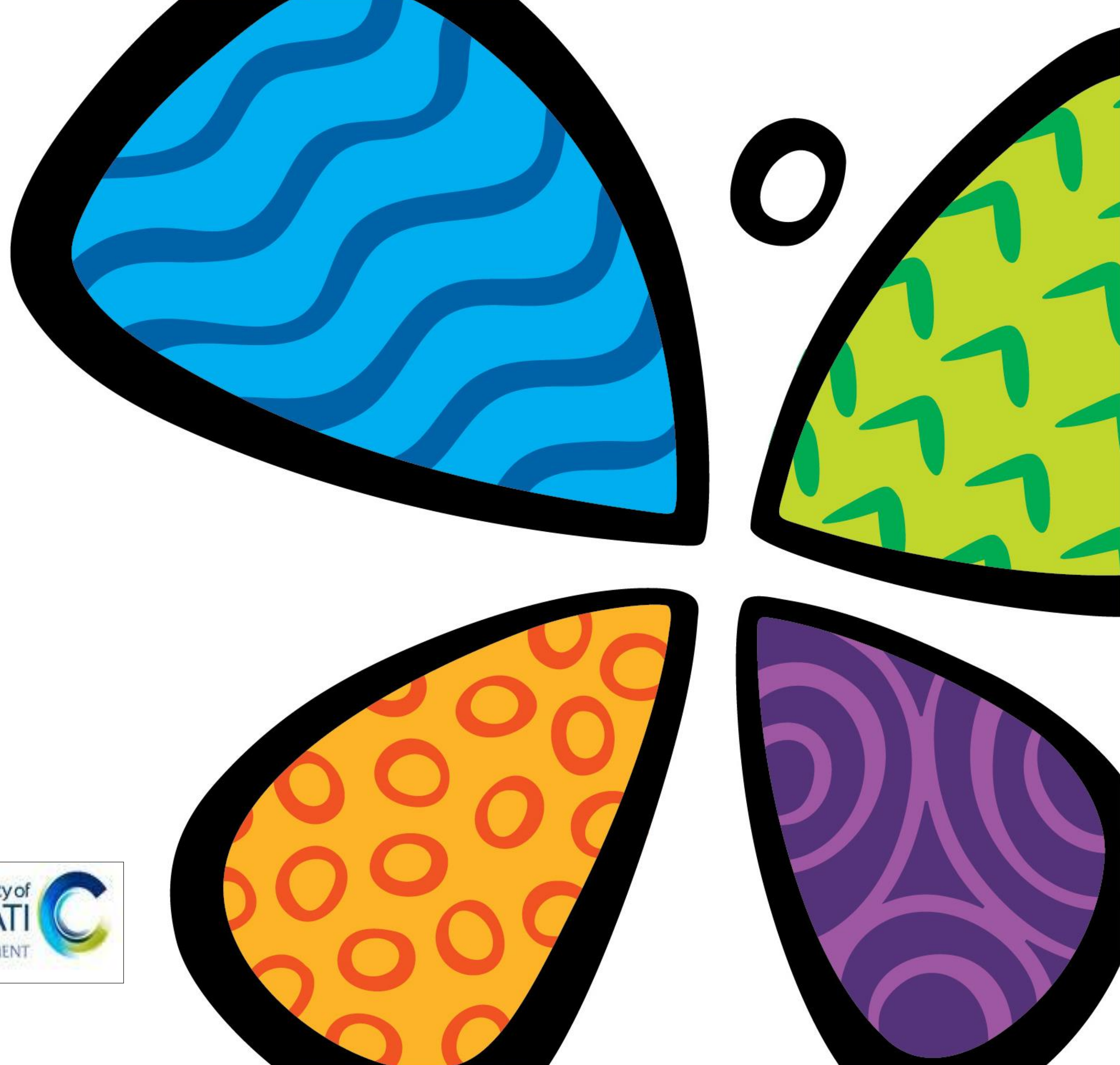**Improving Immunization Rates at Northside Health Center for Children 0 to 27 Months**

Sheila Bonner, APRN, FNP

Cincinnati Health Department

Northside Health Center

December 2019

BACKGROUND

❖HEALTH PROMOTION / DISEASE PREVENTION:

- Immunizations protect children from very serious illnesses
- American Academy of Pediatrics recommendations

❖REPORTABLE QUALITY AND PERFORMANCE MEASURE:

