

# **Thank you for joining**

The presentation will  
begin shortly

# Rise to Immunize™ Monthly Webinar

## **Closing Care Gaps Through Patient Outreach**

Andrea Giamalva, MD, and Jennifer Kuroda, *UW Health Northern Illinois*

# Today's Webinar

## Campaign Updates

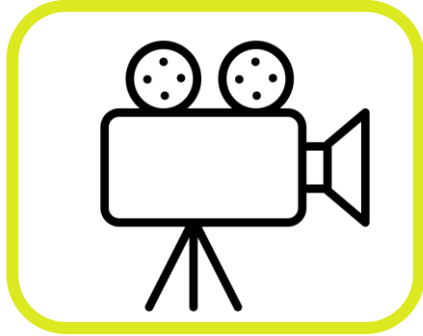
- NAHIS Award
- Save the Date
- Annual Survey
- Bonus Webinar Recording

## Closing Care Gaps Through Patient Outreach

- Andrea Giamalva, MD
- Jennifer Kuroda

## Q&A Session

# Webinar Reminders



Today's webinar recording  
will be available the week of  
**05/22**

- Will be sent via email
- Will be available on website

(RiseToImmunize.org → "Resources" → "Webinars")



Ask questions during the  
webinar using the **Q&A**  
**feature**

- Questions will be answered  
at the end of the presentation

# **2023 NAIIS National Award Winner: “Influenza Season” Immunization Champion**



# Save the Date: RIZE Symposium



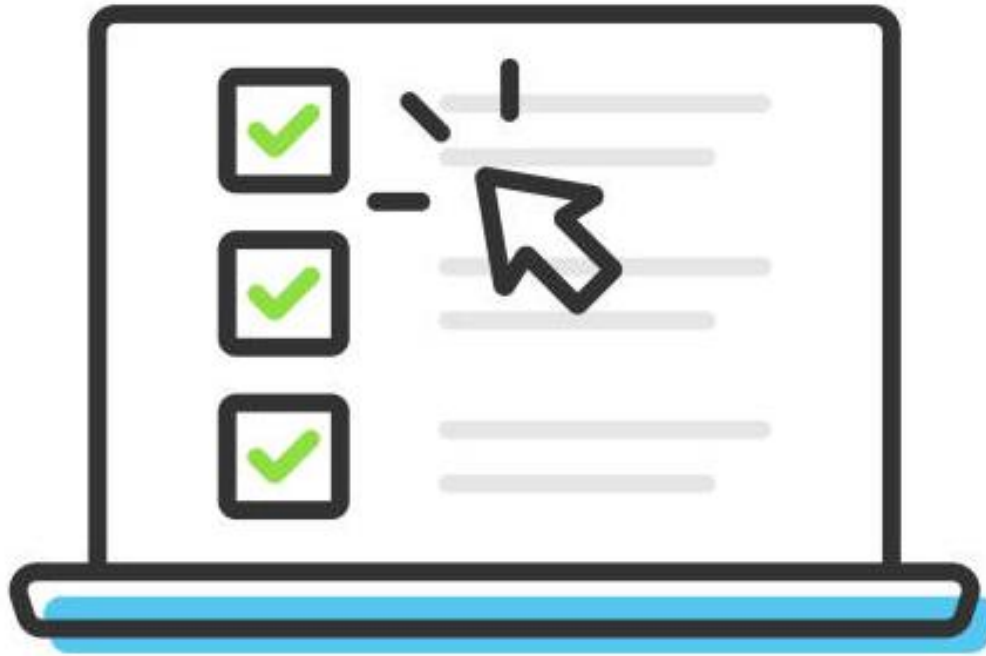
## November 2023

**Nov. 9-10**

Full agenda and  
registration  
details to come!

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

# Annual Survey



Deadline to  
submit:

**May 19**



# Bonus Webinar



Prioritizing Respiratory Health in Your Adult Patients

59:04

Recording now available at [RiseToImmunize.org](https://RiseToImmunize.org) → “Resources” → “Webinars”



