

AIRA 2016 – Seattle, WA

# Helping IIS Stakeholders Help Themselves!

Driving Daily Business Processes with Self-Serve Resources

Presented by: Darrin Rosebrook



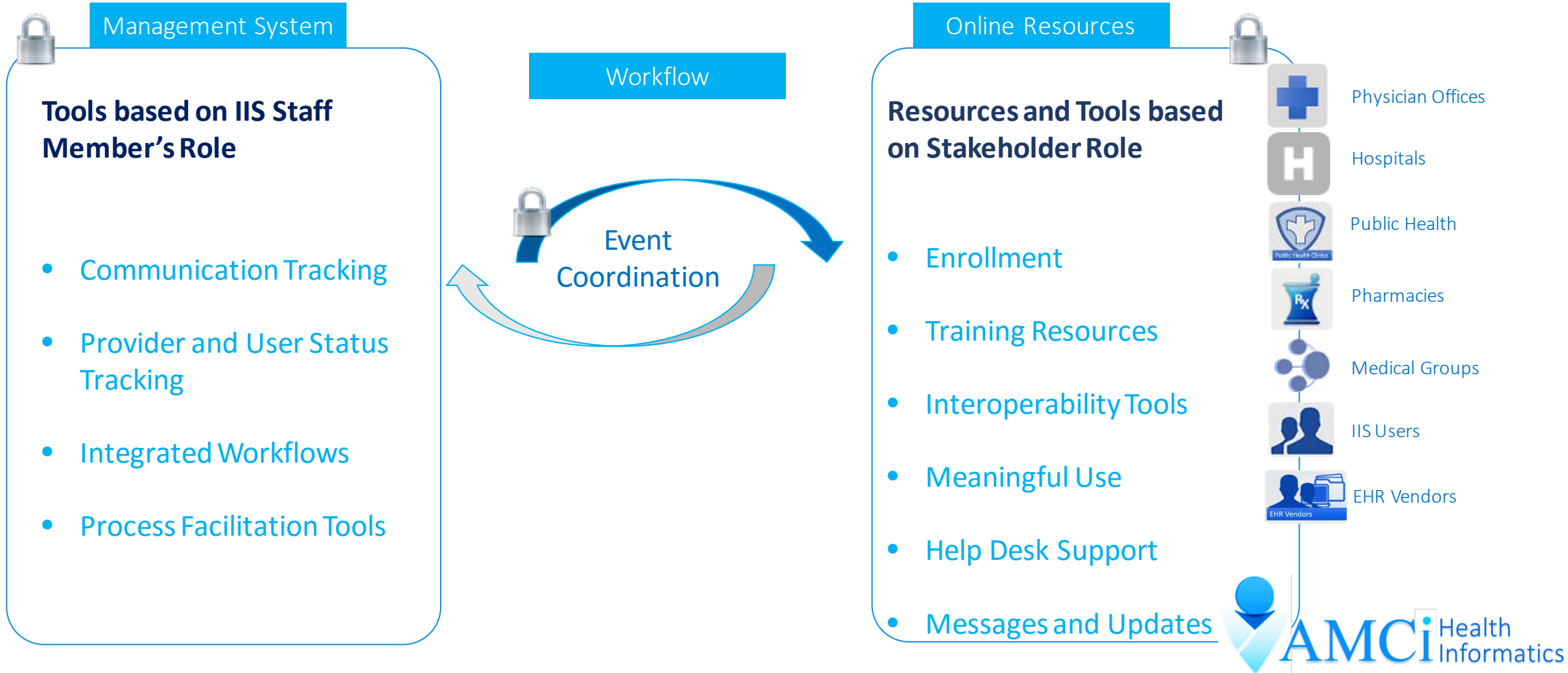
# Common Service Platform

## Three Components of System

- **Provide Management System** (IIS Tools and Resources)
  - Manages Day to Day communications
  - Tracks Status and Activities
  - Facilitates Process
  - Tools and Resources based on IIS Staff User's Role
- **Self-Serve Resource Center** (Stakeholder Resources)
  - Provides One-Stop-Shop for Information
  - Provides Tools to accomplish tasks and facilitate processes
  - Resource and Tools are based on Stakeholder Role
- **Workflow**- Collaborative Engagement and Process Facilitation
  - Unique to the task at hand
  - Automated to decrease time-consuming administrative tasks
  - Facilitates Internal and External Collaboration



# Common Service Platform



# Stakeholders

## IIS Stakeholders



IIS Users



Medical Providers



Public Health



Pharmacies



EHR-S Vendors



HIE/HIO and  
Integrated Delivery Networks



# IIS Day to Day Challenges

## Common Challenges



- Provider Management
- IIS Enrollment – Providers and Users
- Training – IIS End User Education
- Helpdesk – IIS End User Support
- Interoperability and On-boarding
- EHR Management
- Meaningful Use
- Annual VFC Enrollment

# Case Studies

## **Massachusetts** - IIS Enrollment

Sustained high-volume enrollment

Implemented Stage 3 MU administrative support

## **Kansas** – Annual VFC Enrollment

Completed Annual VFC Enrollment 90% Faster

## **Colorado** – Interoperability and On-boarding

Actively Engages Stakeholders and cuts On-boarding Waitlist by 50%

Case Study 1

# Massachusetts' MIIS Enrollment Through ContactMIIS

# Massachusetts' Self-Serve Resources

Stakeholder(s)

 **Provider Site**

Site Administrator

Get Started . . .