- CHD reports immunization status as a quality measure (HEDIS/NCQA, HRSA/UDS)

❖ORGANIZATIONAL ALIGNMENT:

- Aligns with the Thrive at Five Collaborative

HEDIS: Healthcare Effectiveness Data and Information Set

NCQA: National Committee for Quality Assurance

HRSA: Health Resources and Services Administration

UDS: Uniform Data System

Birth	1 month	2 months	4 months	6 months	12 months	15 months	18 months	19-23 months	2-3 years	4-6 years
HepB	HepB			HepB						
		RV	RV	RV						
		DTaP	DTaP	DTaP		DTaP				DTaP
		Hib	Hib	Hib	Hib					
		PCV13	PCV13	PCV13	PCV13					
		IPV	IPV	IPV						IPV
				Influenza (Yearly)*						
					MMR					MMR
					Varicella					Varicella
					HepA§					

Childhood Immunization Schedule

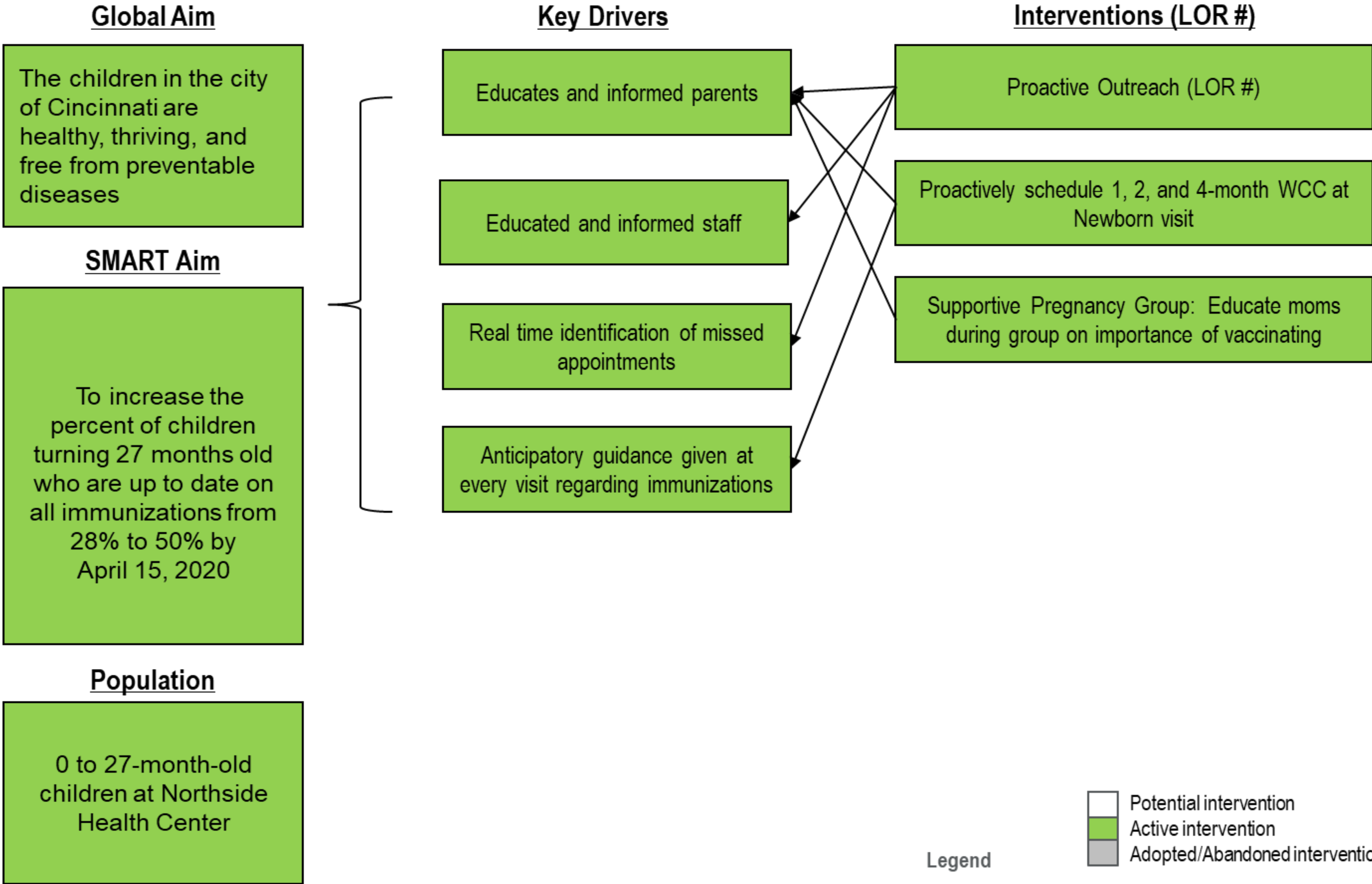https://www.cdc.gov/vaccines/schedules/

THEORY

Improving Immunization Rates for Children 0 to 27 Months
Key Driver Diagram (KDD)

