



# Influenza Vaccination: Best Practices

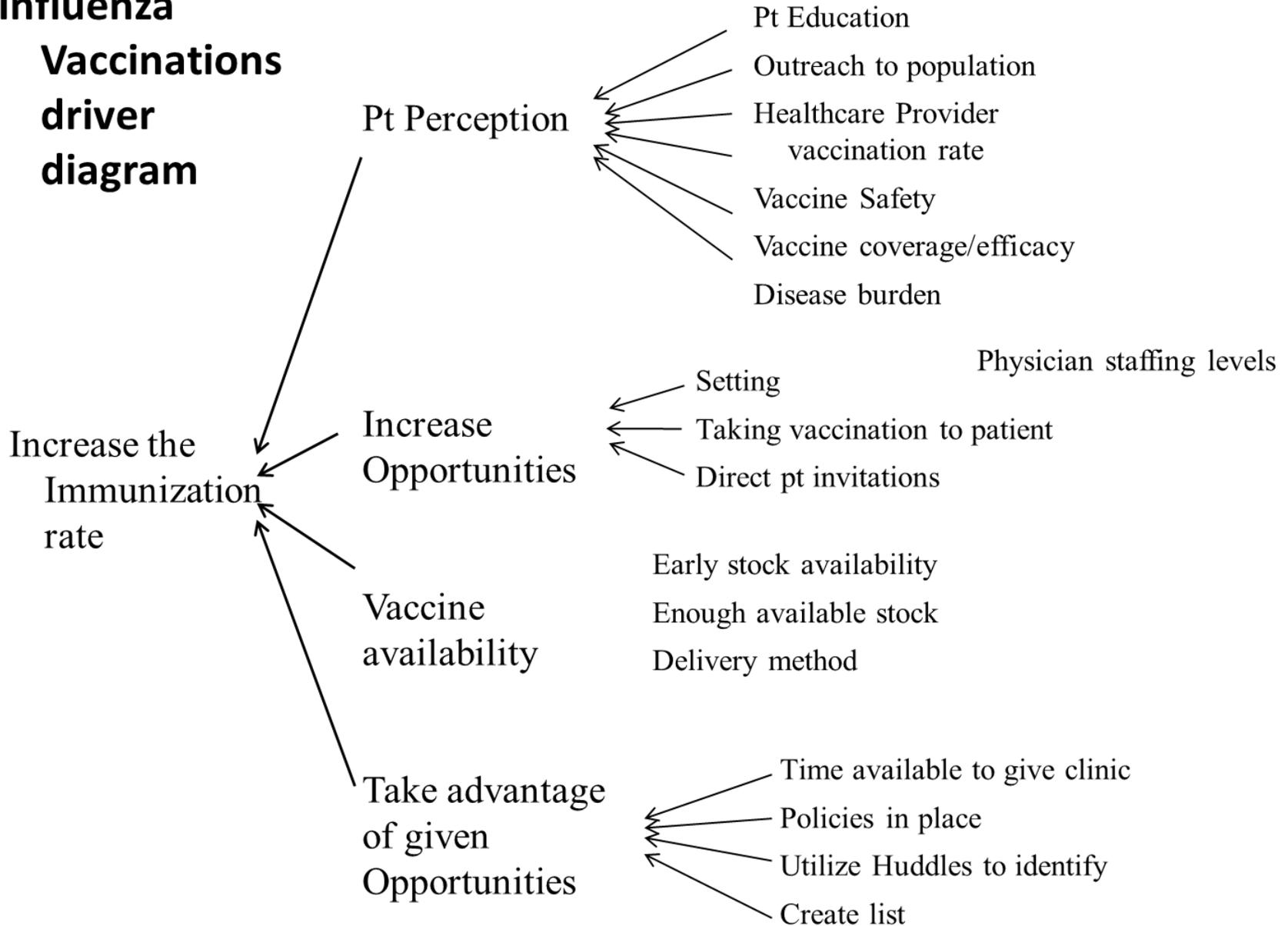
Amy V. Groom, MPH

IHS Immunization Program Manager

# Influenza Vaccination Issues

- Acceptance
  - Providers
  - Patients
- Access
  - Access to the facility
  - Access within the facility
- Missing data
  - Flu shots available everywhere

