



Feedback of Adolescent Information to the Practice

The “F” in AFIX stands for Feedback, the process of informing immunization providers about their performance in providing vaccines to a specifically defined population and providing information about their immunization coverage levels. The feedback session provides a valuable opportunity for the physician and staff to discuss and prioritize quality improvement activities related to immunizations with the assistance of an immunization representative from the state or local health district. The feedback process is given in a sensitive/respectful manner that assures provider confidentiality.

Preparing for the Feedback Session

The AFIX Project for Ohio conducts in-person feedback sessions. Following are some measures to take in preparing for the feedback session:

- A. Schedule your feedback session at a mutually convenient time for the practice and yourself. At least one key decision maker should be present and as many staff from the practice as are available. Be sure to find out how many people they expect to attend to make sure you have enough copies of the materials.
- B. Make sure all the reports are run several days in advance.
 - 1) Adolescent Coverage Report
 - 2) HPV Report
 - 3) Notes Report
 - 4) Missing Immunizations
 - 5) Invalid Doses
 - 6) AFIX Feedback Report (to write the practice’s improvement plan – see Forms section)
 - 7) A copy of the complete AFIX Site Visit Questionnaire
- C. Be comfortable in presenting information - practice feedback session(s) in front of your staff.
- D. Bring resources to provide to the practice
 - a. ACIP Immunization schedule
 - b. Accelerated/catch-up schedule
 - c. Vaccine Information Statements (VIS)
 - d. Centers for Disease Control and Prevention’s (CDC) *Epidemiology and Prevention of Vaccine-Preventable Diseases* (“The Pink Book”)
 - e. Immunization Record card for charts
 - f. Immunization Resources list (see Resources section)
 - g. Impact SIIS (statewide immunization information system) information

Running CoCASA Reports for the Feedback Session

Reports are located under the **Reports** tab in the CoCASA database. At this time there are five different reports that will be used for the feedback session.

Once in the **Reports** tab, make sure the appropriate practice and assessment for that practice are selected.

The screenshot shows the 'Reports' tab selected in the top navigation bar. Below the navigation bar, the provider information is displayed: 'Provider: Hollywood Pediatrics', 'Assessment: Adolescent AFIX Hollywood Peds 2.24.14-(I)', 'Assessment Date: 02/24/2014', 'DOB Range: 02/25/1995 to 02/24/2003', and 'Age Range: 11 - 18 years as of 02/24/2014'. The 'Estimated number of patients in the designated assessment cohort' is 23. Below this, there are two dropdown menus: 'Choose a Provider' and 'Choose an Assessment'. The 'Report Criteria' section is expanded, showing 'My Saved Criteria' with a dropdown menu set to 'Select one...'. The 'Age Range' is set to 'From 13 To 15' with radio buttons for 'Months' and 'Years' selected. The 'Compliance' section has radio buttons for 'By Age', 'Months', and 'Years', with 'By Date' selected and a date field set to '08/12/2015'. The 'Additional Criteria' section has checkboxes for 'Apply ACIP Recommendations' and 'Apply 4 day grace period', both of which are checked. The 'Immunization Opportunity Missed' section has a dropdown menu set to 'On any previous visits, including non-immunization visits'.

Under Diagnostic Reports: Adolescent Coverage and HPV Reports

Adolescent Coverage Report

Click once on the (+) next to *Diagnostic Reports* to expand the report list in the left hand column; Select *Adolescent Coverage Report*

This report will need to be run for the 1Tdap, 1 MCV, 3 HPV (1:1:3) series.

The *Age Range* should read 13-15 years as of 1/1/____ (the year of the assessment).

Mark *Compliance By Date*: defaults to the assessment date, leave *Apply ACIP Recommendations* and *Apply 4 day grace period* checked and

Under *Immunization Opportunity Missed* select *On LAST immunization visit*.

Then select *Run Report*

HPV Report

Under the *Diagnostic Reports* in the left column and select *HPV Report*

The *Age Range* should read 13-15 years as of 1/1/____ (the year of the assessment).

The antigen defaults to HPV for this report.

Compliance defaults to **By Date: assessment date**, leave **Apply ACIP Recommendations** and **Apply 4 day grace period, Include Details** checked.

Under **Immunization Opportunity Missed** select **On LAST immunization visit**.

Select **Run Report**

Missing Immunizations

Report 1: This report is to be used for the feedback session.

Click on **Lists** and select **Missing Immunizations**

Select **Include patients who are "Missing any doses"** This will include patients who are overdue for selected vaccines as well as patients who are coming due for selected vaccines.

The **Age Range** should read **13-15 years** as of **1/1/____** (the year of the assessment).

Select the **Antigens 1Tdap; 1MCV; 3 HPV**

Leave **Apply ACIP Recommendations** and **Apply 4 day grace period** checked.

Select **Run Report**

Invalid Doses

Double click on **Lists** and select **Invalid Doses**

The **Age Range** should read **13-15 years** as of **1/1/____** (the year of the assessment).

Select the **Antigens 1Tdap; 1MCV; 3 HPV**

Leave **Apply ACIP Recommendations** and **Apply 4 day grace period** checked.

