

Quality Improvement Storyboard

Mountain Valleys Health Centers Improving Adolescent Immunization Rates

Aim: Partnership HealthPlan and Mountain Valleys Health Centers (MVHC) will increase the rate of IMA-2 compliance for patients assigned to MVHC from 21.25% in January 2019 to 30.39%, the 90th percentile, by May 17, 2019.

Measures:

- **Outcome Measure:** % of adolescent aged patients completing all four doses included in the HEDIS IMA-2 measure prior to their 13th birthday. Baseline from January 2019: 21.25%. [Click here](#) more details on this measure.
- Process Measures:
 - # of patients who attended an immunization clinic and completed all recommended doses
 - # of patients who received a gift card for attending the immunization clinic

Plan

Prediction:

- Offering adolescent immunization clinics outside of the “back to school” period should result in a higher rate of compliance among MVHC-assigned PHC patients. Targeted outreach for adolescent immunizations should begin between the ages of 9-11 in order to ensure greater success on the IMA-2 measure prior to the patient’s 13th birthday. More targeted opportunities to bring patients in to clinic may result in higher compliance rates.

Changes Being Tested:

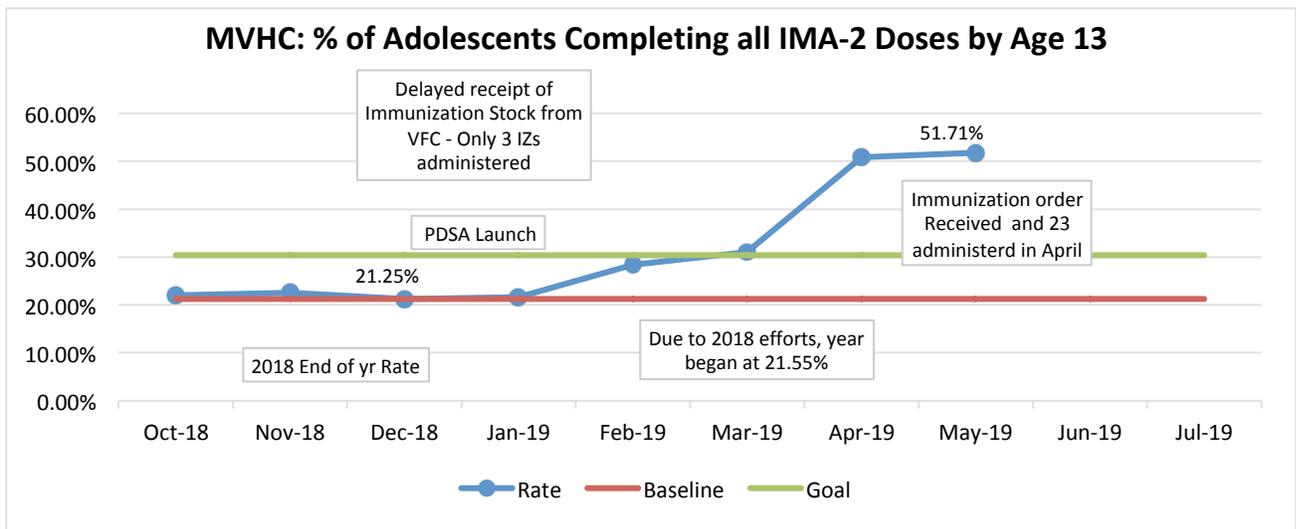
- Adolescent immunization clinic was piloted during a previous PDSA cycle in 2018. Based on results and lessons learned this change was adapted and a second PDSA was conducted in 2019.
- Conducting adolescent immunization clinics early in the calendar year to allow for the multiple doses required for measure compliance. Three clinics (each running for 2-3 weeks) were conducted offering immunizations.
- Distribution of a \$25 gift card for attending the immunization clinic(s) and completing all recommended immunizations.
- The health center sites located in Big Valley, Burney, Fall River, Tulelake, Weed, and Dorris worked with PHC in this intervention. A gap list of 322 members aged 9 to 12 were targeted.
- PHC provided MVHC with a gap list of members to target in outreach for the clinics.

Do

Results:

- Outcome Measure: **51.72%** [N=60/116] of patients completed all doses included in the HEDIS IMA-2 measure prior to their 13th birthday. Exceeded the target of 30.39%, which represents an increase of 30.5% over baseline from January 2019.
- Note: The denominator above for 2019 represents YTD results and includes adolescents that had already completed their immunizations in prior year.
- Process Measures: As a result of the immunization clinics, a total of 55 adolescents between the ages of 9 and 12 were served, receiving their age-appropriate immunizations and the gift card incentive.

Study



Lessons learned:

- Focus on compliance at least one year prior to patient turning 13. Ideally, increase the # of patients in compliance prior to the year they turn 13.
- Ensure that the VFC inventory needed is available when you are doing a targeted clinic.
- Call and schedule patients to come in and address any concerns by phone prior to the appointment.
- Raising awareness across the staff is key making sure that all staff with patient contact (i.e., Check-In, Check-Out, nursing, providers) are aware of the campaign.
- Conducting three, focused clinics per year helped – only one annual “push” to complete immunizations was insufficient. Improvement on this measure really requires 2 years of targeted efforts to achieve desired results.
- The early spring (February – April) was a good timeframe for holding adolescent immunization clinics.

Act

Future Plans:

- MVHC and PHC will partner moving forward with 3 IMA-2 clinics each year, targeting the 9-12 year old population