# Influenza Vaccinations driver diagram



# Strategies

- Acceptance
  - Education re: influenza
    - Lead by example
  - Reminder Recall
    - Run and review RPMS Influenza report regularly
- Access
  - Standing orders
  - Expand vaccination opportunities
    - Pharmacy-based immunization clinics, community - based vaccination
- Missing data
  - State immunization registry look up

# IHS Influenza Webinar '15

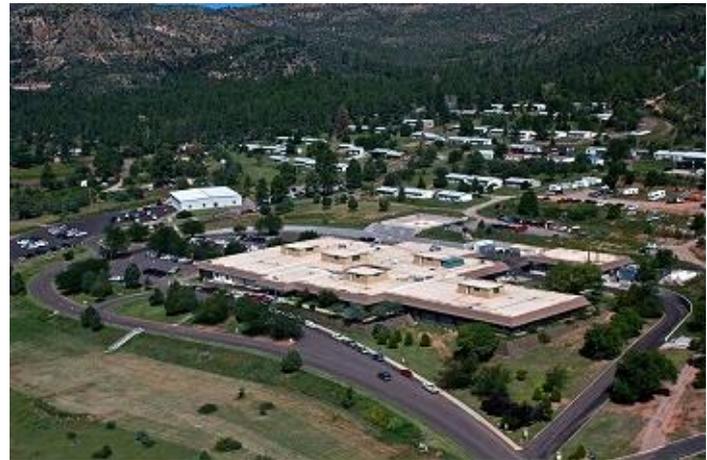
## Pharmacy-Based Vaccinations

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# Overview

- Planning and Implementing
- Mass Vaccination Clinic
- Clinic Flow and Results
- Billing and Revenues



# **PLANNING AND IMPLEMENTING**

# Planning

- **Need:**
  - No central location for influenza vaccination
  - Current access for immunizations inadequate
  - Limited availability of RN or PCP appts
- **Goals:**
  - Increase influenza immunization rates by improving access
  - Revenues (unexpected secondary outcome)
  - Healthier Community!

# Planning

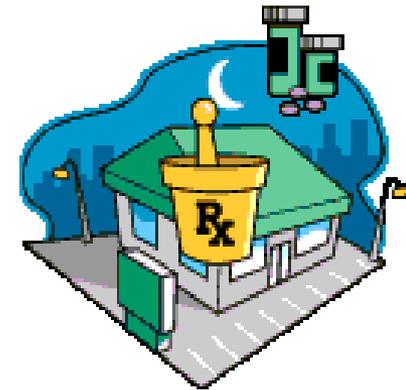
- **Why Pharmacy?**

- Access

- Space

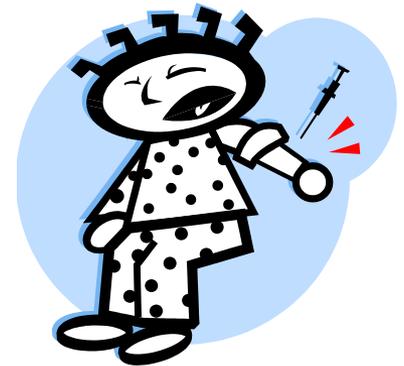
- Expand Pharmacy Services

- Revenues



# Planning

- Immunize all Patients
- “Can Pharmacists immunize Ped’s?”
- Federal Pharmacists Can
  - Covered in Policy
  - AZ BOP concurs
- Many non-Federal Pharmacists Can Also
  - Provisions in PPA’s “as allowed by institution policy”



# Implementing

- “Prequel” Flu Clinics 2012-13 Season
  - In Pharmacy lobby
- Immunization Clinic begins 1/22/13
  - Initially afternoons only
  - PHN 1 Day/week
- Expanded to mornings start of 2013-14 flu
  - ED RN 1 morning/week
- Pharmacists Only with new FTE
  - 12/2/13



# Flyer Sample

## Parents of Children and Teens!



Get the shots needed for school,  
Headstart, and Flu shots

Adults who need flu or other  
immunizations are welcome, too!



**Go to the Whiteriver  
Pharmacy Window:**

**Monday - Friday  
1:30 – 4:30 pm**

*Under age 18 must be accompanied by adult*

# **MASS FLU VACCINATION CLINIC**

# Mass Flu Clinic

- Team effort from entire Service Unit
  - Pharmacy, PHNs, PBO, Med Staff, Nursing, Facilities, etc.
- Occurs every year (October)
  - Alchesay Activity Center
- Multiple planning meetings with department heads
  - Plan early for success!

