<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO
207	ER-9	4		(63 YRS)		Constipation x1 day, docusate "not helping"	2 ACTIVE RX; 3 PENDING RX;	OLLERTON	RYDBERG		<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO

[Room Management](#) [Check-In](#) [Triage](#) [Pending Documentation](#)

[Pending Documentation](#) [Check-In](#) [Triage](#) [Room Management](#)

Waiting	Trg	Time	Patient (gender)	DOB (age)	Chart	Chief Complaint	Order Activity	Nurse	Provider	Info	Actions	Reg
16	4			(36 YRS)		"allergic reaction to dogs and cats"; requesting pain meds for chronic headache	6 PENDING RX;	OLLERTON		Pt Observed on by ALLEN,EL VIA;	<input type="radio"/> Rm Page <input type="radio"/> Obsv <input type="radio"/> TrgRpt	NO



WRSU Missed Opportunities Emergency Department & Pharmacy Approach - #3

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

Closed on Holidays. Children under the age of 18 years must be accompanied by an adult.

Back

(Patient's Name)

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!

Bag Stuffers:

Panel Set Up for Missed Opportunities

RPMS iCare - ROR 0-5 m - Panel Definition

Definition | Layouts | Sharing | Auto Repopulate Options

*Panel Name: Category:  ROR data Designate IPC Panel? ☐ [Properties](#)

Panel Description:

Population Search Options

- No Predefined Population Search - Add Patients manually ☐
- My Patients ☐
- Patients Assigned to ☐
- Scheduled Appts ☒
- Inpatient Visits ☐
- ER Visits ☐
- QMan Template ☐
- RPMS Register ☐
- EHR Personal List ☐
- Ad Hoc Search ☐
- Apply Additional Filters? ☒

Scheduled Appts Parameters

*Appointment Range

☐ By Date (none) to (none)

☒ By Timeframe Last Calendar Week

*Appointment Location(s)

☒ By Scheduling Clinic AGAN ALLEN BOONE BRATSCH EHR CULHANE

☐ By Visit Clinic

Appointment Status: Active

Filters

Patient

Sex:

☒ By Age Age: less than or equal to 5 MOS

☐ By DOB Date of Birth: (none) to (none)

Preferred Communication Method: Preferred Language:

+ Category (Living)

+ Demo (Exclude)

+ Community (None)

+ Diagnostic Tag (None)

+ High Risk (None)

+ Allergies (None)

+ Employer (None)

OK Cancel

iCare Reminder Tab Templates - #1

BIRTH TO 6 MONTH VACCINES - Reminders Template

Template:

Available Columns: ☐ Patient ☐ Reminders

Display Columns: *Italicized columns are required*

Patient Name
 HRN
 DOB
 Sex
 Age
 Community
 HEP B.NOS
 DTAP.NOS
 POLIO.NOS
 HIB.NOS
 PCV-13
 ROTA.NOS

Available Sorts:

☐ HRN
☐ Sex
☒ Reminders

IZ Forecaster
 Immunizations
 DTAP.NOS
 HEP B.NOS
 HIB.NOS
 PCV-13
 POLIO.NOS
 ROTA.NOS

ONE YEAR OLD VACCINES - Reminders Template

Template:

Available Columns: ☐ Patient ☐ Reminders

Display Columns: *Italicized columns are required*

Patient Name
 HRN
 Sex
 Age
 DOB
 DTAP.NOS
 HIB.NOS
 MMR
 VARICELLA
 PCV-13
 HEP A.NOS

Available Sorts:

☐ Patient
☒ Demographics
 Age
 DOB
 HRN
 Sex
☐ Reminders

IZ Forecaster
 Immunizations
 DTAP.NOS
 HEP A.NOS
 HIB.NOS

iCare Reminder Tab Templates - #2

FOUR YEAR OLD VACCINES - Reminders Template

Template:

Available Columns:

- ☒ Patient
- ☒ Reminders

Display Columns: *Italicized columns are required*

- Patient Name*
- HRN*
- Sex*
- Age*
- DOB*
- DTAP,NOS*
- POLIO,NOS*
- MMR*
- VARICELLA*
- HEP A,NOS*

Available Sorts:

- ☒ Patient
 - ☒ Demographics
 - Age*
 - DOB*
 - HRN*
 - Sex*
 - ☒ Reminders
 - ☒ IZ Forecaster
 - ☒ Immunizations
 - DTAP,NOS*
 - HEP A,NOS*
 - MMR*

Sort Columns:

- Patient Name ASC*

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

	HEP B,NOS	DTAP,NOS	POLIO,NOS	HIB,NOS	PCV-13	ROTA,NOS
	Nov 07, 2021	Nov 07, 2021	Nov 07, 2021	Jul 11, 2022	Jul 11, 2022	N/A
	Nov 21, 2021	Nov 17, 2021	Nov 17, 2021	Nov 17, 2021	May 21, 2022	N/A
	Dec 03, 2021	Nov 30, 2021	Nov 30, 2021	Nov 30, 2021	Jun 03, 2022	N/A
.E	Sep 27, 2021	Sep 27, 2021	Sep 27, 2021	May 31, 2022	May 31, 2022	N/A
	Sep 24, 2021	Sep 24, 2021	Sep 24, 2021	May 28, 2022	May 28, 2022	N/A
	Oct 25, 2021	Dec 22, 2021	Oct 25, 2021	Apr 25, 2022	Apr 25, 2022	N/A
.E	Sep 04, 2021	Aug 31, 2021	Aug 31, 2021	Aug 31, 2021	Mar 04, 2022	N/A
.E	Sep 04, 2021	Aug 31, 2021	Aug 31, 2021	Aug 31, 2021	Mar 04, 2022	N/A
/	Aug 19, 2021	Sep 24, 2021	⚠ Jul 28, 2021	Jun 24, 2022	Jun 24, 2022	N/A
/	N/A	Oct 02, 2021	Oct 02, 2022	Jul 02, 2022	Jul 02, 2022	N/A
/	N/A	Jan 20, 2022	N/A	May 12, 2022	May 12, 2022	N/A
	⚠ Jun 16, 2021	Aug 12, 2021	⚠ Jun 16, 2021	May 13, 2022	May 13, 2022	N/A
/	Aug 22, 2022	⚠ Jun 22, 2021	⚠ Jun 22, 2021	May 23, 2022	Dec 26, 2021	N/A
W)	N/A	Jul 14, 2022	N/A	Apr 13, 2022	Apr 13, 2022	N/A
/	Jul 17, 2022	⚠ Jun 15, 2021	⚠ Jun 15, 2021	⚠ Jun 15, 2021	Nov 20, 2021	N/A
/	N/A	Jul 30, 2022	N/A	Apr 30, 2022	Apr 30, 2022	N/A



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