

AFIX Action Plan: Strategies for Improving Immunization Rates

Focus	Possible Action Steps	Responsible Staff	Start Date	Completion Date
<input type="checkbox"/> Reminder/Recall (Q #1; Q #4; Q #5)	<input type="checkbox"/> Create policy of confirming current address and telephone number at visit			
	<input type="checkbox"/> Schedule patient's next visit before they leave the office: <ul style="list-style-type: none"> ○ Determine how to communicate patient follow-up instructions with front office staff ○ Flag patient's charts to remind staff of what vaccines are needed at the next visit ○ Establish how medical staff will clearly communicate when, why and what the patient is due for at the next appointment with the patient/parent and those who are scheduling the next appointment ○ Send patient/parent home from each visit with reminder about their child's next appointment and what vaccines they will receive 			
	<input type="checkbox"/> Place 'immunization due' clip on charts or create pop-ups in electronic medical records (EMR)			
	<input type="checkbox"/> Designate staff responsible to coordinate and lead reminder/recall			

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	<input type="checkbox"/> Develop reminder/recall policies and procedures that include: <ul style="list-style-type: none"> ○ What system you will use for your reminder/recall (tickler system; card file box with weekly/monthly dividers; notices in your EMR system, etc.) ○ Establish how often will you run your reminder/recall ○ Establish how patients will be notified (mail, phone or text) ○ Include a reminder to bring any updated immunization record(s) 			
	<input type="checkbox"/> Do reminder/recall for one vaccine only (HPV, DTaP, etc.)			
	<input type="checkbox"/> Do a reminder/recall for patients in small age groups (i.e. 7-9 months, 11-12 years, etc.)			
	<input type="checkbox"/> Develop a system of tracking patients who miss appointments: <ul style="list-style-type: none"> ○ Use 'no shows' stamp/flag in the chart or electronic medical records (EMR) ○ Develop procedure for contacting 'no shows' to reschedule: <ul style="list-style-type: none"> ○ Who will track and contact patients? ○ Determine timeline and amount of contact attempts you will preform ○ Develop script for leaving messages ○ Determine how you will contact patients (mail, phone, text) 			
<input type="checkbox"/> Increase Access	<input type="checkbox"/> Offer vaccines during sick visits and sports physicals			

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	(Q #2, Q #6)	<input type="checkbox"/> Offer 'nurse only' / 'immunization only' appointments			
		<input type="checkbox"/> Hold evenings or weekend appointments			
		<input type="checkbox"/> Hold walk-in immunization visits/clinics			
		<input type="checkbox"/> Hold vaccine specific clinics or back to school clinics			
		<input type="checkbox"/> Schedule wellness visits for patients 11-12 years of age (or adolescent immunization clinic days)			
<input type="checkbox"/>	Increase Quality Improvement (Q #3; Q #7; Q #8; Q #9; Q #10; Q #11; Q #12)	<input type="checkbox"/> Routinely measure immunization coverage levels (pediatric and adolescent): <ul style="list-style-type: none"> ○ Designate staff who will be responsible for coordinating regular assessments of rates ○ Determine how you will measure rates (AFIX, etc.)? ○ Decide how you will share results with staff ○ Create incentives for staff to increase immunization rates 			
		<input type="checkbox"/> Designate immunization champion: <ul style="list-style-type: none"> ○ Designate who will coordinate/monitor your practices immunization activities ○ Designate who will ensure all staff are aware of current practices and policies ○ Designate who will review ACIP recommendation on minimum age & intervals 			

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	<input type="checkbox"/> Schedule time for staff to participate in immunization education (online, in-person trainings, etc.): <ul style="list-style-type: none"> ○ Choose education that will help staff become proficient in administering immunizations ○ Design a plan to routinely review contraindications, general recommendations, schedules, etc. with staff 			
	<input type="checkbox"/> Establish policy for documenting parent/patient refusal at every visit along with reason <ul style="list-style-type: none"> ○ Train staff on refusal aversion ○ Develop policy or script for speaking with parent/patient at every visit (even after repeat refusals) 			
	<input type="checkbox"/> Create environment that promotes immunizations: <ul style="list-style-type: none"> ○ Post immunization schedules, information regarding valid contraindications & general recommendations on immunizations at nursing stations, exam rooms, waiting rooms, check-in, etc. 			
<input type="checkbox"/> Decrease Missed Opportunities (Q #12; Q #13; Q #14; Q #18)	<input type="checkbox"/> Administer all vaccines for which the child is eligible for: <ul style="list-style-type: none"> ○ Implement standing orders ○ Develop policy to review immunization histories at every office visit 			

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	<input type="checkbox"/> Discuss how you will make strong recommendations for all vaccines to patient/parents <ul style="list-style-type: none"> ○ Create teamwork approach to ensure all staff (including front office) are active in promoting the importance of immunizations 			
	<input type="checkbox"/> Train staff on how to determine valid and invalid contraindications and minimum intervals <ul style="list-style-type: none"> ○ Educate staff on ACIP recommended schedule for 0 through 18 years and on 'catch-up' schedule ○ Have parents complete screening questionnaire to determine any contraindications ○ Have staff complete an immunization assessment and give Vaccine Information Statements (VISs) to patient/parent 			
	<input type="checkbox"/> Screen for immunizations that are due/overdue at every visit, not just well-child: <ul style="list-style-type: none"> ○ Designate staff responsible to screen all immunization records before the patient is seen and flag chart if immunizations are due 			
	<input type="checkbox"/> Use Ohio Statewide Immunization Information System (Impact) to confirm patients records at each visit: <ul style="list-style-type: none"> ○ Become a registered user in Impact ○ Set-up training with your Impact Trainer 			

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<input type="checkbox"/> <p align="center">Maintain Accurate and Up-to-Date Immunization Records (Q #15; Q #16; Q #17)</p>	<input type="checkbox"/> <p>Update all historical and currently administered immunization information into Ohio Statewide Immunization Information System (Impact):</p> <ul style="list-style-type: none"> ○ Become a registered user in Impact ○ Set-up training with your Impact Trainer ○ Designate staff responsible for data entry ○ Determine timeline for data entry into Impact 			
	<input type="checkbox"/> <p>Develop formal process for identifying and inactivating patients who have moved or gone elsewhere (MOGE):</p> <ul style="list-style-type: none"> ○ Define 'unable to contact' (number of calls/texts, returned mail, wrong number, etc.) ○ Document when client transfers to another office ○ Develop intake form that collects information from patient/parents asking if they plan to return to your practice for future care or immunizations only appointments ○ Designate staff responsible for inactivating (MOGE) patients in Impact 			