



Advancing High Performance Health

AMGA Foundation

**Adult Immunization (AI)  
Best Practices Learning  
Collaborative, Group 3:  
Case Study**

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***Utica Park Clinic  
Oklahoma***



## Organizational Profile

Established by Hillcrest Medical Center in 1963, Utica Park Clinic is a multispecialty organization with two outpatient physician groups, nine hospitals, and over more than 200 providers (which include physicians, osteopathic physicians, advanced practice registered nurses, and physician assistant licensed providers). Approximately 70% of providers are primary care, many of which offer same-day appointments. Currently, Utica Park Clinic has 74 sites of care (and growing) and experiences approximately 550,000 outpatient visits per year. One of Utica Park Clinic's crowning achievements took place in 2012, when 15 of its clinics were selected to be part of Comprehensive Primary Care Initiative (CPCi). Building on that in 2017, 29 of its clinics were selected to be part of Comprehensive Primary Care Plus (CPC+), which builds on the lessons learned for CPCi. The organization's clinics are located in the Northeast quadrant of Oklahoma and serve rural, suburban, and urban communities.

## Executive Summary

Utica Park Clinic took a triple aim approach to the task at hand. Interventions involved staff education, patient education, and staff incentives.

In terms of staff education, all staff that give immunizations are required to take Centers for Disease Control and Prevention (CDC) "You Call the Shots" modules. As well, all new employees are required to go through a simulation lab, which includes practicing vaccine administration techniques and proper vaccine storage and handling practices. Utica Park Clinic also continues to focus on the eight patients' rights and 3-point check.

On the patient education side, the marketing team made flu and pneumococcal posters with Utica Park Clinic branding, which were placed in patient rooms and other areas around the clinics.

To incentivize its clinics, Utica Park Clinic started the Star Awards to reward and recognize clinics that had the highest immunization rates. Participation in the AMGA Adult Immunization Best Practices Learning Collaborative (AI Collaborative) and its purpose was also discussed as a means to help the organization increase its pneumococcal immunization rates and maintain or increase its influenza immunization rates.

## Acronym Legend

**AI Collaborative:** AMGA's Adult Immunization Best Practices Collaborative

**CDC:** Centers for Disease Control and Prevention

**CMS:** Centers for Medicare & Medicaid Services

**CPCi:** Comprehensive Primary Care Initiative

**CPC+:** Comprehensive Primary Care Plus

**EMR:** Electronic Medical Record

**HP2020:** Healthy People 2020

**OSIIS:** Oklahoma State Immunization Information System

Utica Park Clinic did see an increase in immunization rates for flu and pneumococcal during certain quarters, but for some categories it was not sustained. One lesson learned was that to increase rates consistently, intervention strategies will need to be kept in place year-round.

## Program Goals and Measures of Success

### **AI Collaborative Goals**

Collaborative goals were set for the Adult Immunization AI Collaborative (Groups 2 and 3 participants). The collaborative goals were set based on reviewing the Healthy People 2020 goals from the federal office of Disease Prevention and Health Promotion (HP2020),<sup>1</sup> baseline data for each group, and with input from the AI Collaborative advisors (see Appendix).

### **Utica Park Clinic Goals**

Utica Park Clinic's goal was to reach 74% for all measures. As well, the system sought to ensure each adult patient immunization status was properly assessed and appropriate patients were vaccinated, with special emphasis on patients that were high-risk and at-risk.

## Data Documentation and Standardization

The data analytics team used the AI Collaborative measure specifications to develop and test data extraction queries. Immunization data is stored in multiple locations in the electronic medical record (EMR) and data warehouse

(e.g., claims, data from external sources, locally documented immunizations), such as the Oklahoma State Immunization Information System (OSIIS). The quality assurance (QA) process confirmed that the measure calculation included all available data. To measure its success, Utica Park Clinic used billing reports and Centers for Medicare & Medicaid Services (CMS) registry reports to measure each provider's immunization rates.

## Population Identification

Utica Park Clinic has 74 sites with over 200 providers. In 2017, 137,821 adult patients visited its clinics: 60% of these patients were women and 40% were men. NextGen, Utica Park Clinic's EMR, Phytel (a population health management platform), and the organization's billing department were used to identify the adult population.

## Intervention

All Utica Park Clinic locations (including specialty) were advised to stock both flu and pneumococcal vaccines. They were also informed to record in the EMR self-reported flu immunizations and pneumococcal immunizations where the patient provided proof.

Staff education included several Immunization Lunch and Learn webinars for medical assistants, clinic managers, and care coordinators. Providers were given flu and pneumococcal pocket guides. Clinical staff giving immunizations were required to take three or more CDC "You Call the Shots" modules that addressed immunology of flu and pneumococcal, general recommendations for vaccines, and vaccine storage and handling.

