Meet Your Trainers

Katy Riter, MPH & Nicole Freeto
IIS Provider Training & Outreach Coordinators
IIS.Training@doh.wa.gov
Reminders

- All lines are muted throughout the webinar.
- Please use the chat box to ask questions.
- We will cover questions at the end of the webinar.
- All IIS webinars are recorded and posted with the slides and FAQs on our YouTube channel.
- Please complete the training evaluation.
Your Go To Training Control Panel

- Use the arrow to open and close the control panel.
- Use the chat box to type in questions and comments.
- Choose the whole audience or a specific person to receive your chat.
- Click Send!
Today’s Topics

• Key principles of data ownership & data quality.
• Tools to improve patient demographic and vaccination data quality.
• Tool to identify and manage patient panel.
• Tools to improve immunization coverage.
Key Principles

**IIS:**
A system composed of patient and vaccination data from participating organizations across the state.

**Patient Records & Data Ownership:**
- Multiple organizations may provide data for the same patient.
- Data is combined into one record for the patient, but each organization still “owns” and is responsible for the data they provide.
- Organizations providing data to the IIS are responsible for the accuracy, completeness & timeliness of data elements such as:
  - Patient demographics (e.g. name, DOB, address)
  - Vaccination data (e.g. type, date, lot number)
Key Principles

Data quality issues in the IIS may result in:

• Issues with record deduplication
  o Patients with duplicate records
  o Incorrectly merged records

• Incorrect or incomplete patient records and Certificate of Immunization Status

• Inaccurate reports.
IMPROVING DATA QUALITY
IIS Data Quality Tools

The IIS has several tools to help identify data quality issues.

Organizations with an EHR/IIS Interface
- Monitor daily emailed warnings & errors reports.
- Correct identified data quality issues.

Data Quality Tools in the IIS
- Vaccination Data Quality Detail
- Patient Data Quality Detail
- Report Duplicate Patient Records
Data Quality & Data Exchange

Warnings & Errors Report

Emailed to designated individuals in organizations with an interface.

- **Errors**: Data sent from EHR not accepted by the IIS & will not appear on patient records.

- **Warnings**: Data sent from EHR accepted by the IIS, but may be missing data or contain incorrect or invalid information (e.g. invalid CVX code).

<table>
<thead>
<tr>
<th>Provider</th>
<th>Representative Facility ID</th>
<th>User</th>
<th>Profile</th>
<th>Import Log ID</th>
<th>Error/Warn</th>
<th>Date Sent</th>
<th>MRN</th>
<th>Issue</th>
<th>Issue Location</th>
<th>Message Control ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>100064</td>
<td>SIISCLIENT17533 DSASLO</td>
<td>2988</td>
<td></td>
<td>1009788</td>
<td>E</td>
<td>Feb 5, 2018 9:19:44 AM</td>
<td>1929211</td>
<td>Last name required - Message Rejected</td>
<td></td>
<td>763143M7956</td>
</tr>
<tr>
<td>100064</td>
<td>SIISCLIENT17533 DSASLO</td>
<td>2988</td>
<td></td>
<td>1009788</td>
<td>E</td>
<td>Feb 5, 2018 9:19:44 AM</td>
<td>1929211</td>
<td>vaccination facility id is missing - Message Rejected</td>
<td></td>
<td>763143M7956</td>
</tr>
</tbody>
</table>

View Quick Reference Guide
Data Quality & Data Exchange

DOH Data Quality Monitoring
Ongoing assessment of electronic data provided by organizations with an interface to ensure IIS data quality standards are met.

Before New Interface Goes Live

QA (Test)

Ensure minimum data quality standards met

After Interface Go Live

Continuous data quality monitoring
Data Quality Tools

Vaccination Data Quality Detail Report

Displays:

- Vaccines given outside the recommended schedule
- Incorrectly documented vaccines (e.g. DTaP documented instead of Tdap).