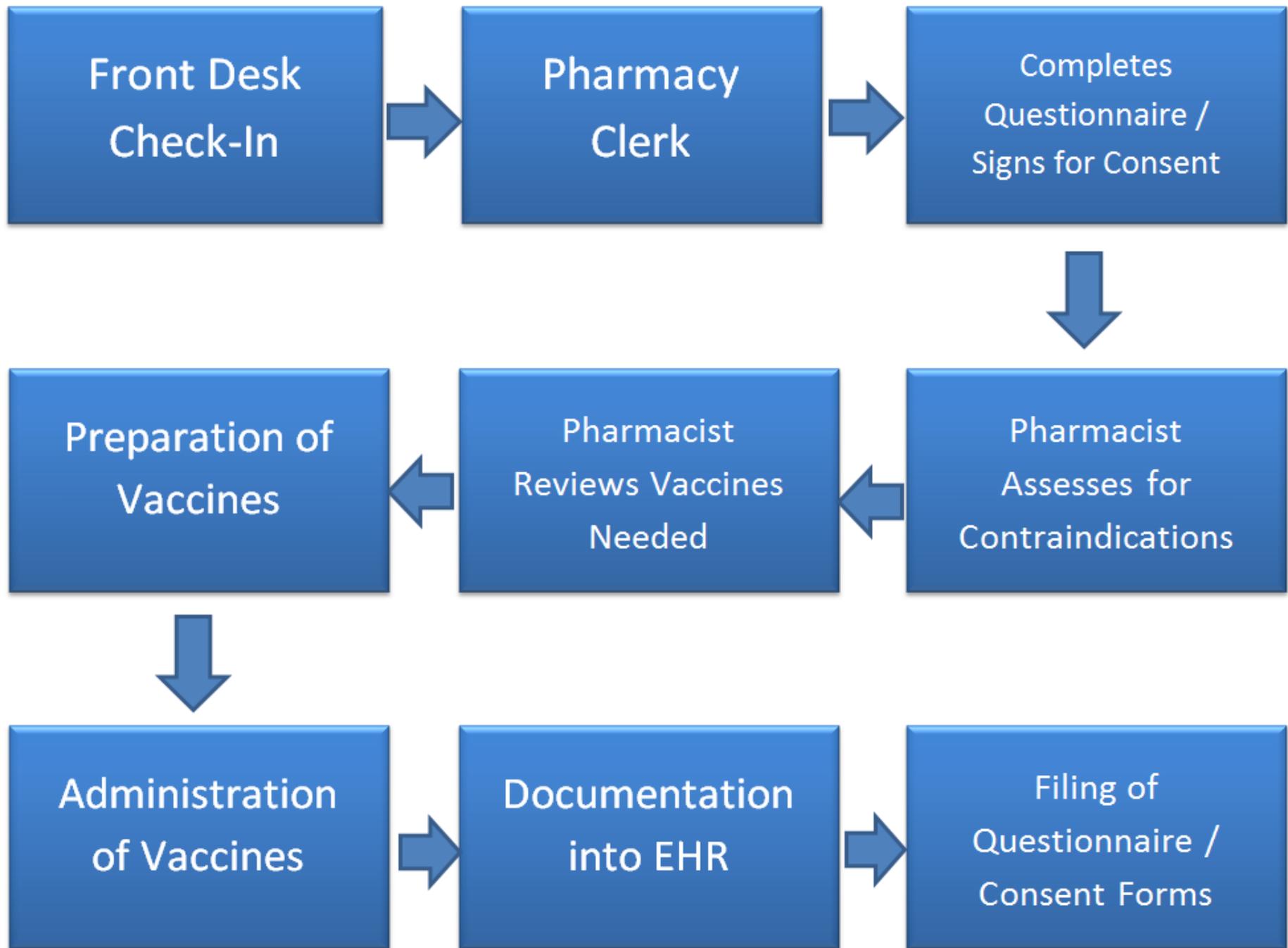
# Mass Flu 2014



# Success!!

- 2013-2014 Flu Season
  - Over 800 patients vaccinated for flu
- 2014-2015 Flu Season
  - Over 1000 patients vaccinated for flu
- Easily Accessible to Public and Efficient
  - Family of five from start to finish = 15 min!

