Applied Use of Bi-Directional Exchange in Walmart Pharmacies

Kristen Hutchinson – Walmart
Brandy Altstadter – STC

Walmart & Immunizations

2012 and earlier Flu Seasons
- Community immunizers
- Nurses administer immunizations at a separate table in the store

2013 Flu Season
- Immunizations now received in the pharmacy
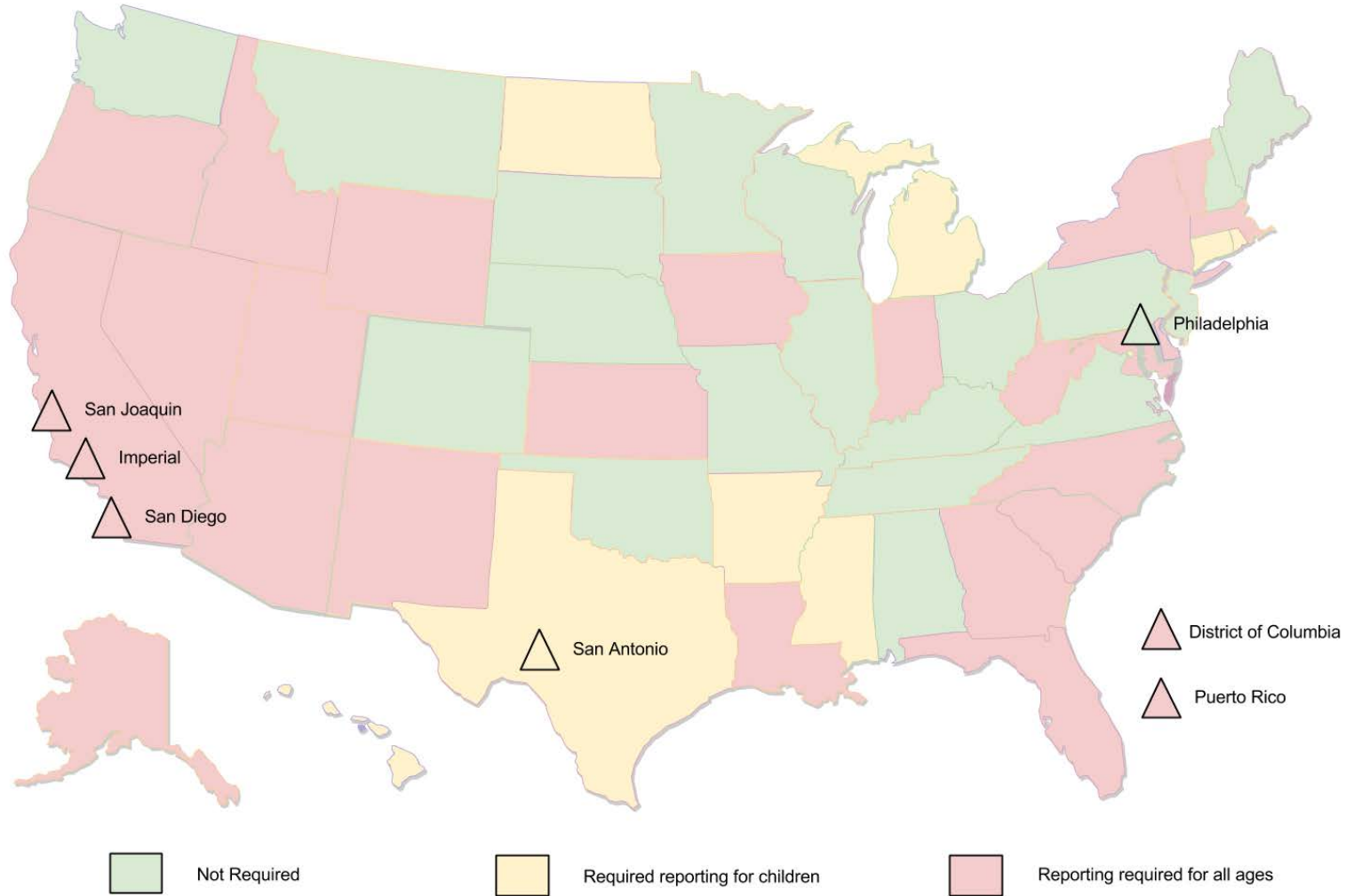- Partial rollout, where compliance requirements were fully met

2014 Flu Season
- Full pharmacy immunization rollout to all states
- Initial expansion to immunizations for patients under 18 years old
- Registry reporting in required reporting states