# Today's Speakers



## **Andrea Giamalva, MD**

Medical Director, Primary Care, *UW Health Northern Illinois*



## **Jennifer Kuroda**

Manager, Quality Improvement, *UW Health Northern Illinois*



# Closing Care Gaps Through Patient Outreach

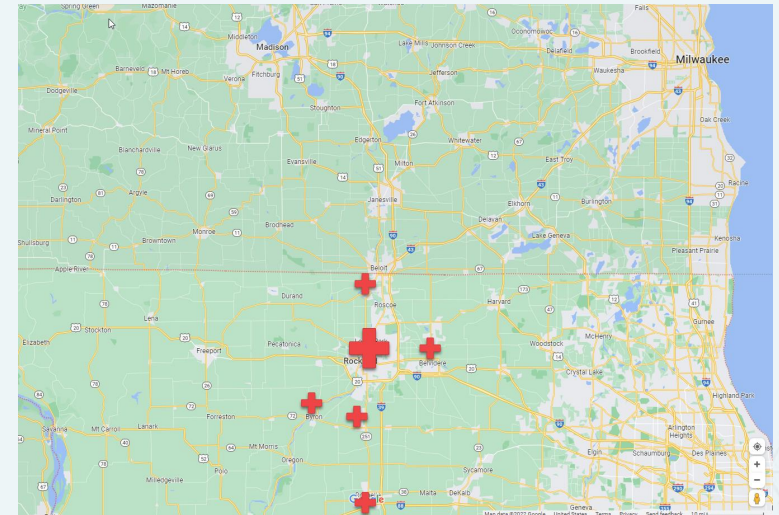
Andrea Giamalva, MD

Jennifer Kuroda



# About UW Health Northern Illinois

- **Rockford, Illinois**
  - Winnebago, Boone, and Ogle Counties
  - 45% Market Share
- **Hospital, Medical Center, Clinics**
  - Primary Care and Specialty Clinics = 30
- **Providers**
  - MD's
  - APP's
  - 80.78 Total FTEs
- **130,000 Patient Lives**



## About UW Health Northern Illinois

- **Largest primary care group in the region**
  - Preferred primary care group in the region
  - Market Share analysis
- **Partners in the community**
  - UIC Rockford School of Medicine
  - UIC Rockford Family Medicine Residency (Mile Square)
  - Crusader Community Health
  - Aunt Martha's



## Key Elements to Our Success

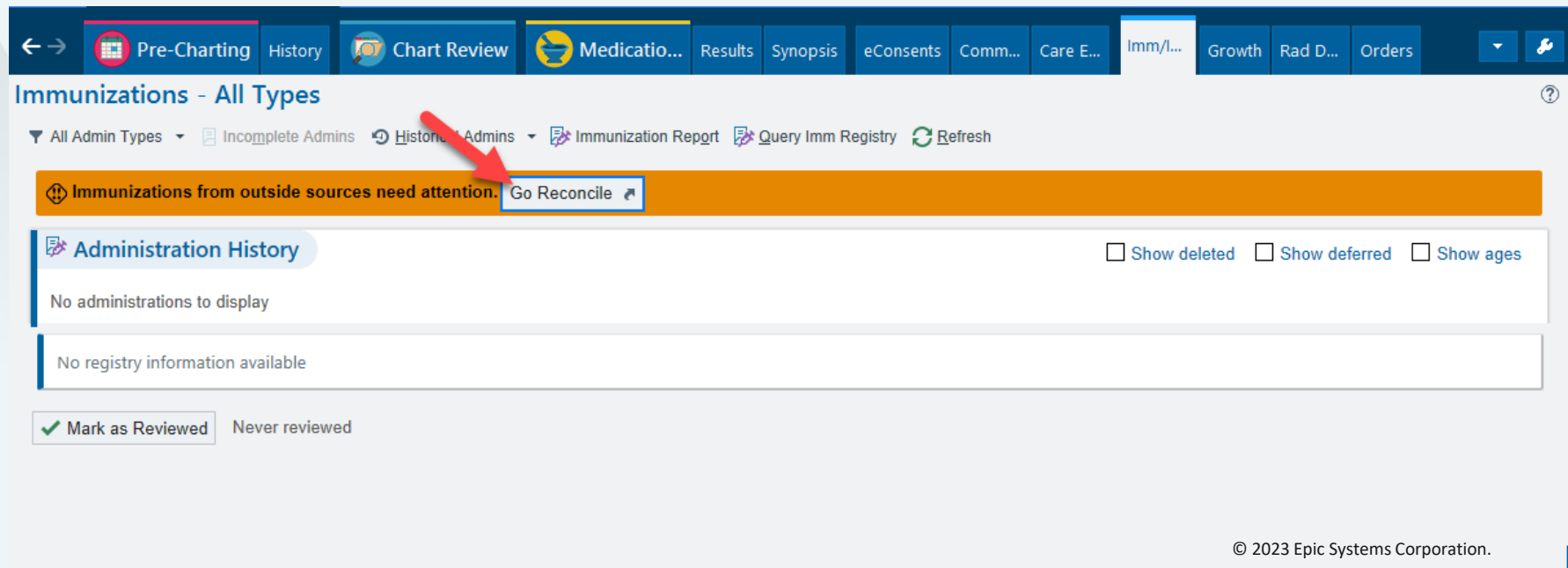
- Streamlined Rooming Process
- Access to Vaccines – Any Clinic, Any Time
- Patient Engagement
- Self-Scheduling
- Community Outreach
- Sustainment!



# Streamlined Rooming Process

## ○ Immunization Reconciliation

- *Prioritization!*
- I-Care (State Vaccine Registry)
- Care Everywhere



The screenshot displays the Epic Immunizations interface. At the top, a navigation bar includes tabs for Pre-Charting, History, Chart Review, Medication, Results, Synopsis, eConsents, Communication, Care Everywhere, Immunizations, Growth, Radiology, and Orders. The main header reads "Immunizations - All Types". Below this, there are filters for "All Admin Types", "Incomplete Admins", "Historical Admins", "Immunization Report", "Query Imm Registry", and "Refresh". A prominent orange alert banner states "Immunizations from outside sources need attention." with a "Go Reconcile" button. A red arrow points to this button. Below the alert, there are sections for "Administration History" (with checkboxes for "Show deleted", "Show deferred", and "Show ages") and "No registry information available". At the bottom, there are buttons for "Mark as Reviewed" and "Never reviewed".