## Registration Forms

Complete & Submit required forms.

-  [MIIS Provider Site Agreement](#)
-  [VG Services Agreement](#)
-  [MIIS User Agreement](#)
-  [VG Access Administrator Form](#)



## Training Center

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[Helpful Hints and Resources](#)






## Help Desk

[Submit a Support Ticket](#)  
[View Ticket Status](#)



## Users & Contacts

Add contacts and users that will need to have access to this site and the IIS.

-  Access Administrator - 1
-  MIIS Users Added - 5
-  Technical Contact for Data Exchange

## Meaningful Use

### Immunization Reporting

[Register your Intent to submit ongoing submissions for Meaningful Use.](#)





[Download Meaningful Use Report Card](#)



## Immunization Reporting

### Materials

### EHR Integration

-  MIIS clinical workflow
  -  Interface LIVE with the IIS
- Reporting data through: Data Entry



**AMCI** Health Informatics



# Group IIS Enrollment

Stakeholder



Group  
Administrator

Get Started...



Group Profile

[Manage Group Profile](#)

[Manage Contacts](#)

[Technical Integration Profile](#)



Provider Sites

[Manage Provider Sites](#)

[Add Provider Sites](#)

[View User Registration Reports](#)



Meaningful Use

[View Group Meaningful Use Report](#)



[Respond to Pending Actions Requests](#)

# IIS User Enrollment

Stakeholder



IIS User

Get Started . . .



## Registration Forms

Complete & Submit required forms.

✓ [MIIS User Agreement](#)



## Training Center

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## Help Desk

[Submit a Support Ticket](#)

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## Meaningful Use Immunization Reporting

[Register your Intent to submit ongoing submissions for  
Meaningful Use.](#)



[Download Meaningful Use Report Card](#)