<table>
<thead>
<tr>
<th>Organization (IRMS)</th>
<th>SIIS Patient</th>
<th>Patient Name</th>
<th>Patient DOB</th>
<th>Vaccine Group</th>
<th>Issue</th>
<th>Vacc Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>NICOLE'S VFC CLINIC 2</td>
<td>6242610</td>
<td>EIGHT, NICOLE</td>
<td>10/25/2008</td>
<td>DTaP</td>
<td>DTaP or Ped DT administered at &gt;= 7 years of age.</td>
<td>11/14/2018</td>
</tr>
</tbody>
</table>
Data Quality Tools

Patient Data Quality Detail Report
Select various patient demographic data elements and view which patients are missing them (e.g. address, phone number).

<table>
<thead>
<tr>
<th>Name</th>
<th>Date of Birth</th>
<th>Missing Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>BABY, SUPER</td>
<td>03/01/2016</td>
<td>Phone, Guardian Middle Name, Guardian Last Name, Patient Middle Name, Patient Medicaid Number, Patient Race, VFC Status</td>
</tr>
<tr>
<td>BEAR, KODIAK</td>
<td>05/25/2013</td>
<td>Phone, Mother Maiden Name, Guardian Middle Name, Guardian Last Name, Patient Middle Name, Patient Medicaid Number</td>
</tr>
<tr>
<td>DRAGON, PURPLE</td>
<td>01/01/2012</td>
<td>Phone, Guardian Middle Name, Guardian Last Name, Patient Middle Name, Patient Medicaid Number, Patient Race, VFC Status</td>
</tr>
</tbody>
</table>
Data Quality Tools

Reporting Duplicate Patient Records

If you find more than one record for the same patient, these can be reported through the IIS.

Possible duplicate reported in IIS
Reviewed by DOH
Records are merged or kept separate

View Quick Reference Guide
IMPROVING PATIENT MANAGEMENT
What is Patient Active/Inactive Status?

- **Patient Active/Inactive Status (PAIS)** is a term used to describe a provider or geographic jurisdiction’s responsibility for a patient’s immunization status.
  - Patient Statuses: Active, Inactive & Deceased

- Only **one** provider can show active ownership of a patient (1:1). This signifies that this provider is the patient’s medical home.
  - For the patient SIIS 6315090 example below, example A is the view that a user from Katy’s org (the owning org) will see, example B is the view that Nicole’s org will see.

**Example A (patient owner)**

<table>
<thead>
<tr>
<th>SIIS Patient ID:</th>
<th>6315090</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization (IRMS) Owner:</td>
<td>9111118 - KATY'S ORG</td>
</tr>
<tr>
<td>Facility Owner:</td>
<td>18453 - KATY'S FACILITY</td>
</tr>
<tr>
<td>Entry Date:</td>
<td>02/05/2018 12:53:07 PM</td>
</tr>
<tr>
<td>Entered By:</td>
<td>KATHYRN RITER</td>
</tr>
<tr>
<td><strong>Patient Status:</strong></td>
<td>Active</td>
</tr>
</tbody>
</table>

**Example B**

<table>
<thead>
<tr>
<th>SIIS Patient ID:</th>
<th>6315090</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization (IRMS) Owner:</td>
<td>9111118 - KATY'S ORG</td>
</tr>
<tr>
<td>Facility Owner:</td>
<td>18453 - KATY'S FACILITY</td>
</tr>
<tr>
<td>Entry Date:</td>
<td>02/05/2018 12:53:07 PM</td>
</tr>
<tr>
<td>Entered By:</td>
<td>KATHYRN RITER</td>
</tr>
<tr>
<td><strong>Patient Status:</strong></td>
<td>Inactive</td>
</tr>
</tbody>
</table>
Organization Types

An **owning organization** is the patient’s primary **medical home** where they receive the majority of their medical care.

A **non-owning organization** is any organization with automatic ownership blocked.