# Streamlined Rooming Process

- Health Maintenance Review

- Every Visit

The screenshot displays the Epic Health Maintenance Review interface. At the top, there is a navigation bar with tabs for Pre-Charting, History, Chart Rev..., Me..., Results, Synopsis, eConsents, Comm..., Care E..., Imm/I..., Growth, Rad D..., Orders, and HM. Below the navigation bar, the title "Health Maintenance" is visible. A toolbar contains options like Address Topic, Remove Override, Document Past Immunization, Add Topic, Edit Modifiers, Report, Refresh, and Guidelines. The main content is a table with columns for Topic, Due Date, Frequency, and Date Completed. The table is divided into sections: Current Care Gaps, Upcoming, and Completed or No Longer Recommended. The Current Care Gaps section lists several overdue items, including MMR Vaccination, DTaP/Tdap/Td Vaccination, Cervical Cancer Screening, Pneumococcal Vaccination, Mammogram, and COVID-19 Vaccination. The Upcoming section lists Influenza Vaccination, Lipid Screening, and Colorectal Cancer Screening. The Completed or No Longer Recommended section is currently empty.

Topic	Due Date	Frequency	Date Completed
<b>Current Care Gaps</b>			
MMR Vaccination (1 of 1 - Standard series)	Overdue - never done	Imm Details	
DTaP/Tdap/Td Vaccination (1 - Tdap)	Overdue - never done	Imm Details	
Cervical Cancer Screening (HPV/Cotest - Preferred)	Overdue since 12/5/2017	5 year(s)	12/5/2012 - CYTOLOGY, SUREPATH PAP 2/12/2009 - CYTOLOGY
Pneumococcal Vaccination: Pediatrics and At-Risk Patient...	Overdue since 11/11/2021	Imm Details	11/11/2020 - Pneumococcal Polysaccharide 23 Valen...
Mammogram	Overdue since 11/18/2021	2 year(s)	11/18/2019 - MAMMOGRAM DIGITAL SCREENING... 11/29/2016 - MAMMOGRAM
COVID-19 Vaccination (4 - Booster for Pfizer series)	Overdue since 2/16/2022	Imm Details	12/22/2021 - COVID-19(Pfizer) mRNA, LNP-S, PF, 3... 4/23/2021 - Pfiz
<b>Upcoming</b>			
Influenza Vaccination (Season Ended)	Next due on 9/1/2023	Imm Details	
Lipid Screening	Ordered on 6/29/2022	5 year(s)	6/23/2022 - LIPID PANEL 6/8/2021 - LIPID
Colorectal Cancer Screening (Colonoscopy-Optical - Preferred)	Next due on 11/13/2028	10 year(s)	11/13/2018 - COLONOSCOPY OPTICAL - EXTERN... 8/1/2013 (Colonosc
<b>Completed or No Longer Recommended</b>			



# Streamlined Rooming Process

## ○ Standing Orders & Protocols

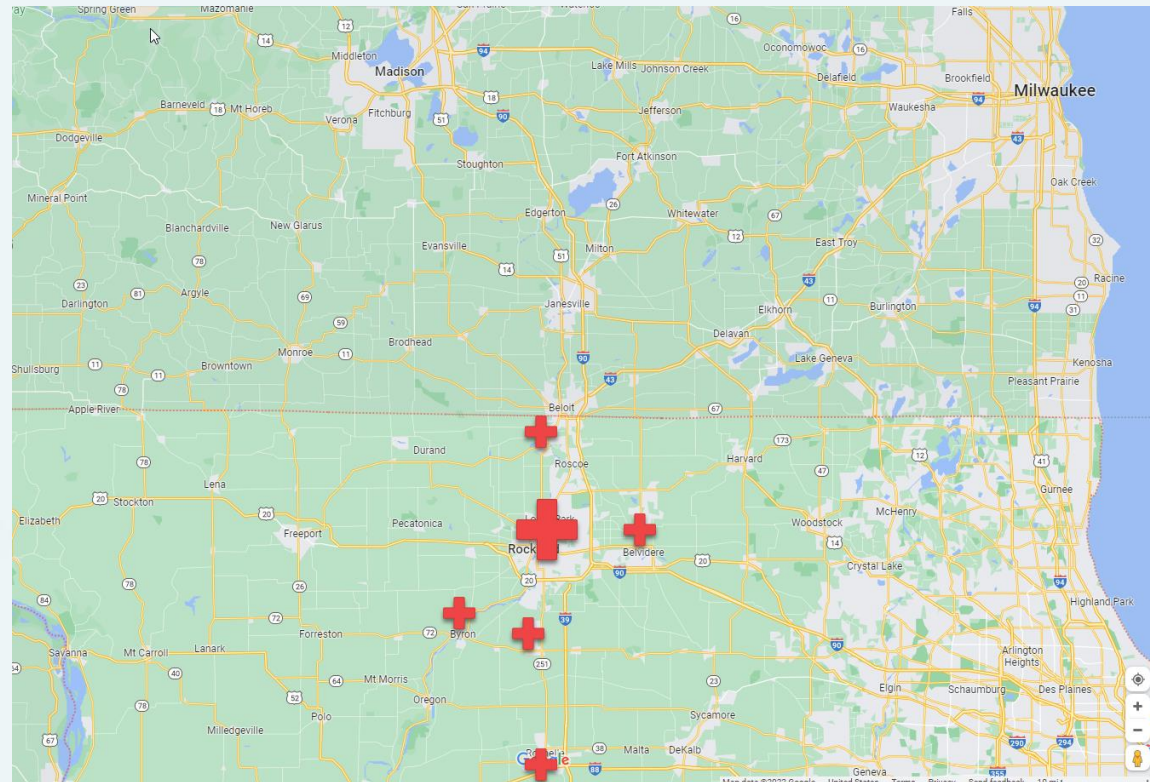
- Allow MA's, LPN's, RN's to Close Care Gaps
- Influenza, Pneumococcal, Tetanus, Tdap, and Zoster