## Immunization Reporting

Materials

EHR Integration



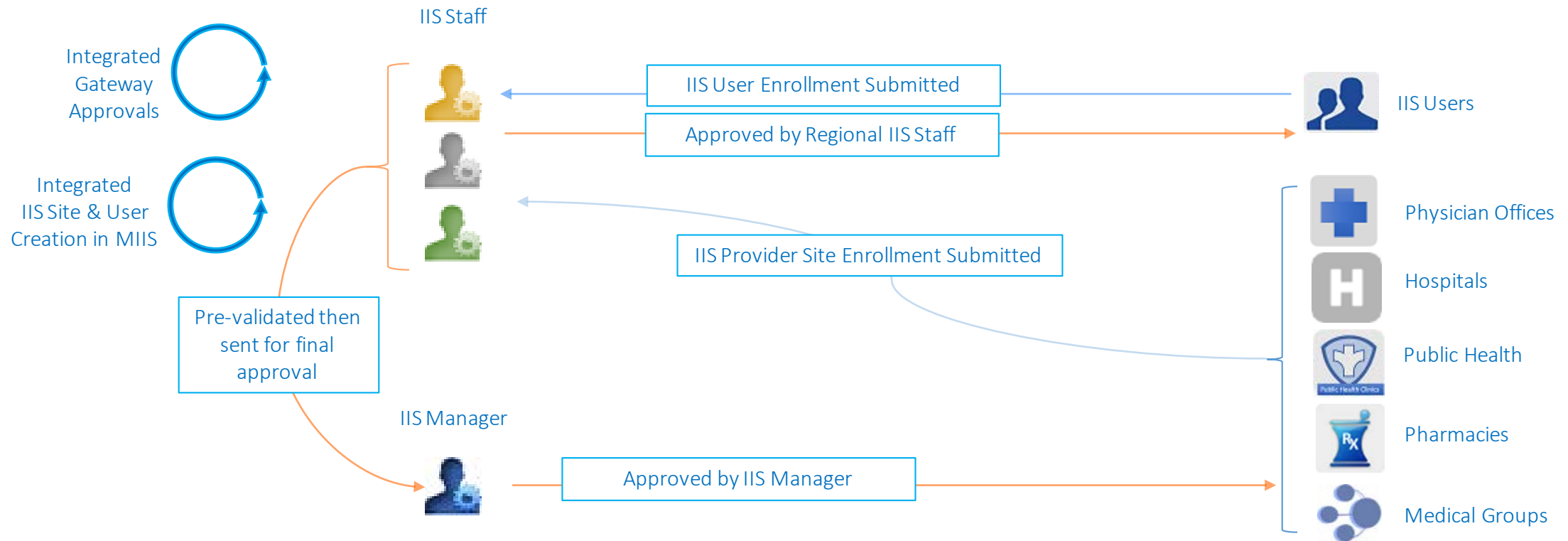
MIIS clinical workflow received



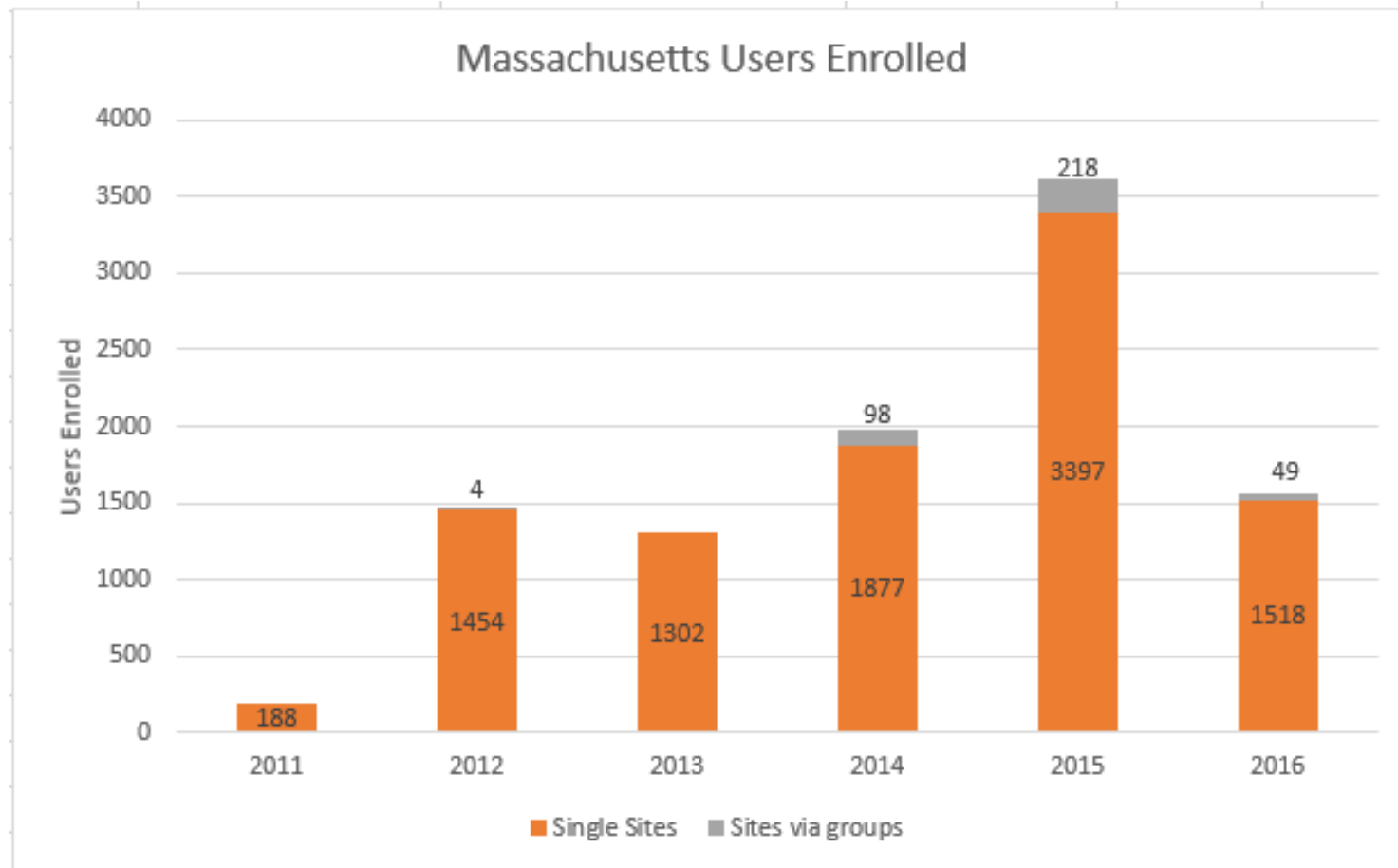
Interface LIVE with the MIIS

Reporting data through: Electronic Data Exchange

# IIS Enrollment - Workflow



# IIS User Enrollment

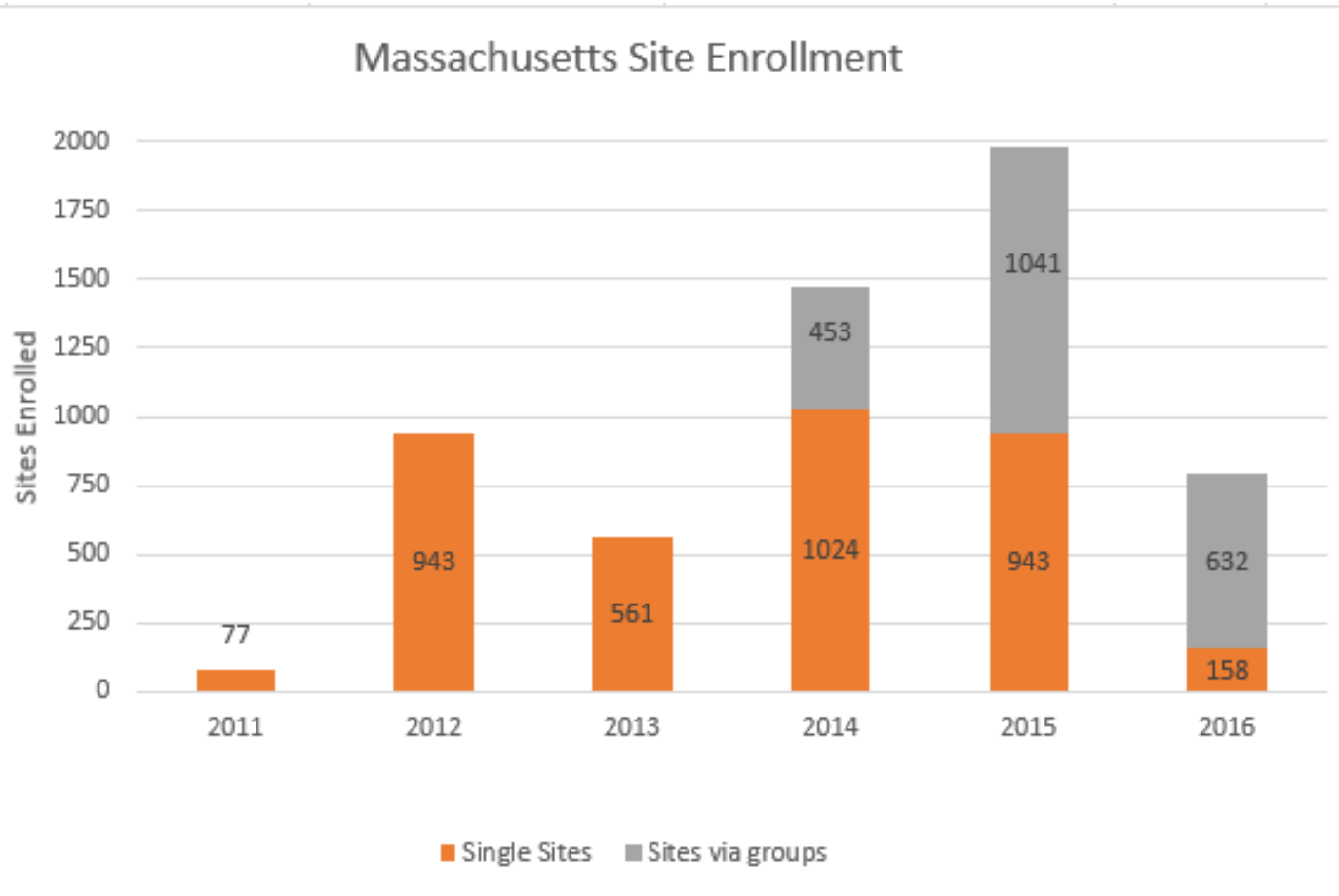


Enrollment Levels in 2015 surpassed previous years.

Also in 2015 same MIIS staff . . .

- Conducted UAT for MIIS updates
- Acted as SME of iV-5 MU3 administrative features
- Provided MIIS User Education
- Provide Helpdesk Support

# IIS Provider Site & Group Enrollment



Prior to system implementation in 2011, it took 2 months to process 9 enrollments.

Enrollment Levels in 2015 surpassed previous years.

2016 User and Provider Site enrollment on track to topple 2015 levels.

Case Study 2

# Kansas' Annual VFC Enrollment Through IV-4

# Annual VFC Enrollment

**Goal:** Complete Annual VFC Enrollment Faster

**Benchmark: 2014** – Time to enroll and approve VFC Providers

30 days paper enrollment packet preparation

Plus 7 days for certified mail delivery

Plus 209 days – Form submissions and approvals

**Total 246 days** (roughly 8.2 months)

**Refined Goal:** Complete VFC Enrollment in less than 246 days

# Kansas' Self-Serve Resources

## Stakeholder(s)



**Medical Providers**




**Public Health (LHD, FQHC)**

1. Site Administrator
2. Primary Vaccine Coordinator
3. Backup Vaccine Coordinator

## Get Started . . .


Click below to complete tasks to finish setting up your clinic's account.