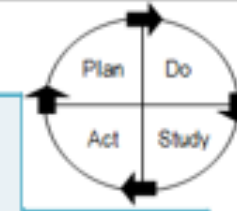**Project Leader(s): Sheila Bonner, RN, FNP**

Revision Date: *10.2019 (v1)*

Global Aim

The children in the city of Cincinnati are healthy, thriving, and free from preventable diseases

SMART Aim

To increase the percent of children turning 27 months old who are up to date on all immunizations from 28% to 50% by April 15, 2020

Population

0 to 27-month-old children at Northside Health Center

Key Drivers

Educates and informed parents

Educated and informed staff

Real time identification of missed appointments

Anticipatory guidance given at every visit regarding immunizations

Interventions (LOR #)

Proactive Outreach (LOR #)

Proactively schedule 1, 2, and 4-month WCC at Newborn visit

Supportive Pregnancy Group: Educate moms during group on importance of vaccinating

Legend

Potential intervention
Active intervention
Adopted/Abandoned intervention

LEARNING CYCLES

PDSA Worksheet – Immunizations

Cincinnati Children's
changing the outcome together

Ramp Name:	Test Name:	Test Start Date:	Test Complete
Proactive Outreach	Proactive Outreach	11.18.19	Date: 12.02.19

Project SMART Aim: To increase the percent of children turning 27 months old who are up to date on all immunizations from 28% to 50% by 4/15/20

What key driver does this test impact?	What is the objective of the test?
Educated and informed parents	To see if proactively reaching out to parents/families will help with appointment completions / care gap closed

PLAN:

A. Briefly describe the test:

With list of children getting ready to turn 24 months, execute proactive outreach

B. What would the successful test look like?

Children get scheduled who are about ready to age-out of the measure

C. How will you measure the success of this test?

Number of appointments scheduled

D. What do you predict will happen?

Will be time consuming, but will likely get some appointments scheduled

E. Plan for collection of data:

Manual; keep log of calls and appointments

F. Tasks:

List the tasks necessary to complete this test (what)	Person responsible (who)	When	Where
Obtain list of Northside children who are going to turn 24 months	Shelia	11/18/19	NSHC
Work with CSRs to starting cross-referencing that list with the schedule	LaShanta	11/19	NSHC
Proactive outreach to those children needing appointment	LaShanta and Team	11/20 – 12/2	NSHC

James M. Anderson Center for Health Systems Excellence
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DO: Test the changes.

Was the cycle carried out as planned? ☐ Yes or ☐ No

Record data and observations.

What did you observe that was not part of the plan?

STUDY:

Did the results match your predictions? ☐ Yes or ☐ No

Compare the result of your test to your previous performance:

What did you learn?

ACT: Decide to Adapt, Adopt or Abandon (shade one box).

☐ **Adapt.** Improve the change and continue testing the plan. Plan/changes for next test:

☐ **Adopt.** Select changes to implement on a larger scale and develop an implementation plan and plan for sustainability.