# **PHARMACY IMMUNIZATION CLINIC FLOW AND RESULTS**



Whiteriver Service Unit  
**Consent Form Children Vaccinations**  
 (<18 years of age)

Time In: \_\_\_\_\_

Time Out: \_\_\_\_\_

Please answer all of the following questions. The answers are important to us, so we can be sure to give the right vaccines today. By signing this form, you are giving consent for Whiteriver Service Unit to administer immunizations.

Parent/Guardian's Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

YES NO Don't Know

- Is the child Native American or Alaska Native?
- Is the child sick today?
- Does the child have any allergies?
- Has the child had a serious reaction to a vaccine in the past?
- Does the child have asthma, heart disease, kidney or liver disease, metabolic disease (e.g., Diabetes), lung disease, or any blood disorder (e.g., anemia)?
- Is the child younger than 5 years old and had 'wheezing' or asthma in the past year?
- Is the child younger than 18 years old and takes aspirin every day?
- If the child is a baby, have you ever been told that he/she had Intussusception (the telescoping of one portion of the intestine into another)?
- Has the child, a sibling, or a parent had a seizure, Guillain-Barre Syndrome, paralysis, muscle weakness, brain or other nervous system problem?
- Does the child or someone in the house have cancer, or HIV/AIDS, or leukemia, or any other immune system problem?
- Has the child taken cortisone, prednisone, any other steroid, anticancer drug, or had radiation treatment in the past 3 months?
- Has the child received a transfusion of blood or a blood product, or been given immune (gamma) globulin, or an antiviral drug in the past year?
- Is the child pregnant or planning to become pregnant in the next month?
- Has the child received any vaccinations in the past month?
- Has the child ever fainted when getting a vaccine in the past?
- Has the child received vaccines anywhere else other than Whiteriver Hospital?

Child's Name \_\_\_\_\_

Chart Number  
or Birthdate \_\_\_\_\_

Age \_\_\_\_\_

WRSU-100(03/2014)

Whiteriver Service Unit  
**CONSENT FORM FOR ADULT VACCINATIONS**  
 (18 years or older)

Time In: \_\_\_\_\_

Time Out: \_\_\_\_\_

**Screening Questions**

Please mark **YES** or **NO** or **Don't Know** on every statement.

YES NO Don't Know

- Are you Native American or Alaska Native?
- Are you sick today?
- Do you have any allergies?
- Have you had a serious reaction to a vaccine in the past?
- Do you have asthma, heart disease, kidney or liver disease, metabolic disease (e.g., diabetes), lung disease, or any blood disorder (e.g., anemia)?
- Do you have cancer, or HIV/AIDS, or leukemia, or any other immune system problem?
- Have you taken cortisone, prednisone, any steroid, anticancer drug, or had radiation treatment in the past 3 months?
- Have you had seizures, Guillain-Barre Syndrome, paralysis, muscle weakness, or other nervous system problems?
- Have you had a transfusion of blood or a blood product, or been given immune (gamma) globulin, or an antiviral drug in the past year?
- Are you pregnant or planning to become pregnant?
- Have you received any vaccinations in the past month?
- Have you fainted when getting a vaccine in the past?
- Have you received vaccines anywhere else other than Whiteriver Hospital?

**Patient Identification:**

Name \_\_\_\_\_

Chart Number  
or Birthdate \_\_\_\_\_

Age \_\_\_\_\_

WRSU-115(03/2014)