For patient education, several posters addressing the need for adults to be vaccinated for flu and pneumococcal were posted to spur thoughts and conversations between the patient and clinical staff. Diabetic educators added immunization education to their counseling sessions. Previsit planning was completed by Utica Park Clinic care coordinators.

Regarding information technology, all clinical staff have been in the practice of checking the state registry (OSIIS) as well the EMR (which changed from NextGen to Epic in March of 2018) before administering immunizations. With the implementation of Epic, providers can reconcile HL7 messages from some pharmacies. Also, now that all hospitals and clinics are on the same EMR, it is known immediately if patients received flu

and/or pneumococcal vaccine in the hospital. In the system's Health Maintenance guidelines, it does name the exact pneumococcal vaccine patients are due for at the time of the visit. Additionally, several care coordinators used Phytel to its fullest potential to risk-stratify patients and also to run letter and phone call campaigns to patients.

In the area of clinical support, clinic standards are addressed in the immunization standing orders, which were recently reviewed and sent to providers. One modification that was made was to add a Release of Information phrase to Employee Immunization forms to capture Utica Park Clinic employees who were immunized by the Employee Health Department and are also patients of Utica Park Clinic. Additionally, Utica Park Clinic Employer Health Solutions went to several employee groups in the Northeast quadrant to offer flu immunizations, and the Utica Park Clinic Population Health Department has taken the task of reaching out to the public (including non-Utica Park Clinic patients) in regards to diabetes education. Lastly, Population Health invited the Quality Improvement Department to provide adult immunization information.

Additional intervention activities involved measures that were established with the support of AMGA and pharmaceutical companies. With the help of AMGA funding, Utica Park Clinic was able to open a simulation lab and also fund its Star Award prizes, which included trophies for the monthly winners and scrub uniforms for the entire clinic of our overall winners. Pfizer and Merck provided an endless supply of provider and patient education materials, which were extremely helpful.

## Outcomes and Results

For Measure 1, Utica Park Clinic had started with 54% of patients aged 65 years or older who came in for a visit received one or both pneumococcal vaccines. This number peaked to 74% in the third quarter, remained around 70%, and then dropped to 42% in the fifth quarter.

There was some movement on Measure 2: baseline started at 13% and ended at 19% in the fifth quarter. For Measure 2A, Utica Park Clinic was mostly in the single digits for pneumococcal rates, but the third quarter showed promise as 10% was reached. This number then dropped to 5% in the fourth quarter and rose back up to 8% in the fifth.

For Measure 3, Utica Park Clinic's baseline was 32%; in the third quarter, the organization peaked at 50% and had experienced a sharp drop in the fourth quarter to 30%.

Of the individual locations, Utica Park Clinic-Central was an organizational leader during the AI Collaborative period, earning 12 Immunization Star Awards and holding first or second place 10 times during the 2017-2018 contest season. They consistently scored 80% or above for both flu and pneumococcal Immunizations.

## Lessons Learned and Ongoing Activities

In terms of the staff education and performance, the Star Awards brought out the competitive spirit among the clinics. As well, CDC's You Call the Shots and the Immunization Lunch and Learns helped reduced medication errors and vaccine storage incidents. Another learning involved the EMR: it was found OSIS doesn't communicate with Epic and, consequently, some Utica Park Clinic specialty clinics still have an aversion to giving immunizations.

What Utica Park Clinic would have done differently would be to have more intense education about pneumococcal vaccines

for patients ages 19 to 64 with at-risk and high-risk conditions. Also, more touch base meetings with stake holders (physicians, clinical staff, and population health staff) would have been held.

Looking ahead, the Population Health Department is currently working on an immunization walk-in clinic at the SouthCreek office, which will open in the first quarter of 2019 and is modeled after Ochsner Clinic in New Orleans, Louisiana. Currently, this office performs eye exams, diabetes education, and offers the assistance of social workers, so adding immunizations is a natural fit. Once the workflow has been perfected it will possibly be rolled out to other clinics.

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## References

1. Office of Disease Prevention and Health Promotion (ODPHP). Healthy People 2020. [healthypeople.gov](http://healthypeople.gov).

