

HEALTH CARE PROVIDER IDEAS FOR IMPROVING VACCINATION RATES*

Case Study:
Integrated Delivery
Network Approach



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VACC-1126002-0089 06/15

Awareness

- › Commit to taking action to improve vaccination rates (as part of quality initiatives)
- › Measure vaccination rates across the system, and share information about the rates broadly across the system
 - Review rates with the Quality and Immunization Committees within your system
 - Discuss ideas for process improvement (including optimization of health information technology [HIT], education, communication, and outreach)

Building the Process for Improvement

- › Know the insurance coverage of vaccines for patients. It is important for health care organizations to provide clarity of coverage in communications to their providers
- › Check to see if a process for improving vaccination rates can be incorporated within an existing process improvement (eg, adding appropriate vaccinations for patients with certain chronic conditions, comprehensive well visits)
- › Assign an individual or team of individuals to manage process improvement (ie, a leader for the process)

Implementing the Process for Improvement

- › Establish and implement a process to improve rates
 - Train the entire staff on the new process
 - Communicate to health care providers in the system the importance of improving rates and updating the patient's electronic health record (EHR)
 - Recommend same-day on-site vaccination for appropriate patients based on the Centers for Disease Control and Prevention's Advisory Committee for Immunization Practices (ACIP) schedule
 - Train all staff to use the same language as appropriate (eg, "Today you are due for the following recommended vaccines.")
 - Promote standing orders for all vaccines that are in accordance with the ACIP recommendations
 - Create an "action due" record in your EHR system (ie, Open Order) for any vaccine that requires more than 1 dose
 - Contact appropriate patients (eg, through letter, phone, e-mail, activation of patient portal reminder) to encourage a wellness checkup that includes vaccinations
 - Present quarterly updates to staff showing the entire system progress along with location-level and provider-level progress
 - Post provider (and their nurse) vaccination rates either on a dashboard or in a break room to increase awareness of changing rates
 - Share best practices of the high-performing locations/physicians with others

Tracking and Measuring the Process for Improvement

- › Meet as a team to review progress (including vaccination rates as a whole for the system and vaccination rates per provider)
- › Look for potential gaps in the process and implement changes to process
- › Communicate and train the staff on any updates to the process

*Merck does not guarantee that your use of this information will help you achieve your vaccination goals.