

Be wise-immunize

Improving immunization rates in adult patients

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Objectives

- Identifying the gap in immunization
- Process used to narrow the gap
- Change in the culture of clinic
- Successes and challenges

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Residency Clinic

- 12 Attendings
- 24 Residents working in 6 teams
- 4 Interpreters
- 5 Medical Assistants
- 1 Clinic Lead
- 1 Manager

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Patient Mix

- 85% refugees who speak Arabic, Karen, Burmese, Somali, Chin, Farsi, Nepali
- 15% Americans-English
- Karen, Burmese, Nepali, Chin- make majority

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Why

- We identified that our immunization rates were very low especially in adult patient population
- HPV-15.69%
- Adult Pneumovax age 50-64y with DM2 and COPD 14.89%
- Pregnancy/ influenza 87.50%, Tdap 78.13%
- Adult Pneumovax >65y 37.75%

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Levels of Intervention

Physicians

Your eyes don't see what your mind doesn't know
The patient is not here for annual physical

Staff

This is not my job.....

Patients

I am healthy and I do not think I need it.

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What can we do?

- Televox/Reminder phone calls
- Letters
- Wallet card/Postcard
- Posters
- Teaching sessions
- Pre-visit planning

Televox/reminder phone calls

- Televox-Available in English and Spanish
Not helpful with our patient population
- Reminder phone calls
Was not possible due to other responsibilities of our interpreters

DID NOT WORK

Teaching Sessions

- Outreach teaching sessions in Church and other religious areas of gathering to enhance awareness about immunization could not be done due to financial strings attached-Needed interpreters to work after hours with us.

DID NOT WORK

What worked?

Posters

- Made posters in 6 different languages and hung them in the waiting area

के तपाईंले खोप लगाउनु भएकोछ?

खोपले जीवन सुरक्षित गर्दछ

तपाईंको बच्चा जीवनको शुरुवातमा खोप लगाउनु आवश्यक छ। खोपले बच्चाको स्वास्थ्य रोगबाट बचाउँछ।

के तपाईंको बच्चाको उमेर १२ महिना भन्दा कम छ भने तपाईंको बच्चाको खोप लगाउनु आवश्यक छ।

के तपाईं १२ महिना भन्दा बढी उमेरका छन भने तपाईंको खोप लगाउनु आवश्यक छ।

आज नै खोपको बारेमा सोच्नुहोस्।

तपाईंको स्वास्थ्यमा यो बढुमार्ग छ।

ARE YOU VACCINATED?

VACCINES SAVE LIVES

Your modern evidence-based medical community agrees that vaccines prevent deadly diseases.

Pregnant? Over age 50 with Diabetes or COPD?

Boy age 11-21? Girl age 11-26?

Have you had your flu shot this fall?

Ask about vaccines today.

Your health is worth it!

Wallet Cards

- Printed wallet cards with full immunization status and started handing them over to all patients who came.

Patient name	
Vaccine	Date
Human Papillomavirus (HPV)	
Pneumococcal Pneumonia	
Influenza	
Tdap	
Vaccines save lives! Call to make your appointment or to reschedule - 402-717-0380	
Recommended Immunizations for Adolescents and Adults	
Pregnant patient	Tdap between 27 and 36 weeks
Adult 50-64 w/diabetes/COPC	Influenza vaccine – start of the flu season (October)
Adult older than 65	PPSV23 (Pneumovax)
All patients	PPSV23
Males, 11-21	Influenza vaccine – start of the flu season (October)
Females, 11-26	Human Papillomavirus (HPV) (Gardasil)
	Human Papillomavirus (HPV) (Gardasil)

Huddles

- Added a mandatory section at the end of twice daily huddle for all physicians and staff to check the immunization status of the patients.

Pre-Visit Planning by Residents

- Reminded residents to do pre-visit planning at Huddle
- Residents would do the pre-visit planning with their assigned Medical assistant and informed them of possible vaccines needed at that visit.

Pre-visit Planning by Medical Assistants

- One medical assistant was assigned to do lab visits and pre-visit planning each week
- We trained them to look at the immunization record and if they find someone who needed to get vaccine, would discuss and get approved with the preceptor and use the opportunity to vaccinate.

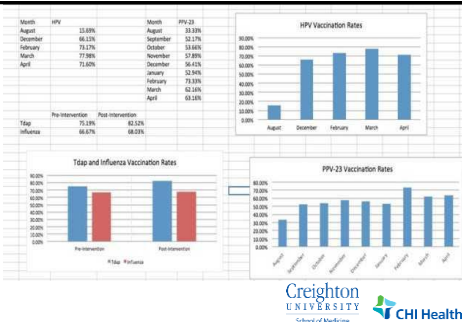
Care Coordinator

- Our care coordinator helped us with numbers
- She would print a list of our patients in these groups and we would target the patients who are yet to be vaccinated.

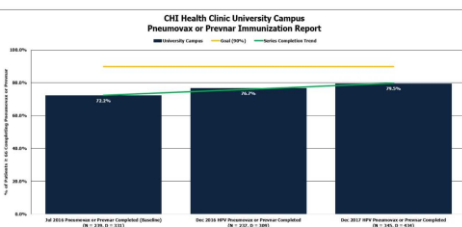
Reminder Letters

- We translated letters in 6 different languages with the help of our interpreters and bilingual residents and mailed them with our monthly numbers.
- Our care coordinator helped us with that as well.

Our numbers started to increase



- That was 2016 April, at the end of our quality improvement project. Now lets see how we were able to maintain or improve the rates in 2017.



On going....

- We have made immunization status the mandatory part of huddle and pre-visit planning by residents and MA.
- Continue to print our monthly rates of immunization.

Questions

Thank you



Older Adults
Need Vaccines, Too