## Collaborative Goals

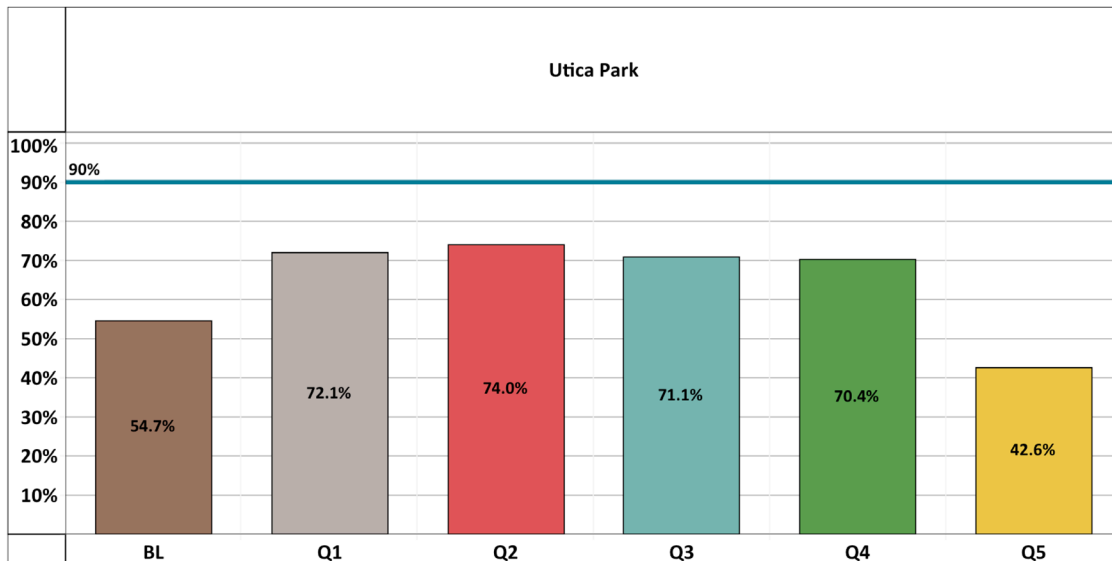
Measure	Healthy People 2020	Collaborative Goal
Measure 1 (65+) Any	90%	90%
Measure 1 (65+) Both PPSV and PCV*	90%	60%
Measure 2 (High-Risk)	60%	45%
Optional Measure 2a (At-Risk)**		
Measure 3 (Flu)	70%/90%***	45%

\* Increasing “Both” is a good goal for Groups which are already doing well on “Any”

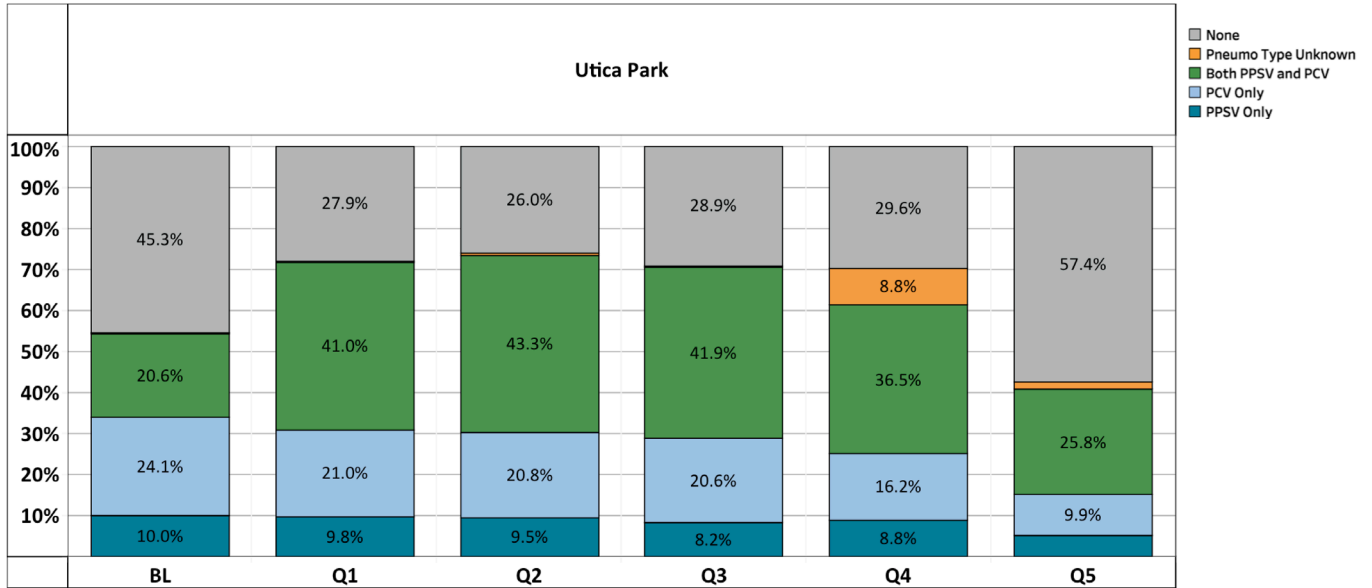
\*\* According to CDC guidelines, it is not currently recommended that the at-risk population receive PCV. Therefore, “PPSV” or “Unknown pneumococcal vaccination” are numerator options for Measure 2a.