### Usage Agreement

Complete & Submit required documents:

- ☐ Provider Site Agreement
- ☐ IIS User Agreement
- ☐ HL7 User Security Agreement




## Vaccines for Children

### Enrollment Status

**Not Started**  
**No Enrollment Data Available for 2016**


[Click to Start VFC Enrollment](#)



### Users & Contacts


Add contacts and users that will need to have access to this site and the IIS.

- ☒ Primary Immunization Contact
- ☐ Technical Contact for Data Exchange
- ☒ 2 - Users Added



### Training Center

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### Meaningful Use Immunization Reporting

**Stage 1:** [Download Exclusion Letter](#)

**Stage 2:** [Download Intent Registration Form](#)

**More Info:** [View KDHE Meaningful Use Information Page](#)

[MeaningfulUse@kdheks.gov](mailto:MeaningfulUse@kdheks.gov)



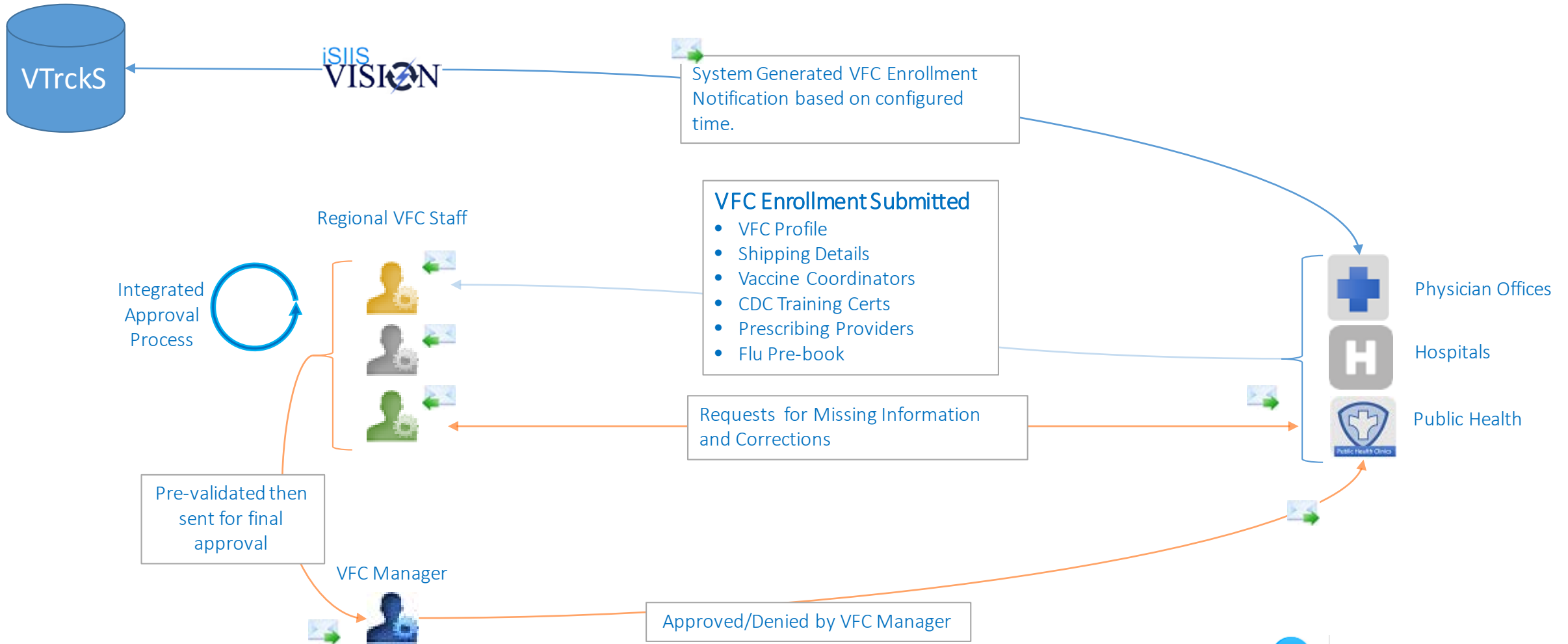
### Data Exchange

Create the Data Exchange Profile for this clinic and begin HL7 Message Validation.