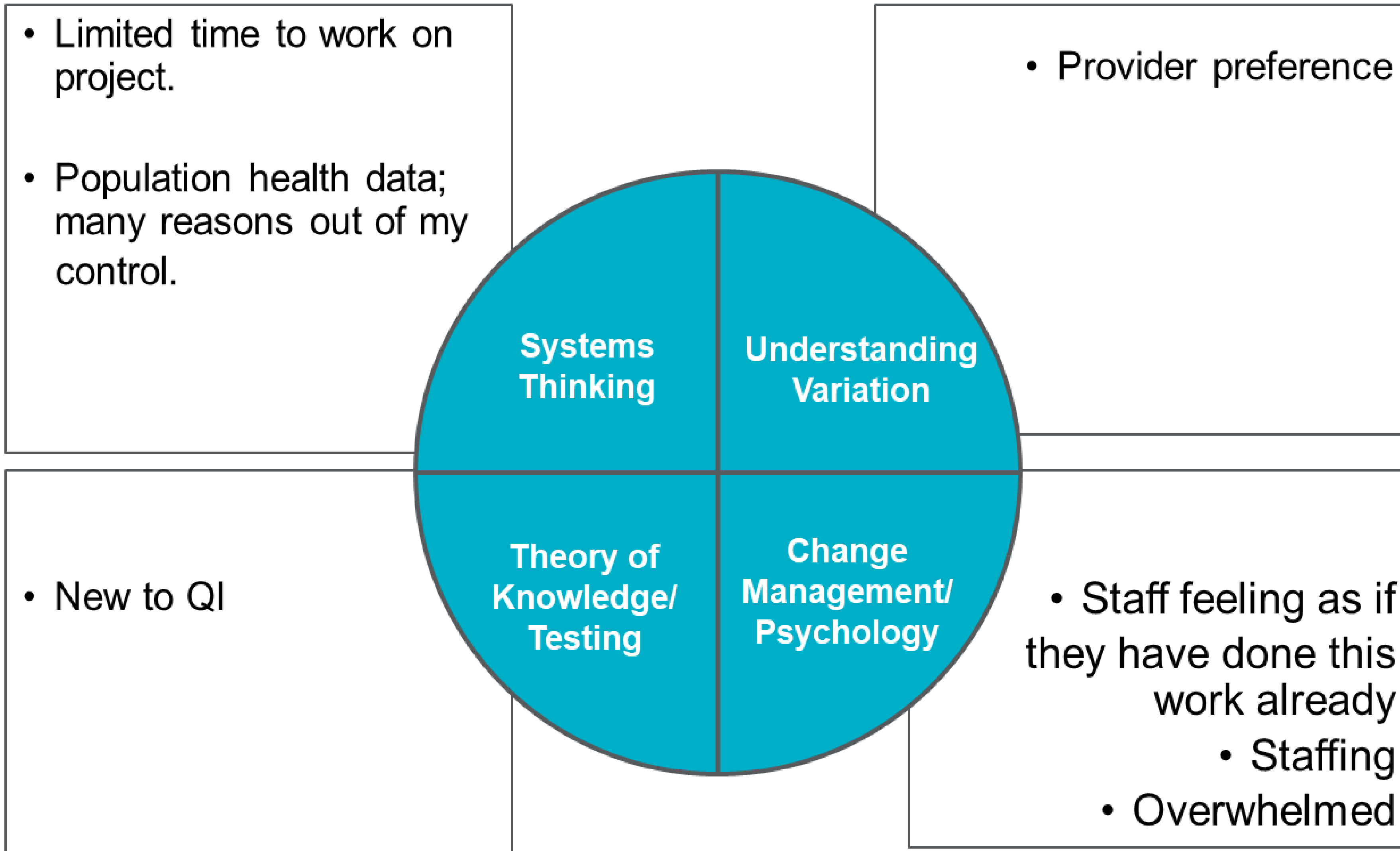☐ **Abandon.** Discard this change idea and try a different one.