- I. **Purpose:** To define the process and expectations of clinical staff working in the ambulatory clinical setting to effectively promote preventative health and chronic disease management.
- II. **Associated Policy:** *NA*
- III. **Procedure/Process:**
  - A. The established protocols apply to current ambulatory practice patients who have previously seen the physician.
  - B. Outpatient clinical staff will effectively manage population health patients in the ambulatory clinical setting by following established protocols (see Appendix A).
  - C. Clinical staff will actively screen their assigned patient population for health promotion opportunities.
  - D. If a health promotion opportunity is identified the clinical staff will place orders for the appropriate testing per the protocols established in Appendix A and notify the patient.
  - E. The clinical staff will follow up to ensure completion within the recommended timeframe.
  - F. Appropriate documentation will be captured regarding the patient telephone encounter in the EMR.

# Access to Vaccine – Any Clinic, Any Time

- Any Location

- Site providers = Cosign (i.e. regardless of PCP)



## Access to Vaccine – Any Clinic, Any Time

### ○ Vaccine Availability

- Simplify! Flu = HD, regular, nasal
- Simplify! COVID = Pfizer only
- Simplify! Pneumonia = PCV 20 only



## Access to Vaccine – Any Clinic, Any Time

### ○ Obstetrics

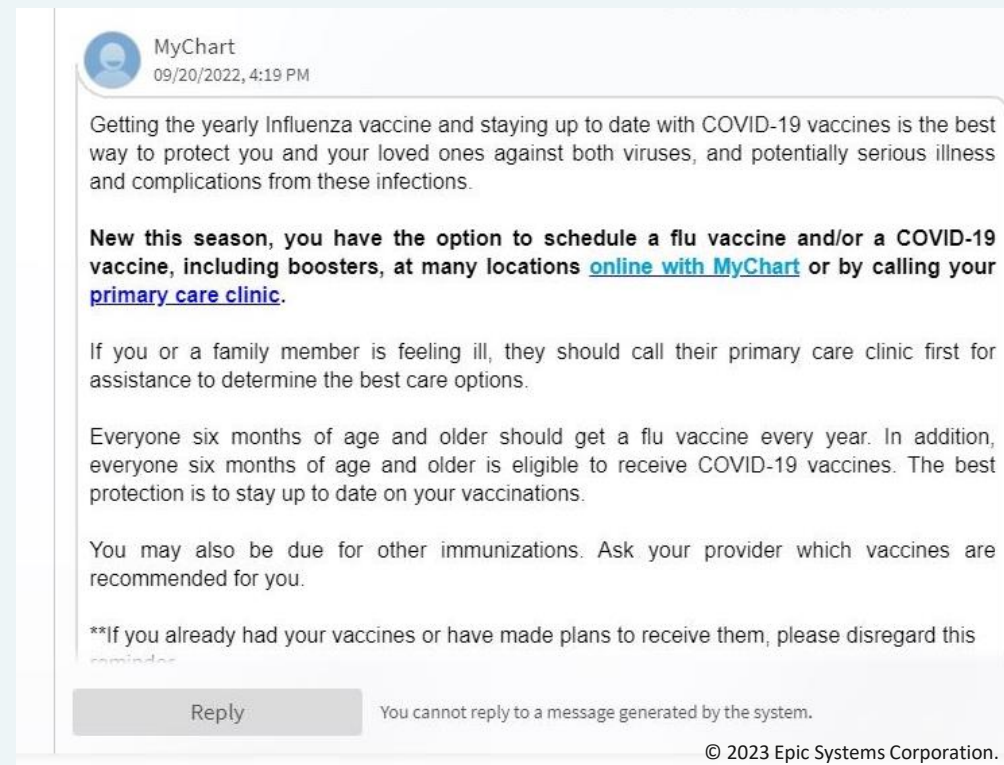
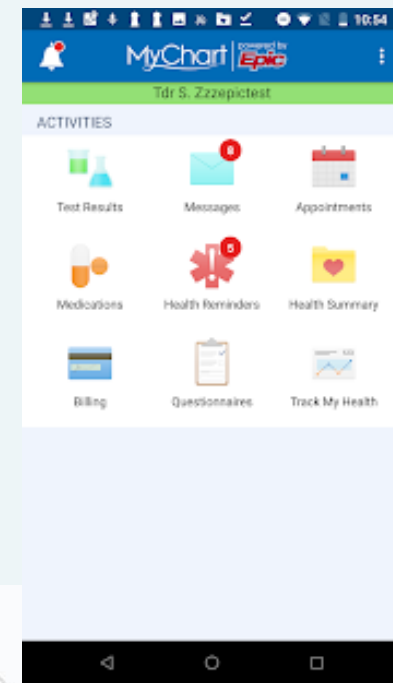
- Tdap
- Flu
- COVID