\*\*\* 70% for all patients, 90% for Medicare patients

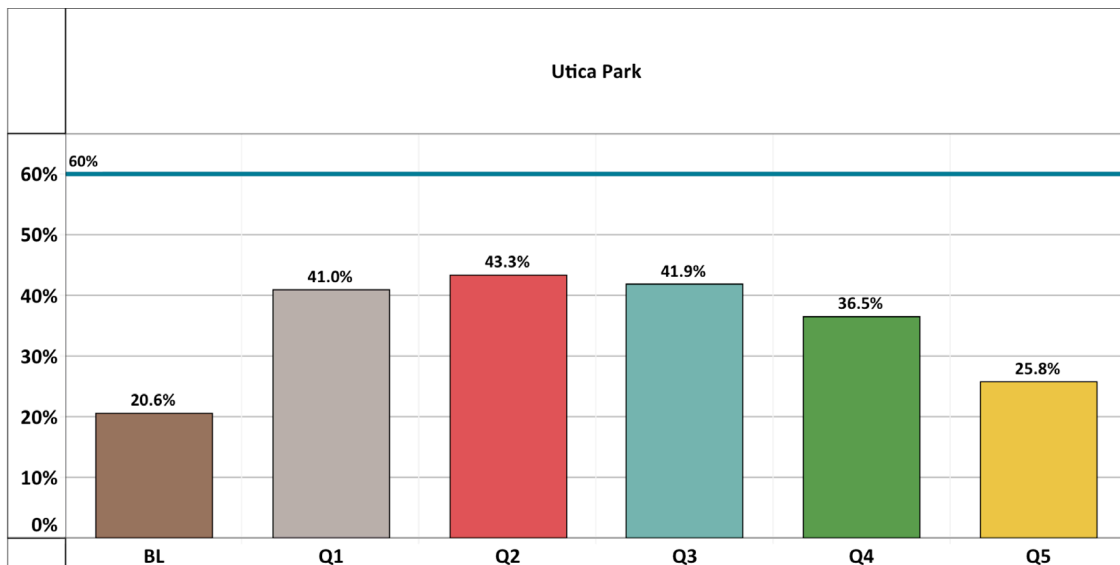
### Measure 1 – Pneumococcal (Any) Immunization for Adults Ages ≥ 65



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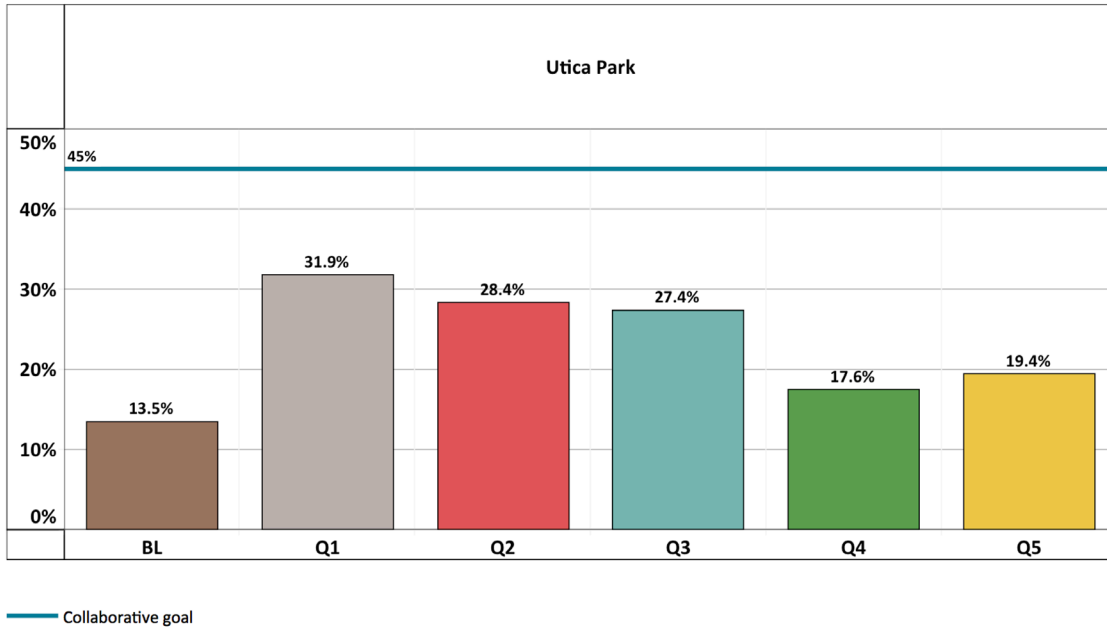