<table>
<thead>
<tr>
<th>Owning Organizations</th>
<th>Non-Ownning Organizations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Healthcare Clinics</td>
<td>Pharmacies</td>
</tr>
<tr>
<td>Private Healthcare Clinics</td>
<td>Schools/Child Care Centers</td>
</tr>
<tr>
<td>College Student Healthcare Centers</td>
<td>Hospitals/Urgent Care</td>
</tr>
<tr>
<td>Other Medical Homes</td>
<td>Local Health Jurisdictions</td>
</tr>
</tbody>
</table>

Organizations are set up to own or not own patients based on national guidance.
Non-Owning Organizations

- Non-owning organizations cannot take ownership of patients, even with a qualifying event.
- Patient Status displayed as Inactive for all patients.
- Patients can still be displayed in reports that include inactive patients.
Active Status and Ownership

Owning organizations and facilities automatically take ownership and a patient becomes active when a qualifying event occurs:

- Administered vaccination entered
- New patient entered

*Owning organizations can manually change the patient’s status in the patient demographics screen.

Organizations and facilities do NOT automatically take ownership when:

- Updating patient demographic information
- Recording historical vaccinations
Manage Population Tool

- Access under **Patient** heading in left navigation menu.
- Run lists of patients:
  - Who are owned by your org/facility
  - Who received a vaccination at your org/facility.
- Owning orgs/facilities can change a patient’s status from this screen.
  - Inactivating a patient will remove them from any IIS reports run for active patients only.

View Quick Reference Guide
IMPROVING IMMUNIZATION RATES
IIS Immunization Quality Improvement Tools

The IIS has several tools that can assist providers in improving clinic coverage rates. The following tools are used to assess and increase coverage.

1. Assess current coverage using the **Coverage Rate Report**.
2. Use **Reminder/Recall** to identify patients who are not up to date.
3. Use the **Forecast** to:
   - Identify which vaccines a patient needs before a scheduled visit.
   - Identify which vaccines a patient needs in the future before they leave the clinic.
Coverage Rate Report

- Access in the **Report Module** under the **Reports** heading in the left menu.
- Assess coverage for any age range, vaccine or pre-defined vaccine series.
- Run or export coverage rate %’s and patient lists.

---

**Table:**

<table>
<thead>
<tr>
<th>Total Patients</th>
<th>Completion By Vaccine</th>
<th>Incomplete Series</th>
<th>Series Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>MENINGOCOCCAL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>≥1</td>
<td>4 (100%)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>HPV</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>≥1</td>
<td>3 (75%)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tdap</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>≥1</td>
<td>4 (100%)</td>
<td></td>
</tr>
</tbody>
</table>

**Patient Details:**

**Patient 1:**
- **Patient ID/IRMS/Facility ID:** 6268482 / 100034 / 16682
- **Patient Name:** NICOLE FOURTEEN
- **Birthday:** 04/04/2002
- **VFC Eligibility:** MAE MAMA
- **Patient Phone Number:** WHATCOM
- **Chart Number:** S10162668484

**Patient 2:**
- **Patient ID/IRMS/Facility ID:** 6268482 / 100034 / 16682
- **Patient Name:** NICOLE TWELVE
- **Birthday:** 02/01/2005
- **VFC Eligibility:** NOT
- **Patient Phone Number:** THURSTON
- **Chart Number:** S10162668482

**Vaccine Family Name:**
- **HPV:**
  - **Dose Number:** 1
  - **Recommended Date:** 02/01/2016
  - **Minimum Date:** 02/01/2014

---

**View Reference Guide**
Reminder/Recall

- Access under the **Reminder/Recall** heading in the left menu.
- Identify patients of any age range who are due for selected vaccine or series.
- Save and monitor a specific cohort of patients
- Many output options and can track reminder/recall attempts.

Select age group and vaccines

Preview & edit patient list

Choose output and run

View Reference Guide
Reminder/Recall Cohorts & Templates

Templates

- Click the **Save as Template** button before running an output.
- Click **Run Templates** in left menu to run a saved template.