# Patient Engagement

- Health Maintenance Reminders – MyChart
- MyChart Message – Flu Vaccine 2022
  - 55,287 (sent)
  - 17,916 (read) = 32%

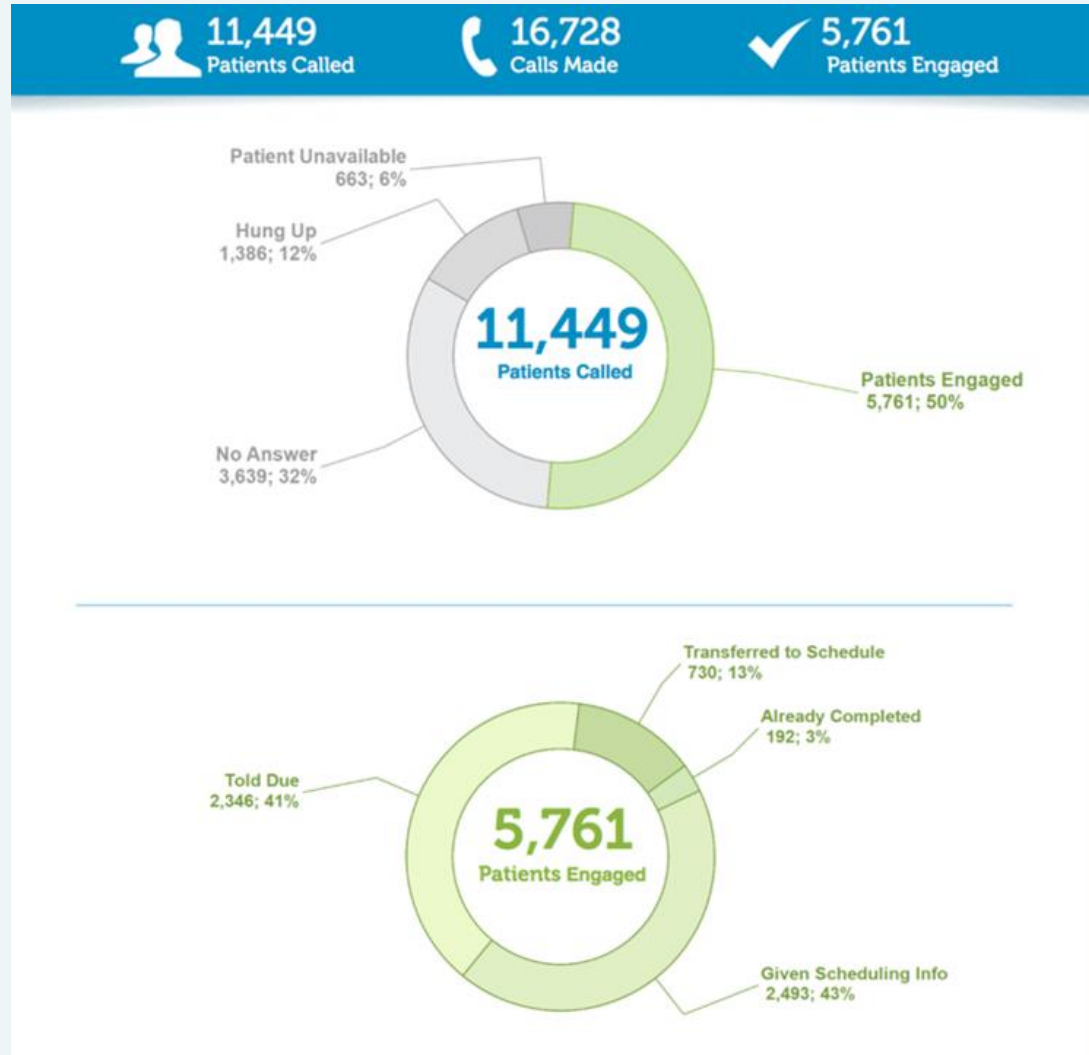


## Patient Engagement

- **Emmi - Automated telephone calls**
- **Targeted Campaign for Pneumococcal**
  - 65+
  - High risk patients
- **Scripted call**
  - Clinic phone number
  - Transferred to schedule
- **Three telephone campaigns**
  - Approx. 11,000 patients contacted during each campaign



