Increasing Immunization Rates through Quality Improvement

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The Immunization Champions Program
Program’s Brief History

• Low immunization rates in Houston
• 2008 The Champion’s Program inception
• Collaboration with Houston Community College’s medical assistant program
• The program is successful raising rates
All about change in 2013

- Preparation for expansion in 2015
- Revisiting The Champions Program with a critical eye
- Quality Improvement implemented
Improving the Process

• Assure uniformity of program
• Standardization
  – Content & Delivery: Training sessions, manuals
  – Forms development: data collection
  – Timeline & milestones: 200 hours/16 weeks
Project Timeline
Ongoing Clinic and Champion Recruitment

Pre-Project Phase

Implementation Phase

Post-Project Phase

Phase 1
20 Hrs

Phase 2
150 Hrs

Phase 3
200 Hrs
Implementation

• Pre-project meeting with clinic
• Initiate 200 hours project over 16 weeks
• Post-project meeting
Monitoring

• **Student**
  – Record screening, recording information

• **Data collection**
  – Student worksheet, monthly report

• **Outcomes**
  – Post-audit results
Method of evaluation

• Implement PDSA model
  – Student demonstrates mastery of tasks
  – Data collection
  – Student evaluation
  – Clinic evaluation
Defining Data Collection

• Uniform definitions of variables
  - Student worksheet
  - Student monthly report
  - Aggregate report
# Defining Cohorts

<table>
<thead>
<tr>
<th>Age Related</th>
<th>Chronic Disease</th>
<th>Specific Populations</th>
<th>Flu</th>
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<tbody>
<tr>
<td>Pedi:</td>
<td></td>
<td></td>
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<tr>
<td>0-24 months</td>
<td>Hep B for Diabetics</td>
<td>Tdap for Preg Women</td>
<td>Adults 19 &amp; &gt;</td>
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<tr>
<td>4-6 years</td>
<td>Hep B for high risk populations</td>
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<tr>
<td>11-12 years</td>
<td>PCV for chr lung ds</td>
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<td>Adolescent:</td>
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<tr>
<td>13-18 years</td>
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<td>16-18 years</td>
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<td>Adult:</td>
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<td>65 years</td>
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Best Practices

• ACIP recommendations
• Evidence-based practice
• Important in all aspects of program
  – Education
  – Reminder/recall
  – Vaccines
  – Sustainability
Outcomes

• All changes result of quality improvement
• Successfully utilized in 3 clinics
• Monitoring & evaluations indicated increased knowledge base and rise in post audit rates
What’s next?

• Sustainability & the PDSA model
• Clinic manual as a tool
• 6 Month post-project evaluation
  - Reminder/recall process
  - Staff education & performance
  - Commitment
• One year post-project audit