# Flow of Clinic

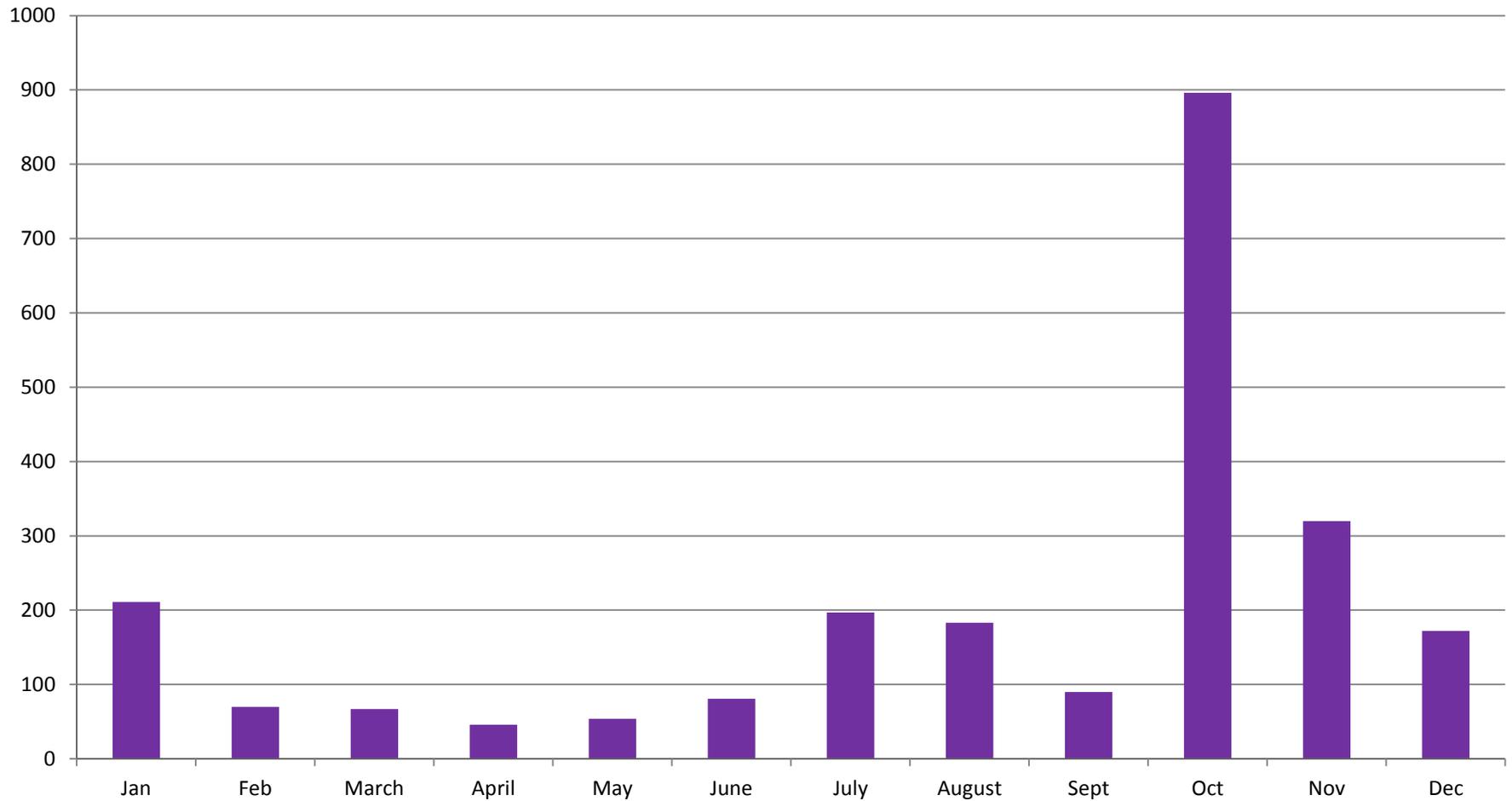
- Prepare vaccines
  - Designated vaccine preparation station in pharmacy
  - Vaccines For Children (VFC) and Private Supply vaccines separated to reinforce compliance