Cohorts

- Click **Save As a Patient Group** on the Reminder/Recall output screen.
- Run Reminder/Recall for a cohort by clicking **Manage Cohort** in left menu.
Reminder/Recall Tracking

Track Reminder/Recall attempts using the check box on the screen where you run your selected output.

Reminder/Recall Success Report
Measures how many patients were included in a recall & returned within 30, 60, or 90 days.

Recall for Inactivation Report
Identify patients to inactivate by pulling a list of patients who have been recalled a specified number of times.
Review Vaccination Forecast

- Access under **Vaccinations** heading in left menu
- **Summary** screen displays the patient’s vaccination history and forecast
- Shows vaccine family, dose number, recommended, minimum & overdue dates, as well as status.

---

**Vaccination Forecast**

The forecast automatically switches to the catch-up schedule when a patient is behind schedule.

<table>
<thead>
<tr>
<th>Vaccine Family</th>
<th>Forecasted Dose</th>
<th>Recommended Date</th>
<th>Minimum Valid Date</th>
<th>Overdue Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>POLIO</td>
<td>4</td>
<td>11/19/2017</td>
<td>11/19/2017</td>
<td>11/19/2020</td>
<td>Due Now</td>
</tr>
<tr>
<td>FLU</td>
<td>2</td>
<td>04/02/2018</td>
<td>04/02/2018</td>
<td>05/02/2018</td>
<td>Past Due</td>
</tr>
<tr>
<td>HEP-A</td>
<td>2</td>
<td>09/05/2018</td>
<td>09/05/2018</td>
<td>10/05/2019</td>
<td>Due Now</td>
</tr>
<tr>
<td>HPV</td>
<td>1</td>
<td>11/19/2024</td>
<td>11/19/2022</td>
<td>11/19/2026</td>
<td>Not Yet Due</td>
</tr>
<tr>
<td>MENINGOCOCCAL</td>
<td>1</td>
<td>11/19/2024</td>
<td>11/19/2023</td>
<td>11/19/2025</td>
<td>Not Yet Due</td>
</tr>
<tr>
<td>Tdap</td>
<td>1</td>
<td>11/19/2024</td>
<td>11/19/2024</td>
<td>11/19/2025</td>
<td>Not Yet Due</td>
</tr>
</tbody>
</table>

---

[View Reference Guide](#)
Immunization Rate Improvement Recap

Assess
Coverage Rate Report

Monitor Progress
Reminder/Recall Success

Remind/Recall

Immunize
Review Forecast
Immunize WA recognizes clinics who achieve 70% or higher immunization rates with selected childhood and adolescent vaccine series.

- Nominations open January 1 – February 17th
- To submit a nomination, clinics must:
  - Run an IIS Coverage Rate Report for child and/or adolescent patients. Directions can be found [here](#).
  - Complete the 2019 nomination form
  - Submit coverage rate report(s) to [immunizewa@doh.wa.gov](mailto:immunizewa@doh.wa.gov)
  - For any questions please review our FAQs or email [immunizewa@doh.wa.gov](mailto:immunizewa@doh.wa.gov)
Demo

- Patient Active/Inactive Status & Manage Population
- Patient & Vaccination Data Quality Detail Reports
- Reminder/Recall
  - Templates & Cohorts
  - Tracking Attempts
  - Reminder/Recall Success Report
  - Recall for Inactivation Report
IIS Training and Support

IIS Questions & Assistance
Contact the Help Desk
  o 1-800-325-5599
  o WAIIISHelpDesk@doh.wa.gov

Request IIS Training
Email the IIS Outreach & Training Team
IIS.Training@doh.wa.gov

IIS Training Resources
Visit the IIS Training Materials Portal
www.doh.wa.gov/trainingIIS

Recorded IIS Webinars on YouTube
Visit the IIS YouTube Channel here