## Measure 1 – Both PPSV and PCV Immunization for Adults Ages ≥ 65

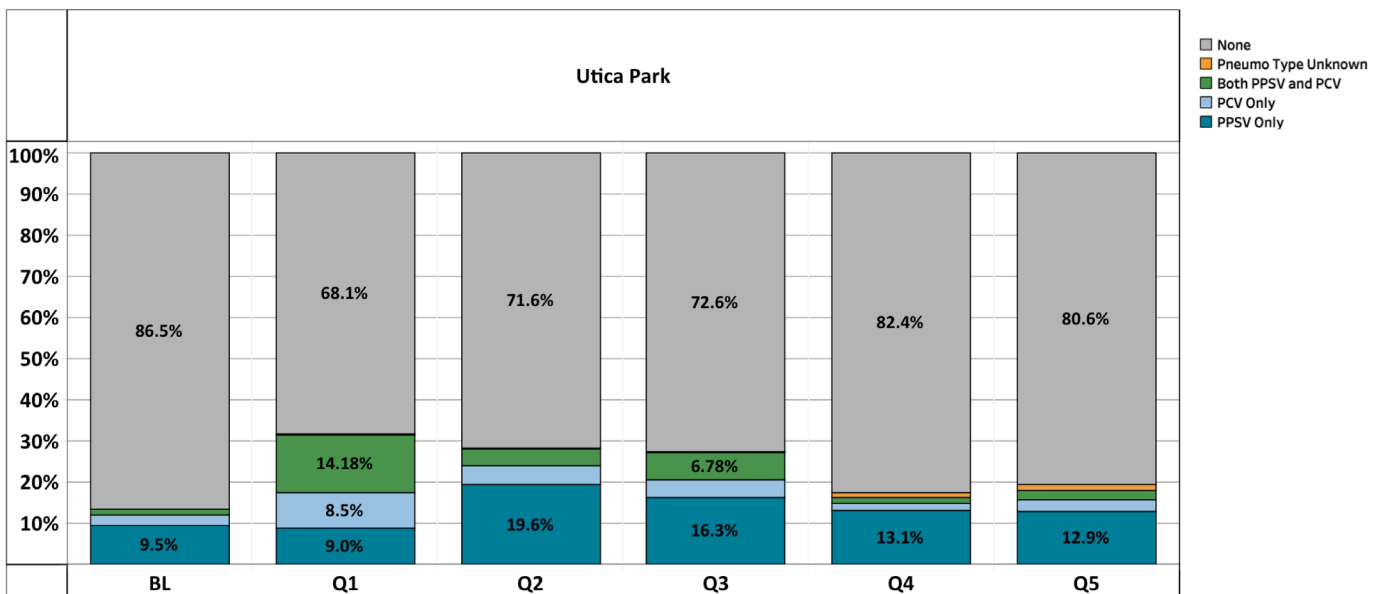


— Collaborative goal

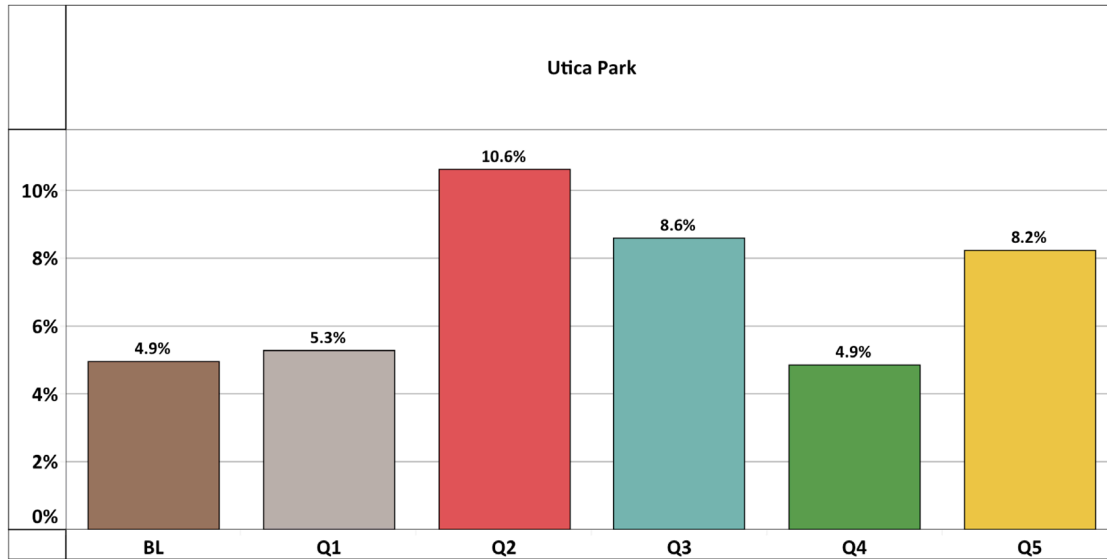
## Measure 2 – Pneumococcal (Any) Immunization for Adults Ages 19–64 with High-Risk Conditions