# Patient Engagement





# Patient Engagement

Population	# Patients Identified	# Engaged	% Engaged	Engaged Patients Vaccinated	% Engaged Patients Vaccinated
≥ 65 years old, requiring 1+ pneumococcal vaccines	7964	4423	55.5%	1397	31.6%
19 – 64 years old , high risk, requiring 1+ pneumococcal vaccines	6068	3794	62.6%	170	4.5%
Total	14,032	8,217	58.5%	1,567	19%

# Online Portal Self-Scheduling

- Flu
- COVID
- PCV 20 – over age 60 to come!

**MyChart** by Epic

Schedule an Appointment Start over

Reason for visit | Locations | Time | Verify and schedule

What kind of appointment are you scheduling?

- Health Concern**  
Primary Care visit to address specific health concerns. Treatment may involve medication, or additional lab and imaging tests.
- Preventive Health Visit / Physical**  
Primary Care visit focusing on maintaining your health. Review your health history, risk factors, and discuss healthy lifestyle advice, vaccines, and preventive screenings.
- COVID-19 and/or Flu Vaccine**  
Schedule a COVID-19 or influenza vaccine appointment.
- Screening Mammography**  
Routine digital breast tomosynthesis (DBT) screening mammography exam.
- Meet with Financial Counselor OR a Business Office Representative**  
Discuss bills/balance, price estimates, financial assistance program, insurance benefits, etc.

First, we need some information

\*Indicates a required field.  
\*Which vaccine would you like to schedule an appointment for?

COVID-19 Vaccine (any dose)

! This is required

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# Community Outreach

## Mobile Health Unit (New)

- Payer Collaboration
- Underserved Areas
- First Vaccine Clinics
  - November 12, 2022
  - ✓ COVID (3) and Flu (5)
  - December 10, 2022
  - ✓ COVID (5) and Flu (6)



## Community Outreach

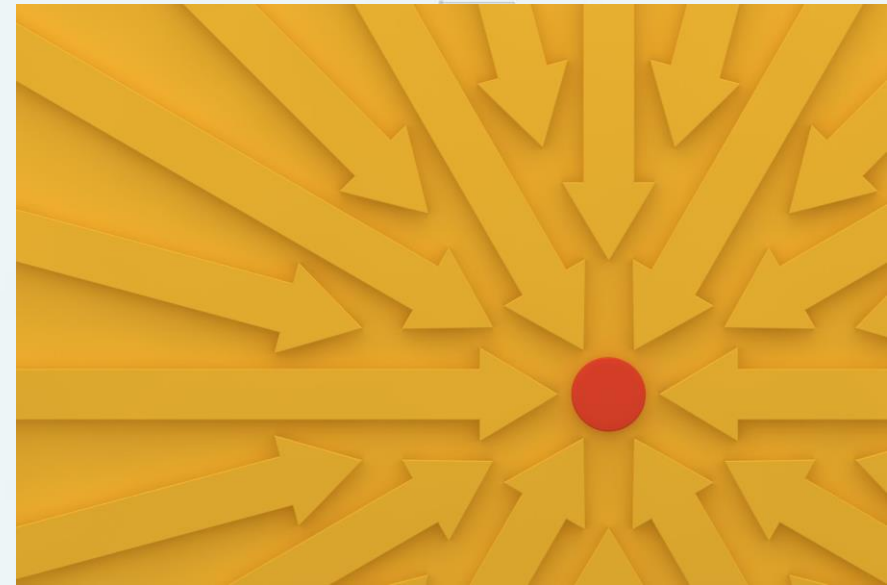
### ○ Vaccine Clinic Days

- Two Saturdays at Creekside Clinic
- 10/29/2022 and 11/5/2022
- Offered Flu, COVID, and others
- 350+ Vaccines Administered



