



# Michigan QI Program Guidance for 2020-2021

## QI Activities and Expanding Technical Assistance to Accommodate Catch-Up Vaccinations For QI Consultants

### Overview

Immunization provider site closures, cancellations of well-child visits, and decreases in VFC vaccine ordering indicate that children and adolescents may be falling behind schedule on vaccinations, increasing susceptibility to vaccine preventable disease. As immunization programs restart routine activities and providers resume ordering and administering vaccines, the Michigan QI visits can play a role in assisting VFC providers in bringing their children and adolescents up to date as quickly as possible.

Due to the primary focus on **on-time immunization**, the CDC IQIP program to date has focused on patient reminders as a discussion point rather than recall. **However, CDC is temporarily expanding the QI focus to incorporate the option of patient recall** to support providers in developing strategies to *get their patients back to the office and back on track*.

Consultants are encouraged to incorporate the ACIP Recommended Catch-Up Immunization Schedule for Children and Adolescents and vaccination recall into their QI technical assistance, training at QI visits.

**QI consultants may include the topic of 'recall' during check-in calls and during in-person QI visits.**

### Recommended Technical Assistance and Action Steps for QI Visits & Activities

**Step 1:** Consultants conducting QI visits can query the CDC IQIP Database to assess status of QI visits.

The table below lists a few of the IQIP Database functions that may assist consultants with becoming comfortable with data entry (training videos) and with the identification of VFC provider sites that are due/overdue for QI check-in calls or QI follow-up visit. It is recommended for consultants to be familiar with the Michigan QI Operations Guide PY2 and the Michigan QI Database User Guide PY2.

Resource	Description
Tutorial videos for the IQIP Database	Series of 16 tutorial videos covering all aspects of the IQIP Database, from login to the completion of a 12-month IQIP cycle
Report – Status Tracker	Report that may be used to monitor visit and call status throughout the IQIP cycle, including planned and actual dates and whether visits or calls are complete or incomplete
Report - Overdue Tracker	Report that shows all initiated IQIP visits with a planned date for the 2-month check-in, 6-month check-in, and/or 12-month follow-up that has passed without being completed. Any provider on this list is overdue for a check-in or follow-up
Report - COVID-19	Report that identifies providers for whom the 2-month or 6-month check-ins were canceled due to COVID-19



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**Step 2:** Consultants should review and become comfortable discussing the various QI reports and other areas and components of the MCIR, to include: site information, patient information and generating recall letters. The following technical assistance areas are recommended for discussion with provider staff during QI visit and activities. These topics should be entered as the technical assistance and action items in the IQIP database:

- CDC Standard QI report identifies coverage levels for 3 age cohorts (2, 13 and 17-year olds)
- Eligible NOT Overdue QI report identifies people that can be vaccinated using accelerated and routine schedule
- Overdue QI report identifies people that should be vaccinated using the catch-up schedule
- Not vaccinated in 12-months QI report identifies people that can be vaccinated and have not been vaccinated in Michigan in the last year.
- MCIR recall at various age cohorts that can increase coverage levels, such as 12-24 months, 11-13 years and 15-16 years
- Verifying in MCIR the staff email addresses and other contact information for the site
- Review process to verify patient addresses in MCIR and checking the patient status (active vs inactive)
- Offer to coordinate the scheduling of MCIR training for staff (consultant to contact regional MCIR staff)

**Step 3:** Consultants should be knowledgeable of the various resources and training that is available to prepare themselves for conducting QI visits. The topics and content listed below can be used by the consultants to assist providers with getting patients back on track with immunizations. The following topics are recommended and if used during a QI activity should be entered into the IQIP database:

- [ACIP Recommended Catch-Up Immunization Schedule for Children and Adolescents](#)
- MCIR functionality: use of QI reports for patient lists and how to update patient status, active vs inactive
- MCIR ability to generate recall letters – use specific age cohorts that are manageable for the practice
- MCIR cleanup for accurate recall letters: patient address, contact information, patient status active/inactive
- How to support and guide provider staff in developing a good catch-up plan (i.e., prioritizing recall by age cohorts, generate patient lists using QI reports, utilize free resources, etc.)
- For QI check-in calls, facilitating discussion concerning changes in immunization behaviors or workflow due to COVID-19, its impact on their QI action items, and collaboratively revising the action items to support the addition of using the catch-up immunization schedule and mailing recall letters if needed
- QI immunization workflow assessment job aid: see “Immunization Workflow Assessment” which blends the QI strategies, immunization workflow points, key messages, and discussion prompts
- New version of the CDC IQIP job aids that reviews vaccination restart and utilizing the catch-up schedule:
  - IQIP Preparation Checklists – Vaccination Restart and Catch-Up
  - MI QI Site Visit Confirmation Letter – Vaccination Restart and Catch-Up
  - IQIP At-A-Glance for Consultants – Vaccination Restart and Catch-Up
  - IQIP At-A-Glance for Providers – Vaccination Restart and Catch-Up
  - The Role of an Immunization Champion – Vaccination Restart and Catch-Up
  - Immunization Workflow Assessment Part I – Vaccination Restart and Catch-Up
  - Immunization Workflow Assessment Part II – Vaccination Restart and Catch-Up
  - Core Strategy: Give a Strong Vaccine Recommendation Discussion Prompts and Workflow – Vaccination Restart and Catch-Up



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- Core Strategy: Leverage IIS Functionality to Improve Immunization Practice - Direct Data Entry Discussion Prompts and Workflow – Vaccination Restart and Catch-Up
- Core Strategy: Leverage IIS Functionality – Not Reporting Discussion Prompts and Workflow – Vaccination Restart and Catch-Up
- Core Strategy: Leverage IIS Functionality Unidirectional Electronic Reporting Discussion Prompts and Workflow – Vaccination Restart and Catch-Up
- Core Strategy: Leverage IIS Functionality Bidirectional Electronic Reporting Discussion Prompts and Workflow – Vaccination Restart and Catch-Up
- Core Strategy: Schedule the Next Immunization Visit Before the Patient Leaves the Provider Site Discussion Prompts and Workflow – Vaccination Restart and Catch-Up

**Step 4:** Resume scheduling and conducting QI check-ins by phone and QI site visits in person (if approved by LHD jurisdiction). As part of the QI scheduling process, the consultant is to offer technical assistance for patient recall and vaccination catch-up to the provider staff as a part of QI program to help them develop and implement a plan for getting their patients' up to date as quickly as possible. The Michigan Immunization Field Representatives and the QI Coordinator are available for assistance if needed.