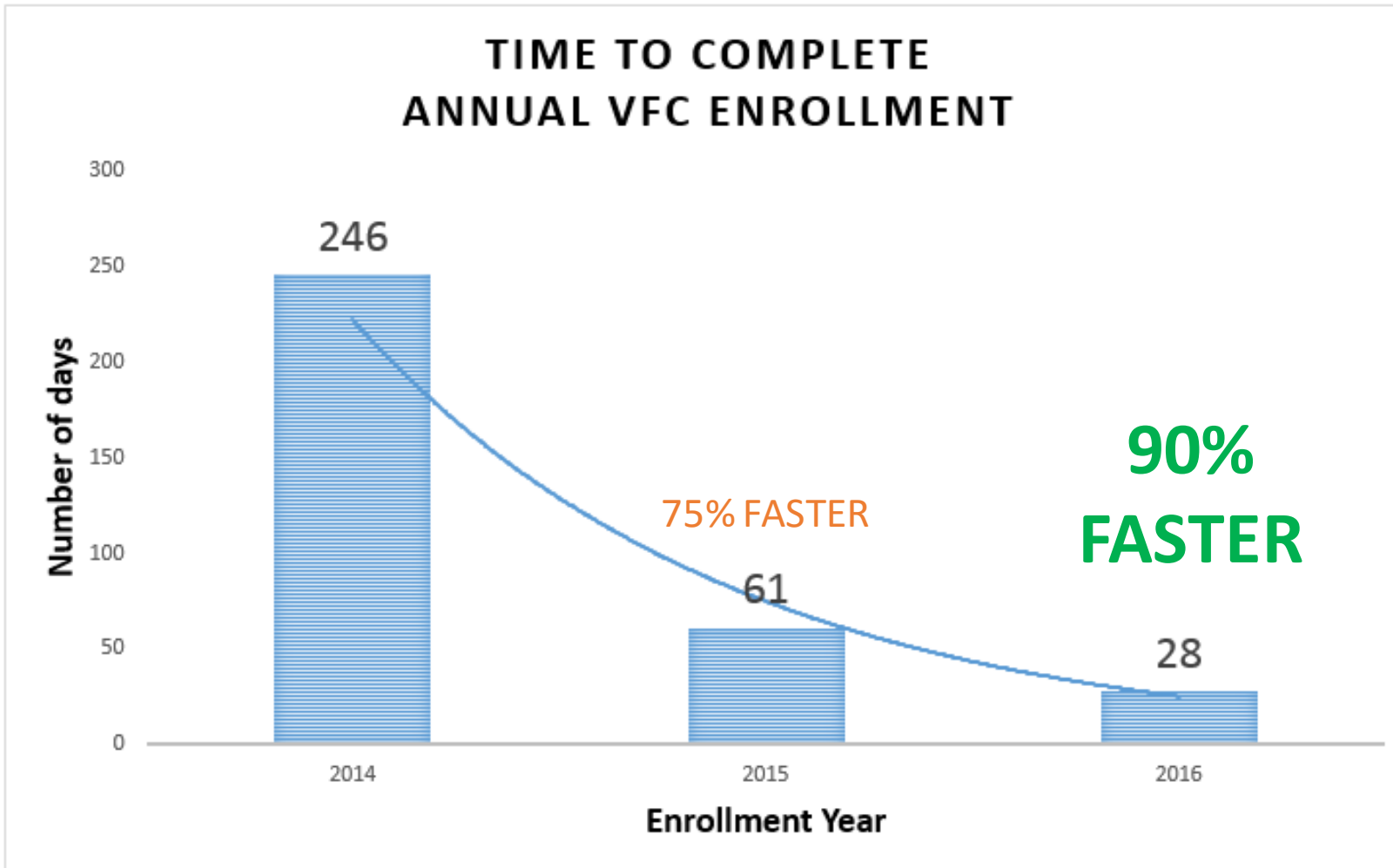
- ☐ Profile is Complete.
- ☐ Pre-Testing (HL7 MSG Validation)
- ☐ Pre-Production Testing
- ☒ [View Interface Project](#)
- ☐ Ongoing Submissions



# Annual VFC Enrollment - Workflow



# Self-Serve VFC Enrollment Results



## Perspective

- 2 days less than paper packet prep in 2014
- VFC program gains 218 days (over 7 months) to focus on
  - Provider Education
  - Site Visits
  - Compliance Issues
  - Follow Up

Case Study 3

# Colorado's Interoperability & On-boarding Through the CIIS Resource Center

# Colorado's Self-Serve Resources

## Stakeholder(s)

### Provider Site

Site Administrator  
Technical Contact  
Clinical Contact

#### Get Started . . .

Click below to complete tasks to finish setting up your clinic's account.



#### Usage Agreements

Complete & Submit required forms.

[Submit New Clinic \(LOA\)](#)

✓ Clinic LOA - 01/21/2016

✗ CIIS Administrator Form



#### Help Desk



#### Training Resources

[Training Calendar](#)



#### Data Exchange

Create the Data Exchange Profile for this clinic and begin HL7 Message Validation.

✗ Profile is not Complete.

✓ Pre-Testing (HL7 MSG Validation)

✗ Pre-Production Testing

✓ [View Interface Project](#)

✗ Ongoing Submissions



#### Users & Contacts

Add contacts and users that will need to have access to this site and the IIS.