RESULTS

Percent of 27 month olds receiving all vaccines*
January 2018 - present
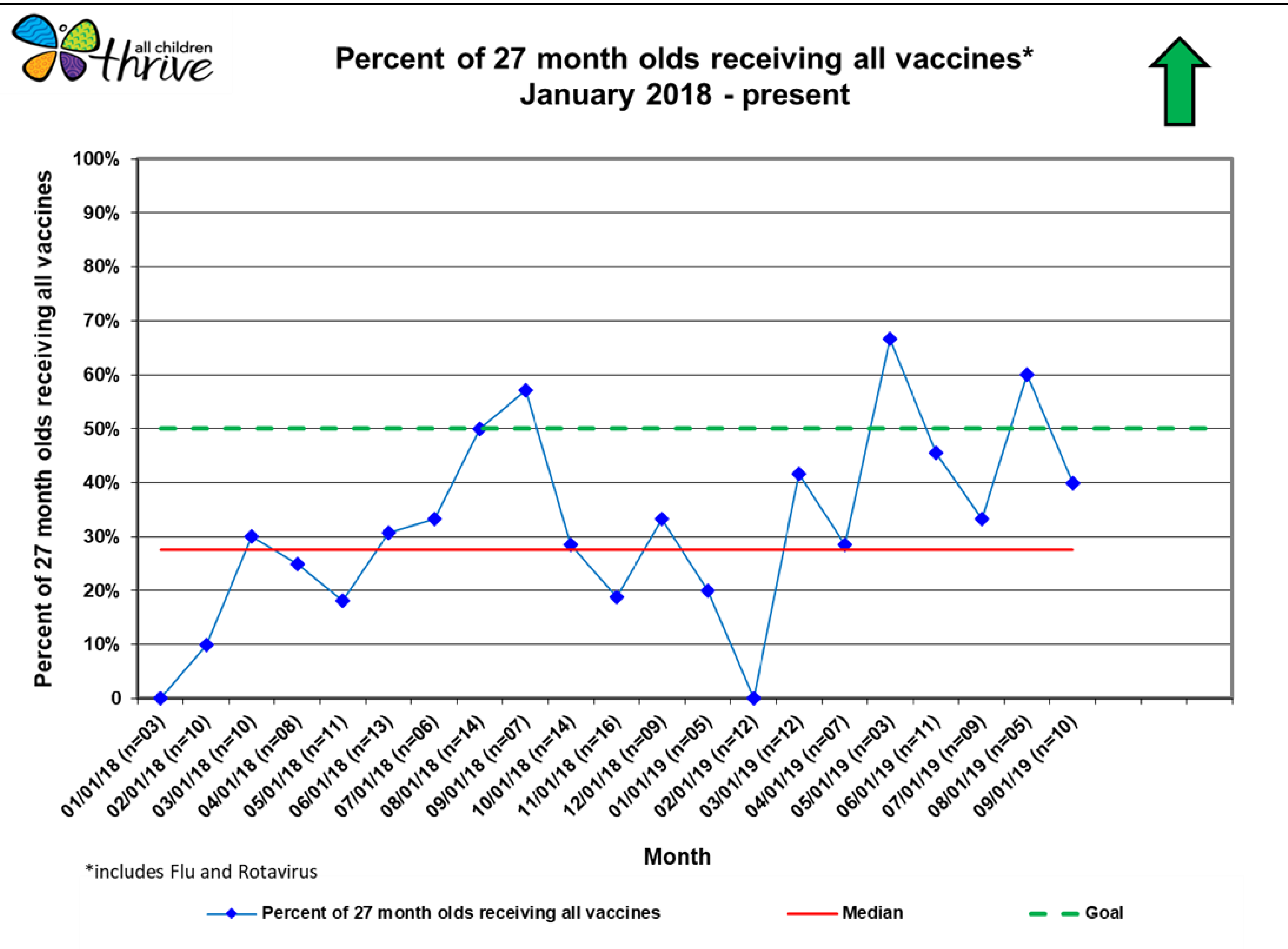
MOST PROUD & WHY

QI Learning (Ex. Learned benefits of failing on a small scale)	Leadership Learning (Ex. Importance of communicating with stakeholders)	Project Process Learning (Ex. Importance of documenting throughout the project)
QI Learning 1 Learning how to dig into data.	Leadership Learning 1 As health center manager and leader of QI project I am learning not to assume that everybody has the same knowledge base. (staff education).	Project Process Learning 1 Importance of providing vaccine information to mothers/families before newborn visit. Patients/families are not aware that vaccine are given by a schedule.
QI Learning 2 It takes a lot of work to review charts for needed information and time is needed to retrieve data.	Leadership Learning 2 As a leader I need to figure out the best ways to motivate staff to do this work.	Project Process Learning 2 Importance of updating demographics at every visit. If appointments are not scheduled before leaving health center it is more likely f/u vaccine appointment will be forgotten and or scheduled outside the required vaccine schedule.
QI Learning 3	Leadership Learning 3	Project Process Learning 3 Delay in administration of vaccine per schedule will affect projects outcome. No show/missed appointment plays a significant role in children not receiving their vaccines at age requirement.

❖ Proud of all the learnings

❖ Working on a population health level is rewarding

GREATEST CHALLENGE

- Limited time to work on project.

- Population health data; many reasons out of my control.

- Provider preference

Systems Thinking

Understanding Variation

Theory of Knowledge/ Testing

Change Management/ Psychology

- New to QI

- Staff feeling as if they have done this work already
- Staffing
- Overwhelmed

With thanks

TEAM MEMBERS

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- Dr. Nikki LaCasse
- Dr. Hazel Kanu
- Dr. Allison Ng
- Parent Partner

- Susan Horne, RN
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