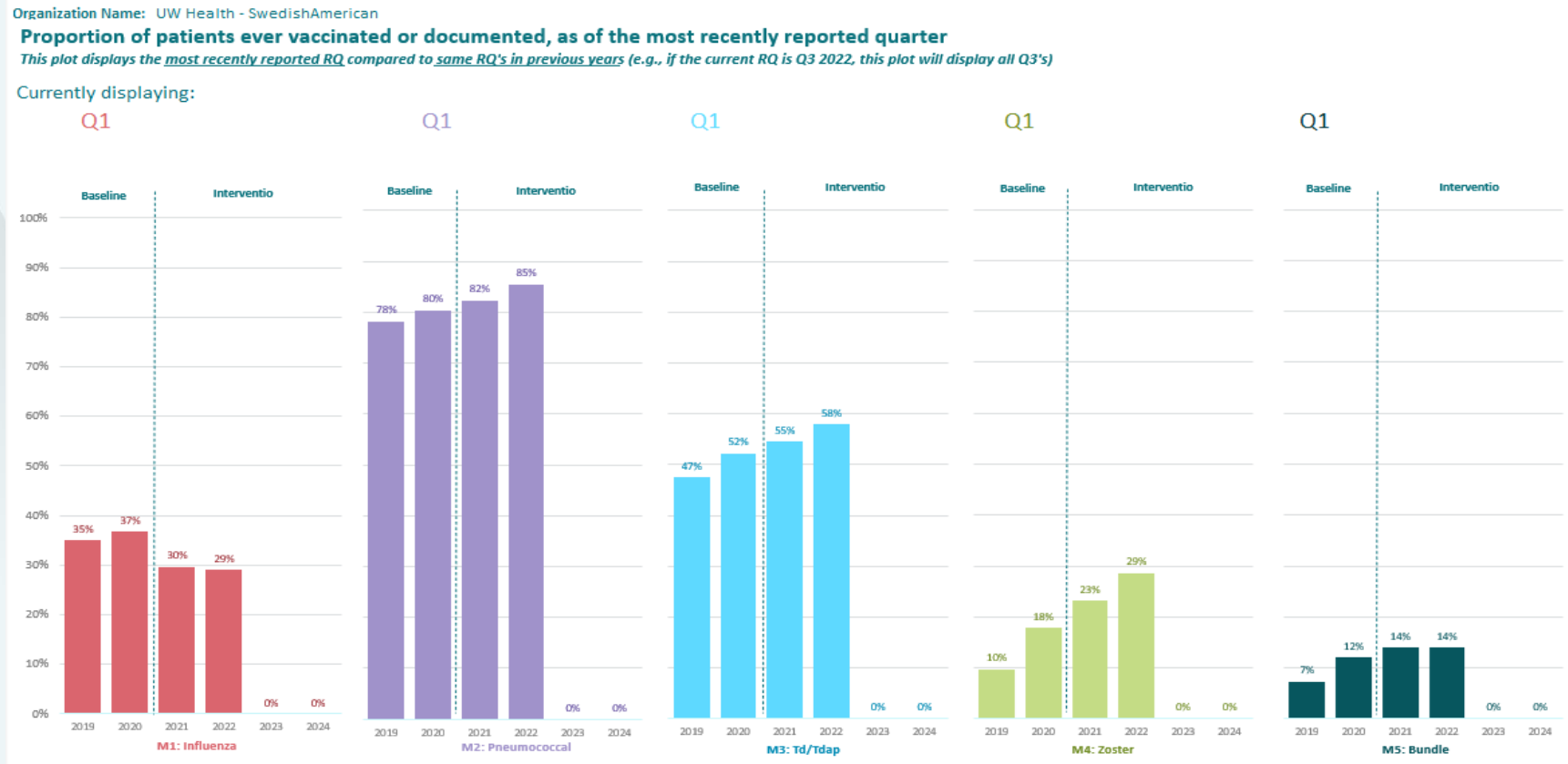
# Sustainment!

- **Using What We've Learned**
  - Foundation for Immunizations – AMGA Collaboratives
- **Ongoing Patient Education & Reminders**
- **Ongoing Education for Providers & Staff**
  - Includes Communication from Pharmacy
- **Monitoring the Trends**
  - Seasonal Fluctuations
  - Vaccine Hesitancy