✓ Primary Immunization Contact

✓ Technical Contact for Data Exchange

✓ 4 - Users Added



#### Meaningful Use Immunization Reporting

2 Intent Registered:  
01/21/2016

[/Edit your registration](#)  
[Load MU Report Card](#)

# Colorado's Self-Serve Resources

## Stakeholder(s)



**EHR Vendor**

Project Managers  
Implementation Staff

Get Started . . .



**Validate Products**

[Add Products](#) - 3 Products On File

[Add Versions](#)

Validate HL7 Messaging  
2.5.1 VXU, QBP



**Validate Practice HL7  
Messaging**



**Validate Group HL7  
Messaging**



**Interface Projects**

# Colorado's Self-Serve Resources

## Stakeholder(s)



**Medical Group**






**HIE/HIO & IDNS**

Project Managers

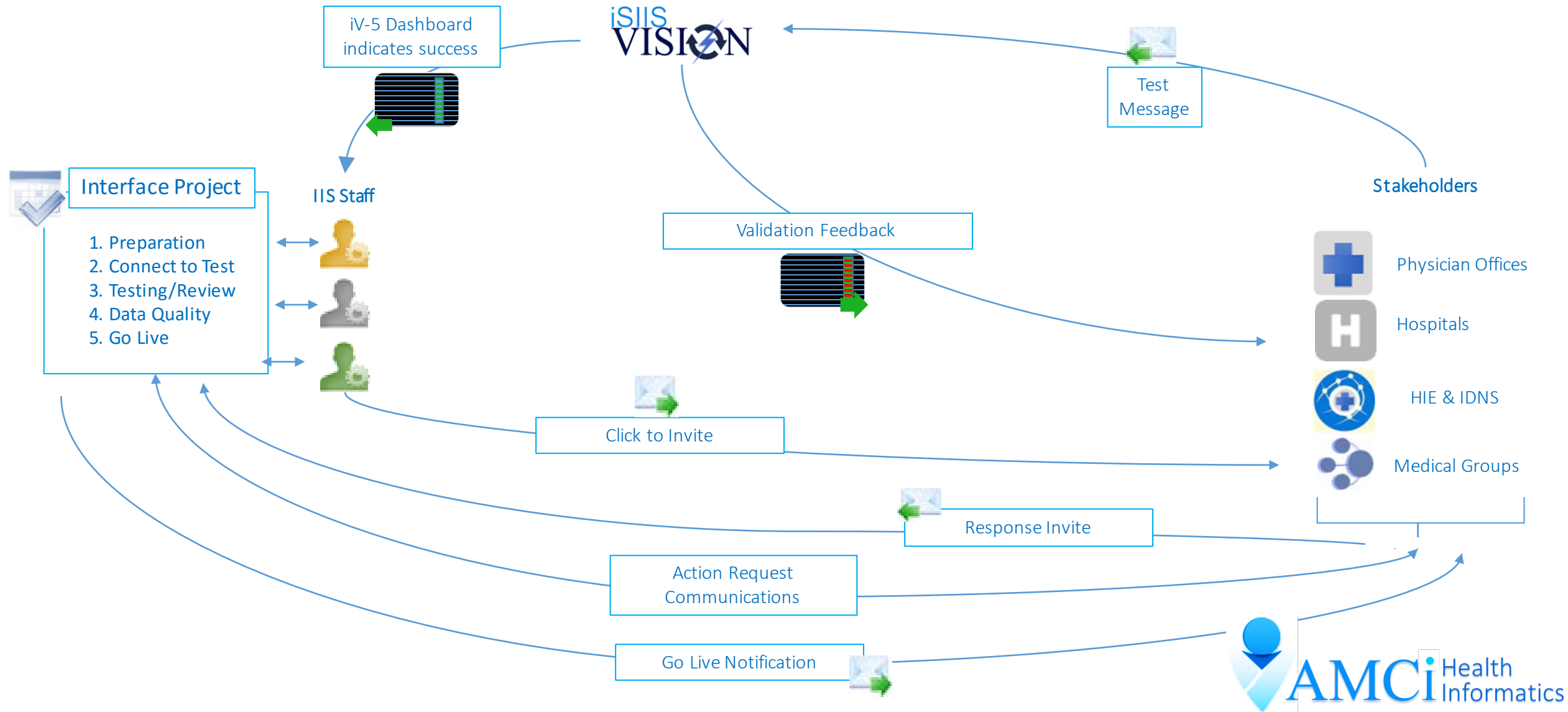
Technical Contact(s)

Interface Contacts

## Get Started . . .

 <b>Data Exchange</b>  Set Mode of Connectivity  Set Data Exchange Mode  Set Data Exchange Type  Set Frequency	 <b>Validate Practice HL7 Messaging</b>
 <b>Validate Group HL7 Messaging</b>	 <b>Interface Projects</b>

# Colorado's On-boarding Workflow



# Colorado's On-boarding Results

Number of Sites on the CIIS Interface Waitlist was over 500 in 2011.