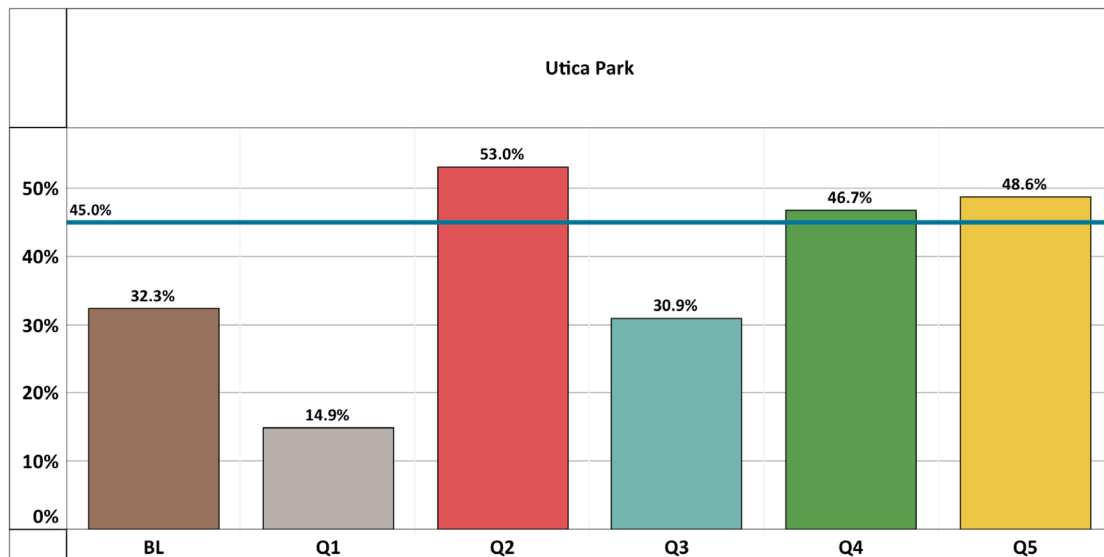
## Measure 2 – Pneumococcal (Any) Immunization for Adults Ages 19–64 with High-Risk Conditions



## Measure 2A – Pneumococcal (Any) Immunization for Adults Ages 19–64 with At-Risk Conditions



## Measure 3 – Influenza Immunization, Age ≥ 18



— Collaborative goal



## Patient Engagement Sign



# Pneumococcal Vaccine

Pneumococcal disease can result in serious infections including pneumonia, meningitis and ear and sinus infections. Some adults are at increased risk for pneumococcal disease, including those:

- Who smoke
- With chronic cardiovascular disease
- With chronic pulmonary disease, including asthma
- With diabetes, alcoholism or chronic liver disease

Ask your health care provider if you should receive the pneumococcal vaccine.

**utica park clinic**

Get Healthy. Stay Healthy.

918-579-DOCS (3627) • [UTICAPARKCLINIC.COM](http://UTICAPARKCLINIC.COM)

1/9/18

Patient Engagement Sign



# Flu Vaccine Now Available

The U.S. Centers for Disease Control & Prevention recommends that you get the flu vaccine as early as possible. It will last throughout the entire flu season.

**utica park clinic**  
Get Healthy. Stay Healthy.

[UTICAPARKCLINIC.COM](http://UTICAPARKCLINIC.COM)

**Patient Engagement Sign**

Have you had any of the following procedures completed at another location?

- Eye Exam
- Foot Exam
- Lab Test:
  - Stool Card (FIT Test)
  - Hgb A1C
  - Microalbumin
  - C-Peptide
  - Cholesterol
  - Kidney Function
  - Etc.
- DEXA Scan
- Immunization:
  - Flu Shot
  - Pneumonia Shot
  - HPV
  - Hepatitis
  - Etc.
- Cancer Screening:
  - Mammogram
  - PAP Test
  - Colonoscopy
  - PSA

Please let us know, along with requesting the results be sent to our office.

Thank You for Helping Keep Your Records  
Accurate and Up to Date!

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Get Healthy. Stay Healthy.

