Thrive by Five Collaborative

Millvale Health Center



Shots for Tots:
Improving
Immunizations

Team Millvale: Shots for Tots





TEAM MEMBERS		
Last Name	First Name	Role
Leary	Kimberley	Pediatric RN
Britton	Keysha	Pediatric MA
*Daniels	Michelle	Site Manager
Dunbar	Janicyn	PHN3
Kanu	Hazel	Pediatrician
Ross	Alvenia	Admin Tech
Blair	Fredresha	Pediatric MA

^{*}Team Leader

SMART AIM

To increase the % of children age 0-27 months who are up to date with immunizations from 25% to 50% by June 2019.



Improving Immunizations: Shots for Tots at Millvale Health Center Key Driver Diagram (KDD)



Project Leader(s): Michelle Daniels, RN Revision Date: 09/12/18 (v5)

Global Aim

Help Cincinnati's 66,000 children be the healthiest in the nation through strong community partnerships

SMART Aim

To increase the percent of children age 0-27 months who are up to date with immunizations from 25% to 50% by June 2019.

Population

Children 0-27 months seen at Millvale Health Center

Key Drivers

Knowledgeable and Engaged Staff

Informed and Engaged Parents/Caregivers

Clear and Effective Communication amongst team

Kept appointment for patients age 0-27 months

Reliable follow-up and awareness of patients due or overdue for immunizations

Accurate and updated patient contact information

Legend

Potential intervention
Active intervention
Adopted/Abandoned intervention

Interventions (LOR #)

Provide staff with pediatric immunization tools and resources (LOR#1)

Develop protocol for front line staff to follow when scheduling appointments for patients in this age group (LOR#1)

Discuss with parents/caregivers the importance of timely immunizations at each visit and hand out simplified immunization schedule (LOR#1)

Establish a dedicated time for pre-visit planning and focused huddle to be done 100% of the time (LOR#1)

Front line staff will conduct reminder calls to patients 24 hours prior to scheduled appointment (LOR#1)

Patients 0-27 months who are seen for an appointment will be given the next appointment in the back by MA/RN (LOR#1)

Pediatric RN/MA to send immunization reminder post cards to patients who no show for scheduled appointments (LOR#2)

Pediatric RN/MA to send immunization reminder post cards to patients 0-27 months with missing immunizations from care gap list in EPIC (LOR#2)

Front desk staff to ensure patient contact information is updated at each visit (LOR#1)

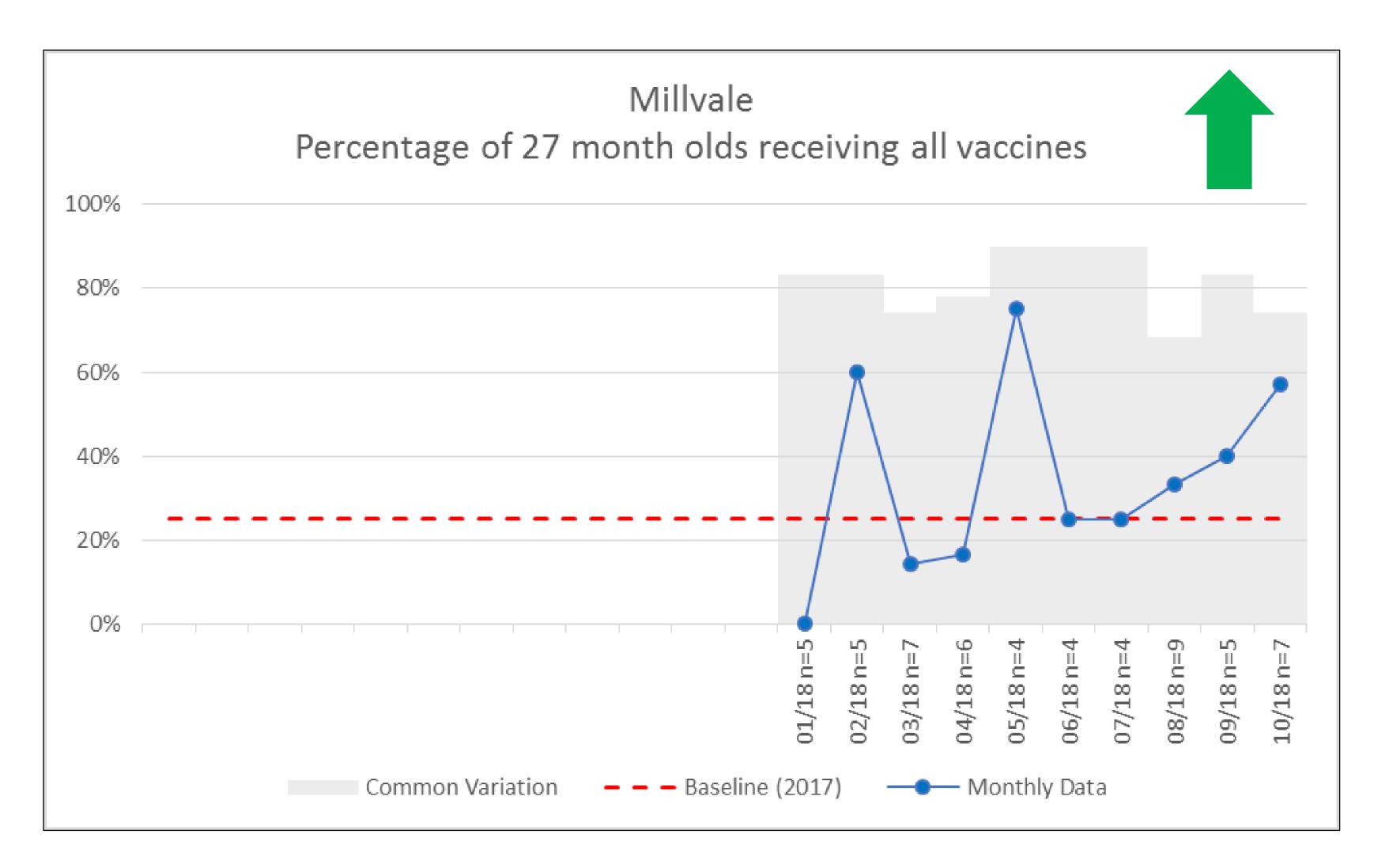
Distribution of newborn welcome packet (containing immunization schedule and shot record booklet) (LOR#1)

