



Creating Consistency through a Master Training Booklet & Immunization Manual

Redwood Community Health Coalition
Promising Practice

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number H2QCS30258, Health Center Controlled Networks, for \$1,500,000. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.

PROMISING PRACTICE OVERVIEW

In 2014 Sonoma Valley Community Health Center (SVCHC) created a training booklet (informally called “The Bible”) to both train new staff and act as a reference guide for existing staff. While the booklet is described as a “broad overview” of policies, procedures, and workflows, it’s now almost 800 pages. The booklet provides staff a solid foundation on required measures and at the same time helps create consistency of work across the organization. Updated annually, it contains a large number of the health center’s key workflows, including childhood immunizations (IZ).

Starting in 2016, the health center began experiencing staff turnover, specifically medical assistants (MAs). Not surprisingly this has made it difficult to keep measure rates high and staff on the same page. The training booklet has been vital in this effort.

AIM

To increase childhood immunization rates through consistency in health center procedures and workflows.

MEASURES

UDS Childhood Immunizations

Numerator: Documentation of a full immunization on or before the second birthday; A full immunization is all of the following: 4 DTP/DTPaP, 3 IPV, 1 MMR, 3 Hib, 3 Hep B, 1 VZV, 4 Pneumococcal conjugate, 1 Hep A, 2 or 3 RV, and 2 influenza.

Denominator: Patients who had their second birthday within reporting period; Had at least one medical visit during reporting period; Had at least one medical visit any time prior to the second birthday; Exclusion: contraindication for the vaccine or a history of illness.

SVCHC Childhood IZ Rates

2016	2017	2018
60.9%	67.3%	Expected around 60%

Vaccine Set-up using Ngkbn Immunizations Practice Template

The screenshot shows a vaccine order form with the following details:

- CVX vaccine name:** hepatitis A vaccine, pediatric/adolescent dosage-2
- CVX:** 83
- CPT:** 90633
- CPT description:** Hepatitis A vaccine, pediatric/adolescent dosage-2
- Status:** Active
- Group:** Hep A
- Vaccine name:** Hep A - Ped (2 dose Schedule)
- Strength:** 0 mL
- Quantity:** 1
- Route:** Intramuscular
- *Expiration date:** 02/09/2017
- *Lot number:** P-K005956
- NDC ID:** 00006483141
- Brand name:** VAQTA
- Manufacturer:** Merck & Co., Inc.
- Starting units:** 20
- Units used:** 8
- Available units:** 12
- Total components:** 1
- ICD code:** V05.3
- Description:** NEED PRPHYL VC VRL HEPAT
- Location:** SVCHC
- Practice ID:** 0001

NextGen Immunization – Pediatric Template

The screenshot shows the 'Pediatric Vaccine Orders' interface with a list of vaccine combinations and single doses. The 'Combination' section includes:

- Comvax
- Kinrix
- Pediarix
- Pentacel
- ProQuad
- Twintrix
- TriHIBit

The 'Single Dose' section includes:

- Dtap/DTP
- IPV (Polio)
- Hepatitis B
- Prevnar (PCV 13)
- Rotavirus
- Meningococcal
- Influenza
- Hepatitis A
- Hib

ACTIONS TAKEN

- Created resources for staff:
 - “Training Booklet” developed in 2014 and updated yearly. The QI department conducts two 4 hour trainings when a new version of the booklet is released.
 - “Immunization Template Training Manual” used for IZ specific workflows.
 - “Training Plan” for MAs includes review of all workflows and measures as part of onboarding process. Plan includes review of training booklet and manual resources.
- Encourage staff to look at measures in different ways to understand what the measures are, what they mean, and what closing the loop for each entails.

WORKFLOW

Training Booklet “The Bible”

- Childhood Immunization section includes:
 - workflow for back office staff, CQI coordinator and IZ coordinator, and provider
 - information on what to cover during well child visits and patient education to provide
 - information on types of flu vaccines for children

Immunization Template Training Manual

- Manual informs staff how to do the following:
 - vaccine set up using NextGen’s Ngkbn IZ practice template that SVCHC has customized
 - updating the vaccine inventory
 - ordering IZ
 - understanding vaccine alert displays
 - processing IZ orders
 - obtaining CAIR consent

CHALLENGES

- SVCHC has some parents who refuse to vaccinate, making it harder to improve overall rates.
- Some patients see providers outside the health center, which can make it difficult to get the release of their records.
- The lack of interface between The California Immunization Registry (CAIR) and NextGen continues to be challenging.
- Data quality is impacted when staff select the incorrect vaccine in the system.

LESSONS LEARNED

- Staff must know who’s responsible for getting a patient’s record up to date. For example when a provider reviews a chart (regardless of if they’re the PCP), they become responsible for making sure all required IZ have been done. Similarly MAs are responsible entering IZ into patient records and CAIR.
- When providers take their IZ rates seriously, they ask for details on their patient specific rates. They communicate the importance of missed opportunities with their team.