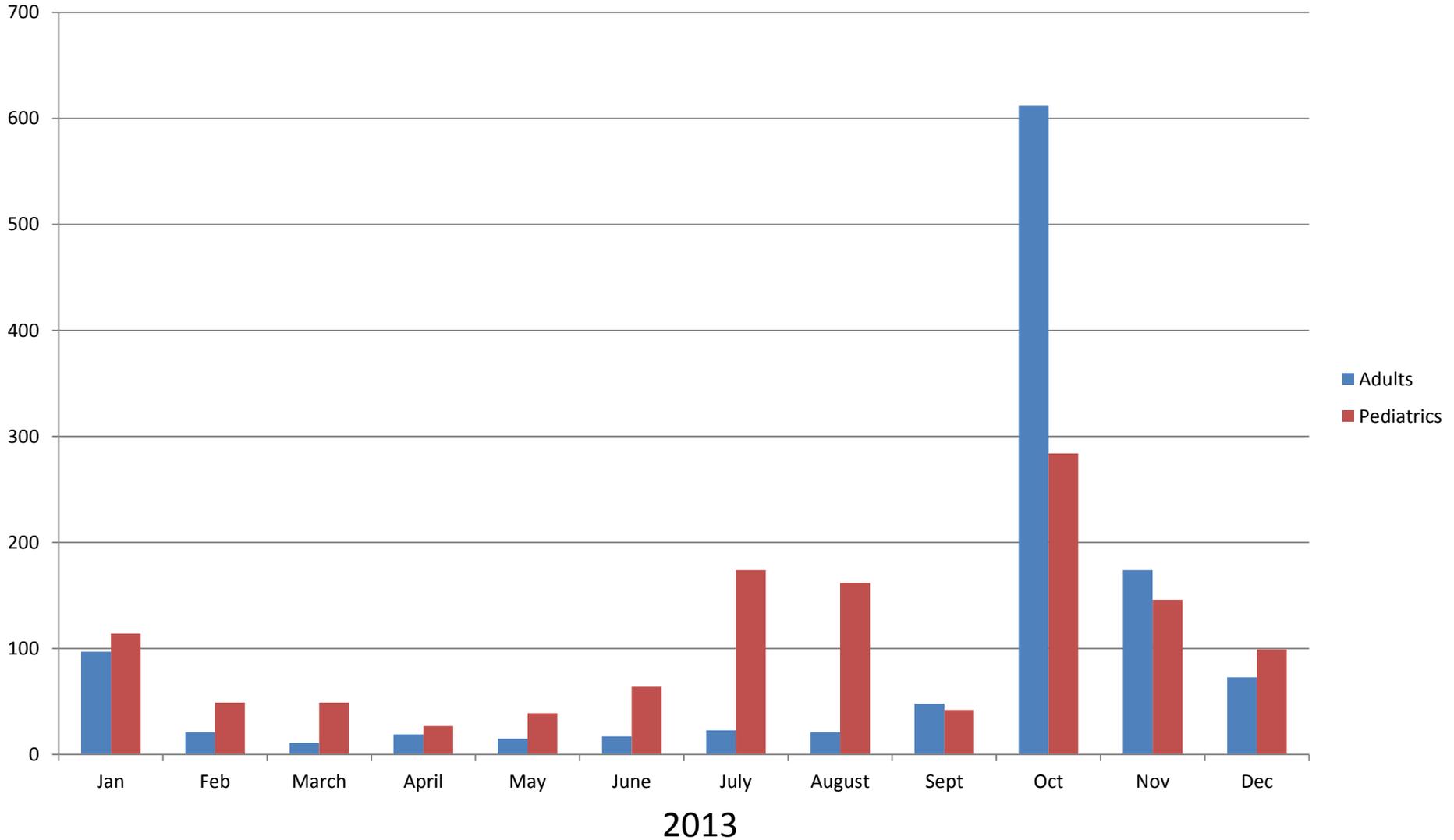
# Flow of Clinic

- EHR Documentation Procedures
  - Create a Pharmacy Immunization specific visit for statistical purposes
  - Super-Bill
    - Quickly adds Education, Health Factors, ICD, CPT, and Vaccine given
  - Add comment in Patient Education Event field stating that Vaccine Information Statement (VIS) offered to patient

