



Feedback for Adolescent AFIX Results

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 (1 or 2 reports depending on the data collection)
 - 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 SIIIS (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. Some of the information on these reports is to be transcribed or typed onto the AFIX Assessment Analysis. Present the AFIX Assessment Analysis to the practice as part of the feedback session, it is a summary of the reports you will provide them with at the feedback.

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

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*.

Saving criteria for adolescent reports doesn't work because when reviewing HPV dates, CoCASA automatically assumes that users want to limit reports by Gender. Thus, you will need to manually enter the report criteria for all of your adolescent AFIX reports.

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. UNCHECK the box next to 'Limit by a user selected variable'

The image contains two screenshots of a software interface. The top screenshot shows a 'Compliance' section with 'By Date' set to 02/25/2014. Under 'Additional Criteria', 'Apply ACIP Recommendations', 'Apply 4 day grace period', and 'Include Details' are checked. A checkbox labeled 'Limit by a user-selected variable' is also checked, and a callout box points to it with the text: 'Click on the box to uncheck. 'Limit by a user-selected variable''. The bottom screenshot shows the same interface, but the 'Limit by a user-selected variable' checkbox is now unchecked.

Under *Immunization Opportunity Missed* select *On LAST immunization visit*.
Select *Run Report*

Missing Immunizations (2 missing immunizations report)

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

Double 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.

UNCHECK the box next to 'Limit by a user selected variable' to remove gender as a limiting variable

Select *Run Report*

Report 2: This report will be given to the practice as a tool that covers a larger population than is being reviewed in the other reports.

Double 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 **11-18 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.

UNCHECK the box next to 'Limit by a user selected variable' to remove gender as a limiting variable

Select *Run Report*

The screenshot shows the 'Report Criteria' form with the following sections and annotations:

- My Saved Criteria:** A dropdown menu with 'Select one...' and buttons for 'Save Criteria' and 'Delete Criteria'.
- Make a selection:** Three radio button options:
 - "Overdue" includes any patient that is NOT Complete AND is Eligible (as of the assessment date).
 - "Coming due" includes any patient that is NOT Complete and NOT Eligible as of the assessment date, but will become Eligible within 30 days AFTER the assessment date based upon ACIP recommended intervals or ACIP minimum ages and intervals.
 - "Missing any doses" includes any patient that is Overdue (NOT Complete and Eligible based upon ACIP recommended ages and intervals) or Coming Due (NOT Complete and NOT Eligible as of the assessment date) at any point in the future. *(This option is circled in red in the original image.)*
- Age Range:** Fields for 'From' (13) and 'To' (15), radio buttons for 'Months' and 'Years' (with 'Years' selected), and 'As Of' (01/01/2014).
- Antigens:** A 'Series' dropdown menu, an 'Or' button, and an 'Antigens' button. Below these, the text '1Tdap, 1Meng, 3HPV' is displayed. An arrow points from this text to the 'Antigens' button.
- Additional Criteria:** Checkboxes for 'Apply ACIP Recommendations' and 'Apply 4 day grace period' (both checked), and a checkbox for 'Limit by a user-selected variable' (unchecked). An arrow points from a text box to this checkbox.

Annotation: Click on the box to uncheck. 'Limit by a user-selected variable' to include males and females.

Invalid Doses (1 invalid doses report)

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.

UNCHECK the box next to 'Limit by a user selected variable' to remove gender as a limiting variable

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.

1) 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.

Up-to-Date (UTD): A record is up-to-date if all the immunizations were given by 24 months of age 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.

Late Up-to-Date: A record is late up-to-date if all the immunizations were not received by 24 months of age for a particular series, but by the date the AFIX assessment is conducted. 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:

Feedback Checklist Questions:

- 1. Were the coverage level results and missed opportunities presented during your feedback session?**
- 2. Did you present the coverage level results for all assessed antigens and age groups?**
- 3. Did you explain the missed opportunities results and discuss possible causes?**
- 4. Did you ask the provider and their staff questions that test their understanding of the assessment reports?**
- 5. Did you explain the purpose of the Site Visit Questionnaire?**
- 6. Did you discuss the results of the Questionnaire? Please make sure you define and explain the QI strategies provided in the questionnaire.**
- 7. Did you note your observations of office practices and discuss opportunities for improvement during the feedback session?**
- 8. Did you encourage discussion among clinic staff during your session?**
- 9. Did you highlight the provider's areas of strength?**
- 10. Was a QI plan completed in collaboration with the provider staff providing the QI strategies to be implemented?**
 - a. Was a timeline developed for implementing the QI strategies?**
- 11. Did you explain the program's incentives process?**

- Outline key points from the assessment and include on the AFIX Assessment Analysis
 - 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 Feedback Report (see Forms section)
 - Some ideas might include reducing missed opportunities, implementing a reminder/recall system, initiating parent education, participating in Impact SIDS and/or participating in a MOBI
 - Outline and discuss follow-up activities
 - Let the practice know that you will be contacting them in 4 to 6 weeks, and as outlined in the Improvement plan, to discuss the status of the activities identified and any further assistance needed.

- Distribute one AFIX Provider Satisfaction Survey per attendee and kindly request them to complete survey. Once this is done, the practice should and submit the survey directly via fax to the AFIX Coordinator

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, in-person). The follow up should be customized to aid the site in achieving practice improvements as well as coverage improvement. This information is covered in Section 5 of the AFIX Binder.

This information should be documented in the AFIX Online Tool. Please refer to the AFIX Online Tool User guide in the “Data Reporting and Submission” section of the AFIX binder.

What is due:

Email or fax the required AFIX Notification and Demographic form to the ODH AFIX Coordinator as soon as an AFIX is scheduled. (See Forms section for a copy of the updated AFIX Notification and Demographic form).

Data Entry into the AFIX Online Tool (AFIXs completed with VFC enrolled providers):

It is recommended that within **10-15 days of the completion of the AFIX feedback session** the following information from the visit be entered into the online reporting tool:

1. Site specific responses to the Site Visit Questionnaire
2. Assessment Results*- information taken directly from “Assessment Results” sub-tab in CoCASA version 9.0 or from the Site Visit Summary Report.
3. Feedback specific data- upload the ODH Feedback form into the tool

4-6 months after the feedback session:

This information will be entered into the online tool including the reassessment rate.

Forms to be submitted to ODH:

For Adolescent AFIX done at VFC providers.

Please submit the two forms below to the ODH AFIX Coordinator within 30-45 days of the feedback:

1. AFIX Notification and Demographic Form (submitted again to help ODH identify forms)
2. Adolescent Coverage
3. HPV Report

For AFIXs done at non-VFC providers

From the original assessment

1. Adolescent Coverage Report- from the original assessment
2. HPV Report
3. Feedback Form
4. AFIX Site Visit questionnaire
5. Any follow up documentation

From the follow up reassessment

1. Adolescent Coverage Report- from the follow up assessment
2. HPV Report
3. Feedback Form
4. Follow up documentation

Email submission is preferred. However, faxes and mailed hardcopies will be accepted.

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See Section 4 of the Adolescent Binder for information on the eXchange process.