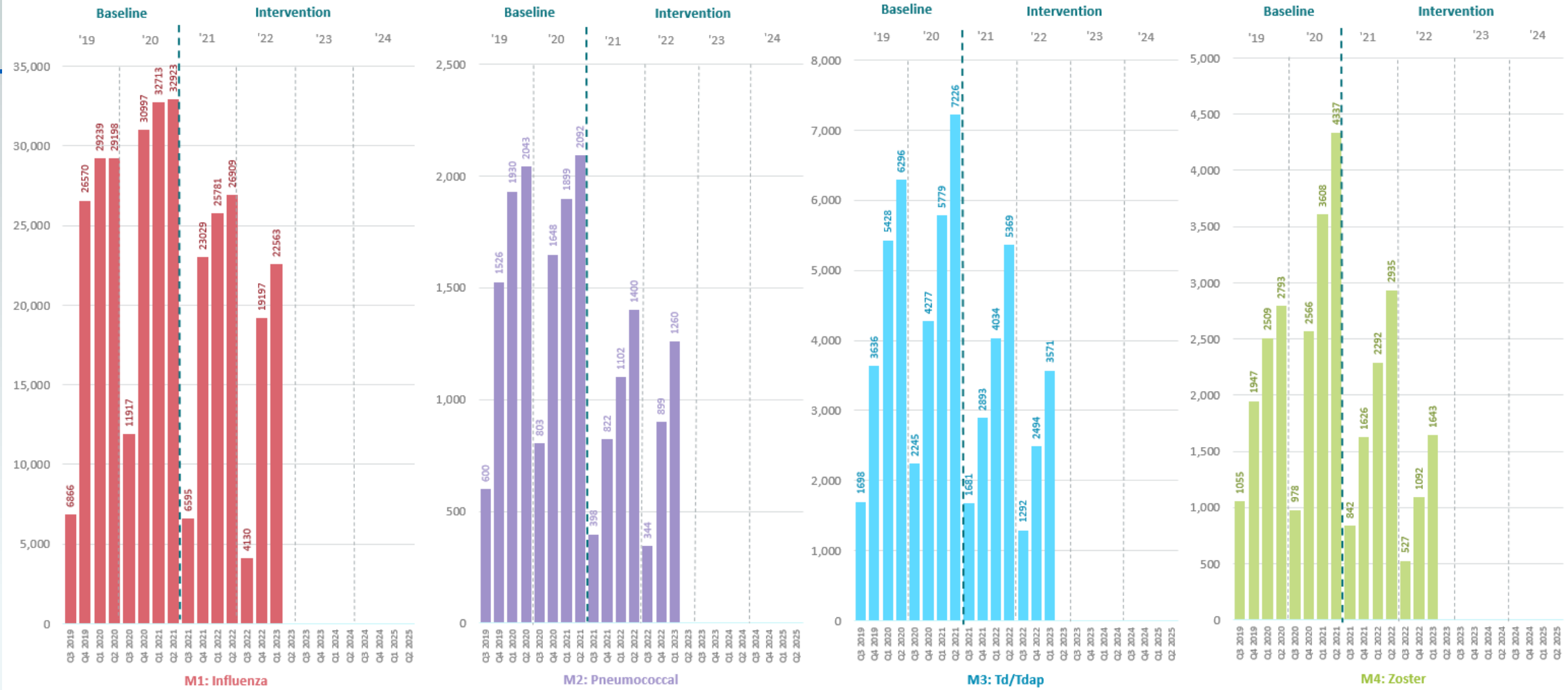
# Immunization Rates Q1 2023

Track	Influenza	Pneumococcal	Td/Tdap	Zoster
Core	29%	N/A	58%	29%





## Number of vaccinations administered during the Measurement Period (Part A), quarterly



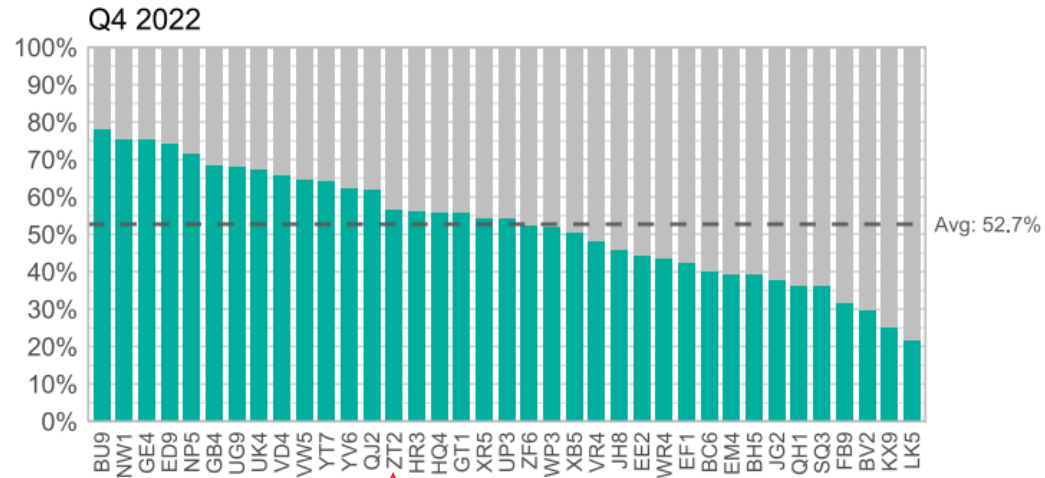


# Td/Tdap Performance

## Td/Tdap (M3)

### Intervention

Measurement Year 2022



**Top 5 Highest Td/Tdap Vaccination Rates in Q4 2022**

Org	Rank	Rate
BU9	1	78.2%
NW1	2	75.6%
GE4	3	75.5%
ED9	4	74.2%
NP5	5	71.7%

**Top 5 Most Improved Orgs by Rank**  
# of spots moved from Q4 2021 to Q4 2022

Org	Increase in Rank
ZT2	5
GB4	3
BC6	2
NP5	1
HR3	1

**Top 5 Orgs with Largest Increase (or Smallest Decrease) in Rate**  
Change from Q4 2021 to Q4 2022

Org	Change in Rate
LK5	5.4%
GB4	4.9%
BC6	4.7%
ZT2	3.9%
EF1	2.9%

- Congratulations to the 5 organizations with the highest Td/Tdap vaccination rates in Q4 2022! All top 5 performers return from last quarter.
- ZT2, GB4, LK5, and others have shown year-to-year improvement in Td/Tdap vaccination rates



○ **Comments/Questions**



# Upcoming Webinar



 Topic: Lessons Learned from a RIZE High Performer

 Date/ Time: **Thursday, June 15 at 2pm ET**

 Presenters: Wendy Scheckel, RN-BC, PhD and Nikki Mensing, MA, BSN, RN

# Questions?



Submit your questions using the **Q&A feature** at the bottom of the screen