Validate Before You Vaccinate Sign

# utica park clinic

## Validate *before* you Vaccinate

- Right Physician Order
- Right Patient
- Right Vaccine
- Right Time
- Right Dose
- Right Route
- Right Technique
- Right Documentation

If there is *no documented or standing*  
physician-APP order

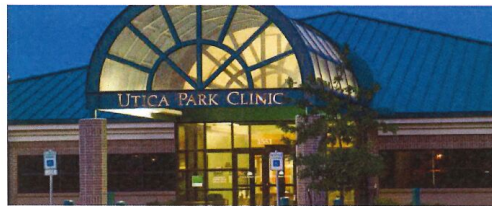
**DO NOT ADMINISTER VACCINE!**

## Utica Park Clinic Education Center (also known as Simulation Lab)

**utica park clinic**

Education Center  
Clinical Skills Training Lab

Address: 2617 S Elm Pl, Broken Arrow, OK 74012



**Immunization  
Storage SIM Lab**



**Clinical Skills  
Lab**



**West Training  
Room**



## Star Award Winners



### THE STAR AWARD WINNERS FOR OCTOBER AND NOVEMBER



Pictured L-R: (Back Row) Martha Vargas, Toni Ward Kara Lucito, Beau Jennings, DO, Christopher Chow, MD, Shannon Heckman, Susan Lemieux, Jeri Patterson (Front Row) Ron Oglesby, DO, Kati Manes

Broken Arrow North  
Highest Flu  
Immunization Rates  
for  
October and November

Southcreek Internal Medicine  
Highest Pneumonia  
Immunization Rates  
for  
October



Pictured L-R: Joanna Kishner, Kay Nordahl, Jessica McCarty, Sharena Fulton-Smith, Justin Wulf, Jacqueline Chambers, Lisa Murphy, Deborah Bowman



Pictured L-R: Iesha Dodd, Lachelle Jones, Ruth Pointer Thadra Downing, Brooke Orinovsky

Central 3<sup>rd</sup> Floor East  
Highest Pneumonia  
Immunization Rates  
for  
November

## Star Award Winners



### THE STAR AWARD WINNERS FOR DECEMBER AND JANUARY



South Creek Internal Medicine  
Highest Pneumonia  
Immunization Rates  
for  
December and January

Pictured L-R: (Back Row) Justin Wulf, Brenda Smith, Jacqueline Chambers, Lisa Murphy, Kay Nordahl  
(Front Row) Jessica McCarthy, Sharena Fulton-Smith, Mercedes Zano, MD, Lisa King, MD, Deborah Bowman

Midtown  
Highest Flu  
Immunization Rates  
for  
December



Pictured L-R: Janae Cook, Denise McKinney, Eric Arnett APRN, Alex Reyes, Jennifer Skaistis, Danny Thomason, DO Sara Thompson



South Tulsa  
Highest Flu  
Immunization Rates  
for  
January

Pictured L-R: (Back Row) Claudia Cea, MD, Libby McCorkle, Danielle Rider, Sandra Gutierrez, Marilyn Culp, MD, Sandy Stasinopoulos  
(Front Row) Banesa Avalos, Mary Maese, Shonna Herman

## Star Award Winners

UPC QUALITY IMPROVEMENT AWARDED OUR WINNERS  
FOR OUR 1<sup>ST</sup> ANNUAL IMMUNIZATION STAR AWARD CONTEST!