Flu Education and Appointment Reminders (LOR#1)

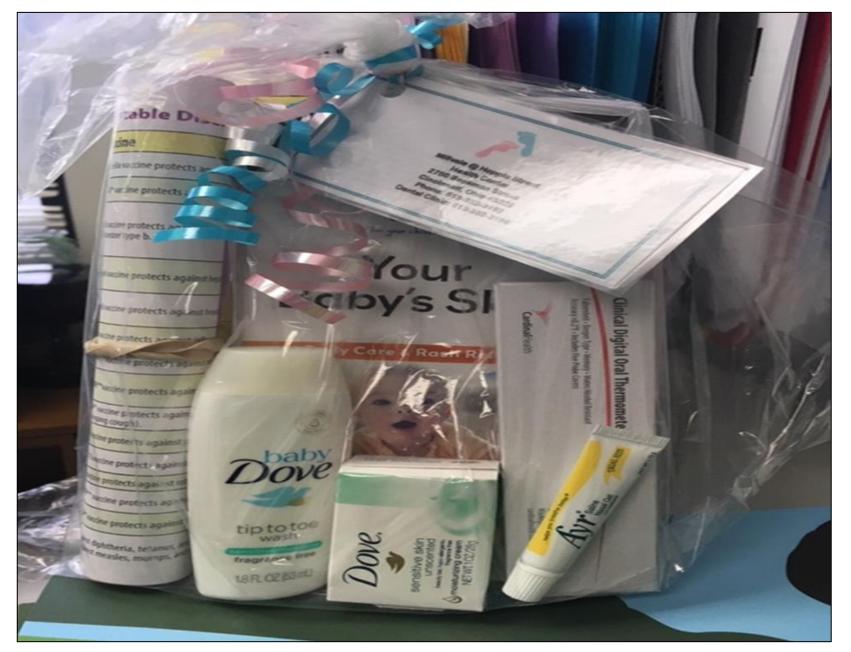
Note: LOR # = Level of Reliability Number, e.g., LOR 1

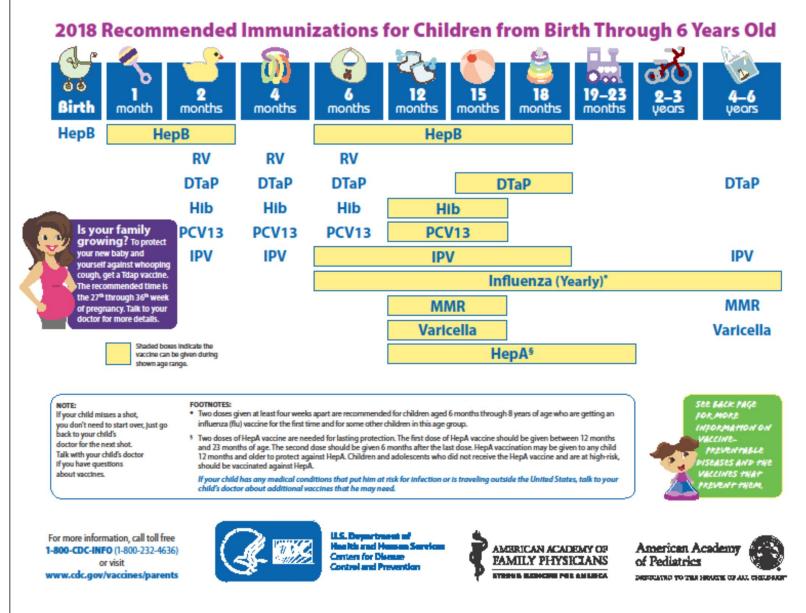
Team Millvale: Run Chart





Team Millvale: Education and Tracking





Millvale

Health

Center

Newborn Tracker

Instructions

helpful?

(1) For each newborn seen at Millvale for his/her newborn visit, document MRN, Name, DOB, Date of Newborn Visit, whether or not a Newborn Welcome Packet was given.

(2) Then periodically through the course of the baby's first year, please review chart for status of immunizations (up to date or not) and indicate as such

(3) Qualitatively, did the parent/caregiver find the Welcome Packet information

Our Newborn Tracker



All Children Thrive Cincinnati

Team Millvale



What we are testing and learning...

- Testing newborn welcome gift bags
- Providing newborn welcome gift bags alone did not increase immunization compliance
- Flu vaccine refusal negatively affects immunization compliance and overall immunization rate