# Total Patient Visits for 2013



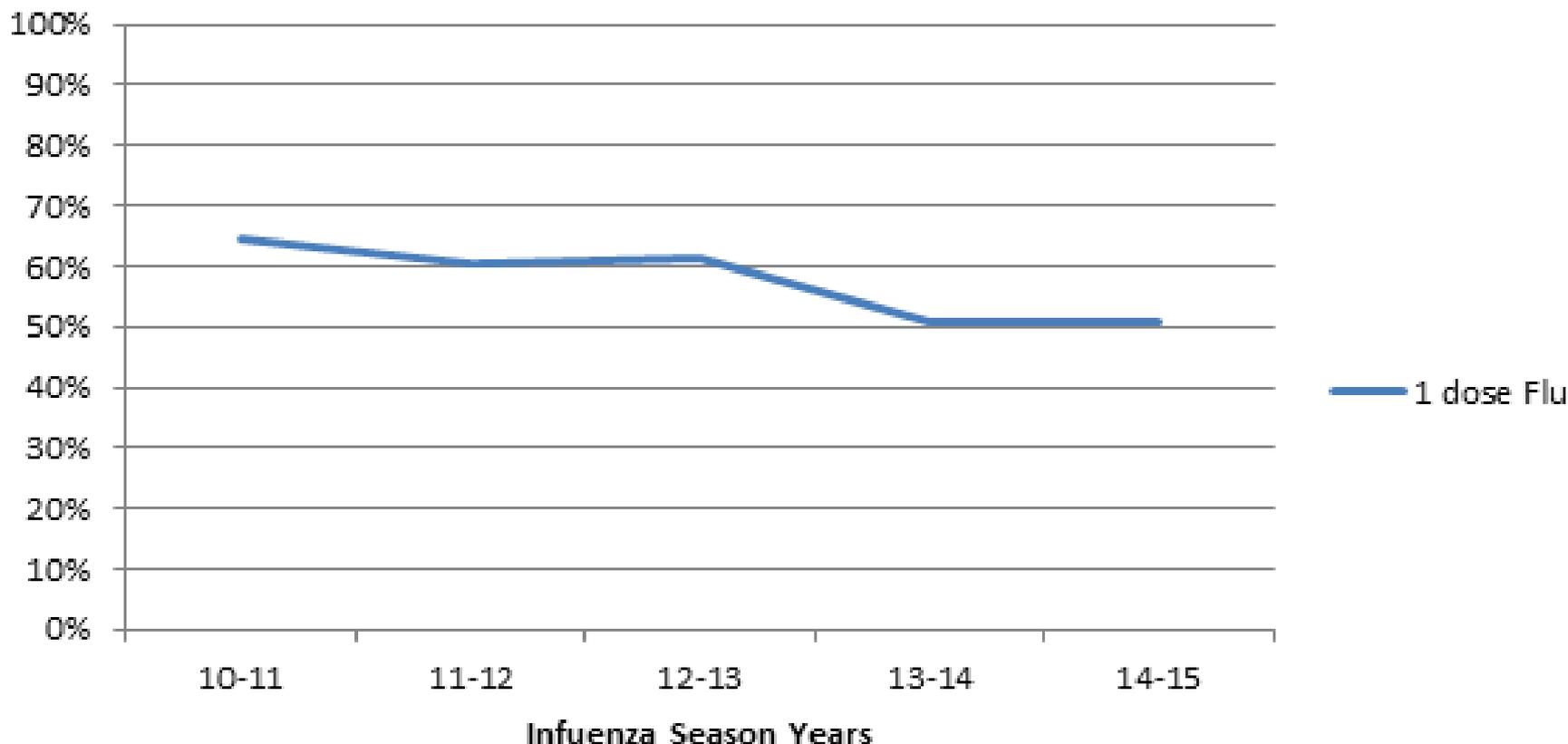
# Patient Visits: Adults vs Peds



# Data from Jan 2013 to July 2015

- Total Vaccine Visits = 4876
  - Adults = 2066
  - Peds = 2810
  
- Total Vaccines Given = 9358
  - Adults = 2473
  - Peds = 6885

# Whiteriver Influenza Vaccine Coverage



# **BILLING AND REVENUES**

# Billing insurers for immunizations

- Who will pay?
  - Medicaid
  - Some Part D and private insurers
  
- Arizona Medicaid-beyond dispensing
  - Immunizations
    - Adults 21 years and older
      - Flu
      - Pneumococcal
      - Zoster (Medicare Part D)

# Immunization billing

- FY 2013

- \$172,359 from Pharm IMM clinic

- FY 2014

- \$392,584 from Pharm IMM clinic

\* Figures are gross revenues

# Conclusion

- Pharmacy immunization clinic
  - Can improve patient satisfaction
  - Can ease burden on already busy clinics
  - Can increase revenues

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# Winnebago Tribe of Nebraska

## Public Health Nursing



# Winnebago Tribe of Nebraska

- 120,000 acre reservation boundaries
- Population of 2,694 from 2010 US Census
- PHN focus on persons within the reservation boundaries
- PHN Nursing is a Tribal Program housed in the I.H.S. facility
- Most PHN Nurses are I.H.S. employees under IPA contract with the Winnebago Tribe
- PHN Office staff are Tribal employees

# Influenza Campaign Plan

- Yesterday – 2013-2014
- Today – 2014-2015
- Tomorrow – 2015-2016

# Yesterday 2013-2014

- 4 Community Influenza Clinics
  - Senior Citizens Center (2)
  - Blackhawk Community Center (2)
    - Whirling Thunder Wellness Center
    - Winnebago Post Office
    - Winnebago Tribal Headquarters
- Winnebago Public School
  - 2<sup>nd</sup> grade through 12<sup>th</sup> grade
  - Children and staff