1<sup>st</sup> Place Flu Immunization Rates  
Central 3<sup>rd</sup> Floor East



1<sup>st</sup> Place Pneumococcal Rates  
SouthCreek Internal Medicine



Most Improved Flu Immunization Rates  
Gearhart Family Practice



Most Improved Pneumococcal Immunization Rates  
South Lewis



Employee Group Flu Immunization Clinic

Friday Facts  
utica park clinic

Changing Lives  
for the better,  
*together.*

**NOVEMBER 30, 2018**

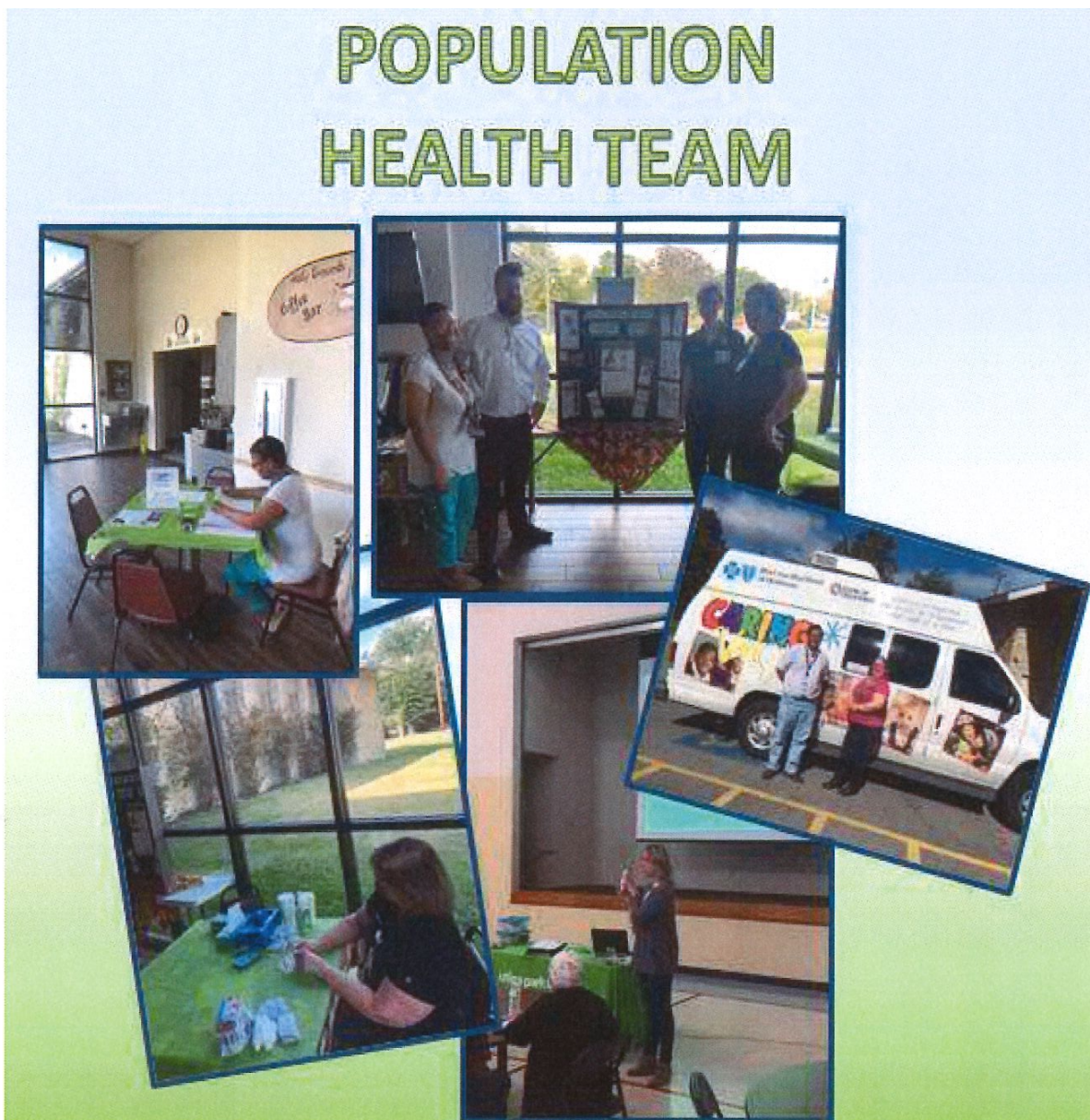
## EMPLOYER GROUP FLU SHOTS

Utica Park Clinic gave a total of 888 flu shots at onsite employer group flu clinics this fall. We would like to thank all the staff that helped this year and this would not be possible without you. We were able to use more staff and had flu forms translated into Spanish, Burmese and Zomi which made this year a success!

Thank you to Nicole Gholson, Melissa Berry, Anna Taylor, Theresa Vonfeldt, Carolyn Eblen, Janet Criner, Janet Stewart, Jennifer Skaistis, Lana Vaca, Jill Grewe, Julie Morgan, Ashley Jones, Stephanie Bedeau Brown, Tamara Johnson and Stephanie Gutierrez.



## Pictures of Diabetes Education Community Meeting/Flu Immunization Clinic



The Utica Park Clinic Population Health department provides a free Group Diabetes Class at Yale Avenue Christian Church in Tulsa on October 26th. Population Health is making strides to improve their connections and health outcomes of not only our own patients, but of those outside of our clinics. Community events like these are becoming more frequent as we realize patients deserve the highest quality of healthcare. During this last event on October 26th, we did something different and partnered with Angela Jackson from QI to offer flu shots for Medicare patients. We also had the Caring Van there to give flu shots to children in the Play & Learn program. Utica Park Clinic employees Kristy Covey, MS, RN, CDE; Jennifer Skaistis BSN, RN; Jill Grewe BSN, RN; Janet Stewart MS RN, and Samuel Thomas, LMSW all worked together to make this event a success.

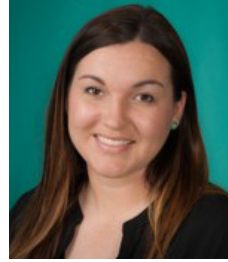
## Project Team



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AMGA's Distinguished Data and  
Analytics Collaborator



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