Select **Run Report**

Notes Report (if qualitative data was collected on office well and sick visits)

Click on **Other Standard Reports** and select **Missing Immunizations**

Select **Notes Report**

Select **Run Report**

Exporting CoCASA Reports

After running any CoCASA report, the report can be saved in two ways: a pdf file or in **My Saved Reports**. A pdf file can be saved and then attached to an email. Reports saved in **My Saved Reports** can only be viewed under this tab in CoCASA.

To save a report as a pdf file:

Select **Export Report**

Choose where to save the file

Name the file

Select **Save**

Definitions

The following are some key definitions of terms used during the feedback session.

Complete and Up-to-Date (UTD): The patient had received all of the selected vaccinations by date of assessment for a particular series. The doses must meet the minimum spacing and age requirements as set by ACIP, taking into account the 4-day grace period.

No Missed Opportunity: For a record that is not up-to-date, this indicates that all the immunizations that were due at the last immunization visit were given.

Missing Immunization: Any dose that is missing. If a parent refuses a vaccine, the dose will remain on the missing immunizations report, since the child is susceptible.

Invalid Dose: A dose was not given according to the minimum spacing and age requirements as set by ACIP, taking into account the 4-day grace period.

During the Feedback Session

Be aware of time limits and keep within the limit for the session.

What information will you present in the session? You may use the following check list for Feedback discussion:

Questions	Answer
Were the coverage level results and missed opportunities presented during your feedback session?	YES NO
Did you present the coverage level results for all assessed antigens and age groups?	YES NO
Did you explain the missed opportunities results and discuss possible causes?	YES NO
Did you ask the provider and their staff questions that test their understanding of the assessment reports?	YES NO
Did you explain the purpose of the Site Visit Questionnaire?	YES NO
Did you discuss the results of the Questionnaire? Please make sure you define and explain the QI strategies provided in the questionnaire.	YES NO
Did you note your observations of office practices and discuss opportunities for improvement during the feedback session	YES NO
Did you encourage discussion among clinic staff during your session?	YES NO
Did you highlight the provider's areas of strength?	YES NO
Was a QI plan completed in collaboration with the provider staff during the QI strategies to be implemented?	YES NO
Was a timeline developed for implementing the QI strategies?	YES

	NO
Did you explain the program's incentives process?	YES
	NO

- **Outline** key points from the assessment
 - Practice strengths – offer appreciation for things done well
 - Observations of office practices
- Identify areas for Improvement
- Brainstorm with the Practice on **Improvement Strategies** that can be adopted
 - Include “easy fixes”
 - Target areas that provide the “Biggest Bang for the Buck”
 - Be supportive that change is never easy and foster an environment of change
 - Discuss opportunities for incentives for outstanding and improved performance and exchange of best practices
- Document the practice's **Improvement Plan** on the AFIX Site Visit Packet (page 5)
 - Identify **2-3 QI strategies** (record on the AFIX Site Visit Packet)
 - Some ideas might include reducing missed opportunities, implementing a reminder/recall system, initiating parent education, participating in Impact SIIIS and/or participating in a MOBI
 - Outline and discuss follow-up activities
 - Let the practice know that you will be contacting them in **30 to 45 days**, and as outlined in the Improvement plan, to discuss the status of the activities identified and any further assistance needed.

Visit Reminders

Before leaving the office, remember to:

1. Thank the office for participation in the AFIX program
2. Review key findings of the assessment
3. Review agreed upon quality improvement activities
4. Notify the practice about the reassessment in 4-6 months. If needed, schedule the visit date with the practice.

Some final points to keep in mind:

1. Be empathetic/supportive
2. Encourage creativity
3. Expect and accept mistakes
4. Allow for candid opinions
5. Offer positive feedback
6. Offer appreciation for a job well done

After the Feedback Session

Follow-up must be conducted for each site receiving an assessment and feedback. This follow up should **not** occur more than **6 months** after the feedback. Also, please use the results from the Feedback session to determine the type of follow-up that is appropriate for the provider site. (phone call vs. in-person). The follow up should be customized to aid the site in achieving

practice improvements as well as coverage improvement. This information should be documented in the AFIX Site Visit Packet (page 5).

Due Dates

Email, mail or fax the proceeding AFIX packet with the appropriate CoCASA reports to the ODH AFIX Coordinator. All worksheets found in this packet are to be completed and returned together to ODH after the 30-45 day follow-up has been performed. If the AFIX 30-45 day follow-up cannot be completed by December 31, then all the other reports and forms are to be turned into the ODH AFIX Coordinator by January 15 with a date as to when the AFIX Feedback Report will be completed with the follow-up information.

AFIX Site Visit Packet contains:

- AFIX Demographic Form (page 1)
- AFIX Site Visit Questionnaire (page 2-3)
- AFIX Site Visit Feedback Form (page 4)
- Provider Improvement Plan (page 5)

CoCASA Reports to be included with Adolescent AFIX packet:

VFC Provider	Non-VFC Providers
<ul style="list-style-type: none">• Site Visit Summary Report (found under 'AFIX Evaluation Reports')• Adolescent Coverage Report (found under Diagnostic Report)	<ul style="list-style-type: none">• Site Visit Summary Report (found under 'AFIX Evaluation Reports')• Adolescent Coverage Report (found under Diagnostic Report)

These forms can be emailed, faxed or mailed to the ODH AFIX Coordinator:

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