# Yesterday 2013-2014

- St. Augustine Catholic School
  - 2<sup>nd</sup> grade through 8<sup>th</sup> grade
  - Children and staff
- Youth Shelter
  - Residents and staff
- WinnaVegas Casino
  - Purchased own influenza vaccine for both Native and Non-Native staff

# Yesterday 2013-2014

- Head Start Staff
- Little Hill Daycare Staff
- Breast Cancer Awareness Event
  - October 2013
- Parent-Teacher Conference
  - October 2013
  - Winnebago Public School

# Get the Word Out

- Flyers in the community
- Word of mouth (WIN Newspaper, emails)
- Scheduled WinnaVegas Casino time
- PHN Caseload Patients and Other Requests
  - Homebound elderly
  - Persons with diabetes
  - Smokers

# Initiation of Data Collection

- WPS needed number of influenza vaccines for their records
- Pharmacy required number of flu vaccines used
- First year baseline for PHN Department
- Able to provide estimates for next year's vaccine supply
- Obtained standing orders

# Evolution into 2014-2015

- Set goal to provide more community opportunities to receive influenza vaccines
- Increase the number of vaccines given
- Became a Mobile Vaccine Program (2015)

# Evolution into 2014-2015

- Logistics
  - Purchased travel vaccine refrigerators/thermometers approved by CDC
  - Purchased stationary vaccine refrigerators/thermometers to store vaccine inventory per CDC recommendations
  - Purchased tables and chairs
- Mandatory PHN Immunization Training
  - “You Call the Shots” CDC
  - Medcom modules on vaccine administration

# Get the Word Out

- Contacted all Community Tribal Programs
  - Schedule a date for flu vaccines
  - Encouraged participation with incentive provided by Tribal Health Education Dept.
- Flyers in the community
- Word of mouth (WIN Newspaper, emails, and Winnebago Tribe FB)
- Scheduled WinnaVegas Casino time

# Get the Word Out - Schools

- Obtained parental consents through Student Handbook inserts for WPS
  - Letters sent home were not returned
- St. Augustine sent letters and VIS home
- CHRs attempted to locate parents for consents
- CHR supervisor called parents for verbal consents
- VIS delivered to consenting parents

# Influenza Data for 2013 - 2015

- 2013-14 flu season – provided 502 shots
- 2014-15 flu season – provided 724 shots
- Visited 15 additional Tribal Businesses
- All Tribal Businesses received incentive
  - Community lunch at Wellness Center

# School Data for 2013-2015

- St. Augustine – 21% of students 2013-14
- St. Augustine - 35% of students 2014-15
- WPS – 26% of students 2013-14
- WPS – 31% of students 2014-15
- Did not include K-1<sup>st</sup> grade for 2014-15
- Return for absent kids or kids needing 2<sup>nd</sup> vaccine for both years

# Tomorrow's Plan for 2015-16

## Get the Word Out

- Advertise on Facebook
  - Winnebago Public Health Nursing site
- PHN Office Flu Vaccines
  - No appointments needed
  - Walk-Ins
- Community Flu Clinics
  - Blackhawk Center
  - Senior Citizens
  - Tribal Businesses
  - Health Fairs/Community Events
  - Local Schools (Winnebago Public School, St. Augustines, Educare)
- I.H.S. Pharmacists to give flu shots to persons 15 years and older
- Immunization Coordination Nurse is currently advertised

# Tomorrow's Plans 2015-16

- Educare Center
  - 150+ children attend from 6 months thru preschool
  - Offer flu vaccine to all children and staff
  
- Back to School Event – August 12, 2015
  - Opportunity to get parent consents
  - Continue with consents in Student Handbook

# Plans for 2015-16

- Offer FluMist to younger children to reach K-1<sup>st</sup> grade
- VPN access – barriers and benefits
  - Barriers
    - Depends on wireless access, I.H.S. computer servers working properly, additional staff needed
  - Benefits
    - Quick access to immunization package, forecasting
    - Up to minute charting
    - Planning patient's next immunizations

Questions??

# Immunizing Strengthens 5 Generations!

**Schedule Your  
Appointment Today!**

**Winnebago Public Health Nursing 402.878.2258**