Continued to grow to 635 up until Sept, 2015

System released to EHR Vendors in October 2015.

TARGET METRICS	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016
Number of sites on CIIS wait list	<b>635</b>	631	623	490	390	386	<b>385</b>
Number of sites passing initial testing phase through self-serve tool (per month)	2	4	8	133	100	4	1
% of sites on waiting list (n=637) moved to onboarding queue	0.3%	0.9%	2.2%	23.1%	38.8%	39.4%	39.6%
Number of sites engaged in self-serve testing (cumulative)	44	44	73	80	85	125	153



# Colorado's On-boarding Results

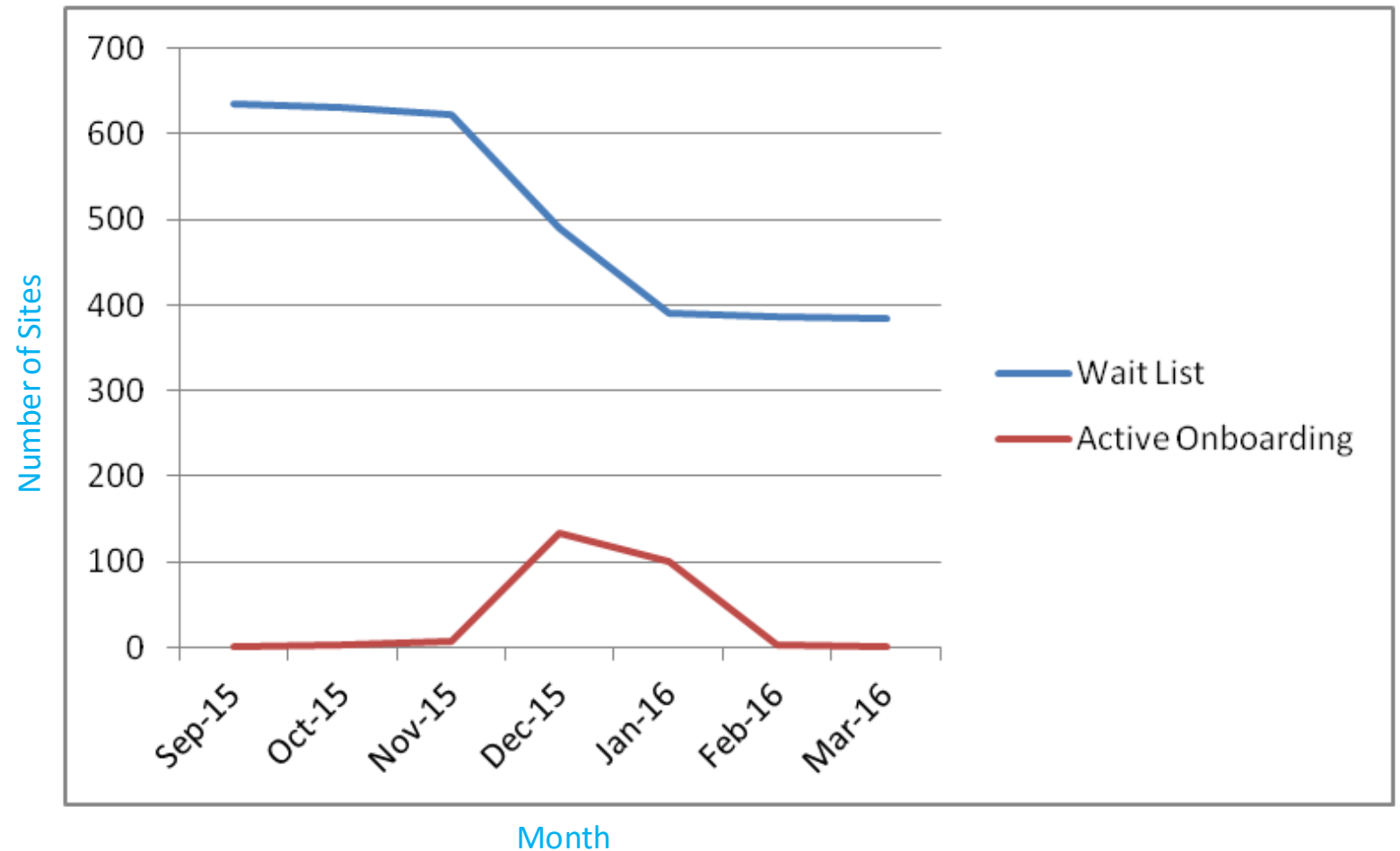
CIIS Program reduces interface waitlist by nearly 50% in 7 months.



**Congratulations!**

**CIIS Program Receives the 2016 AIMS Bull's Award for Innovation and Excellence!**

**Transition from Wait List to Active Onboarding**



# The Presenter

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