2015 Flu Season
- Full implementation of pharmacy immunizations in all states and all ages (based on state legislation)
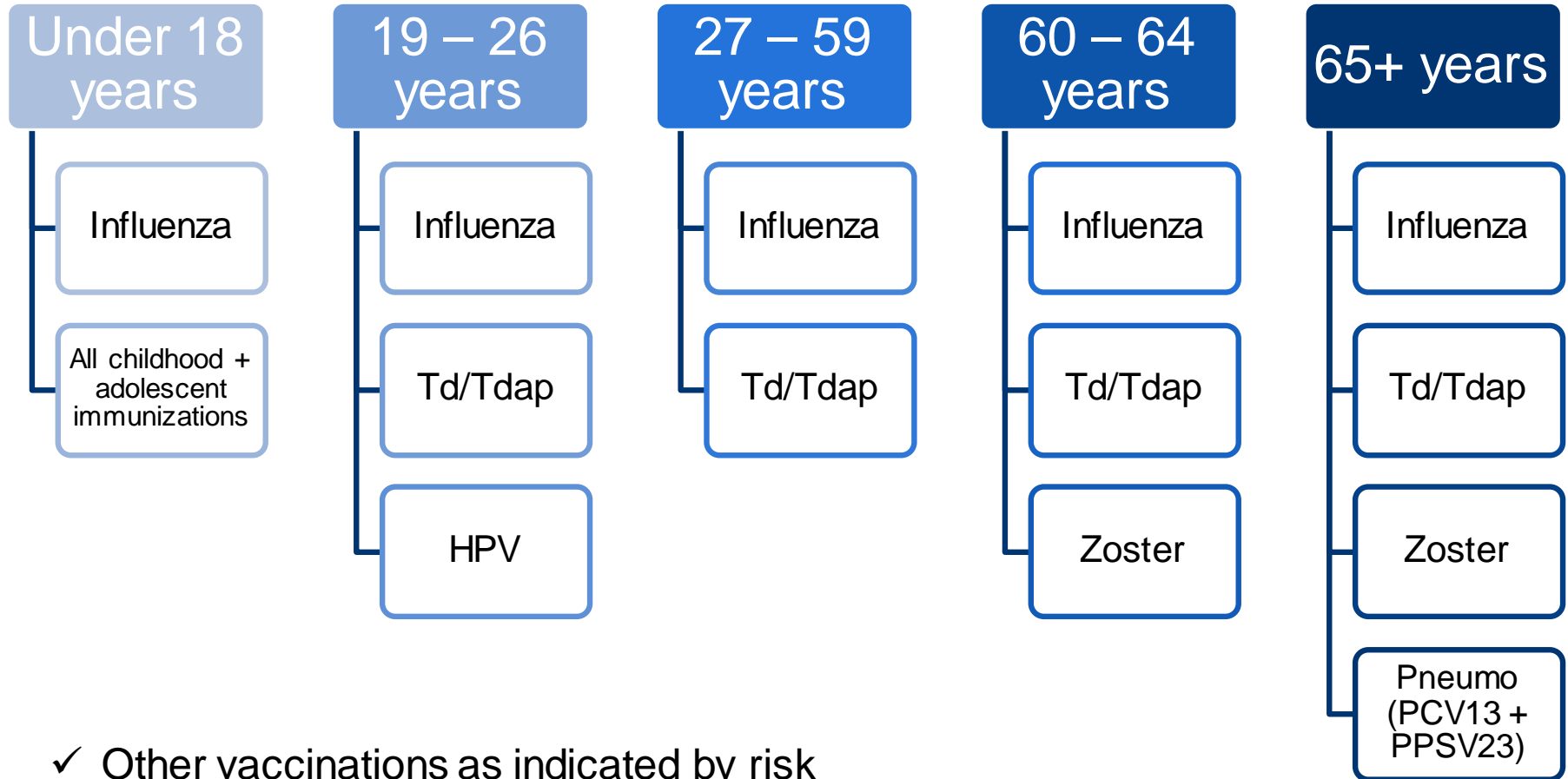- Registry reporting in all states

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IIS Required Reporting States

San Joaquin
Imperial
San Diego
San Antonio
Philadelphia
District of Columbia
Puerto Rico

Not Required | Required reporting for children | Reporting required for all ages

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# Walmart's uni-directional connections

- Sending production data via HL7 in almost all required reporting states
  - Small number of exceptions related mostly to state on-boarding queues

- Actively working with remaining states
  - Many are in production
  - Others in various stages of testing

- Target: All states enabled by August 2015 (flu season)
  - Will be sending data to all states regardless of required reporting policies

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Vaccinations Typically Administered

Under 18 years	19 – 26 years	27 – 59 years	60 – 64 years	65+ years
Influenza	Influenza	Influenza	Influenza	Influenza
All childhood + adolescent immunizations	Td/Tdap	Td/Tdap	Td/Tdap	Td/Tdap
	HPV		Zoster	Zoster
				Pneumo (PCV13 + PPSV23)

✓ Other vaccinations as indicated by risk factors (medical, occupational, etc.)

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Pharmacy Profile by Patient Age
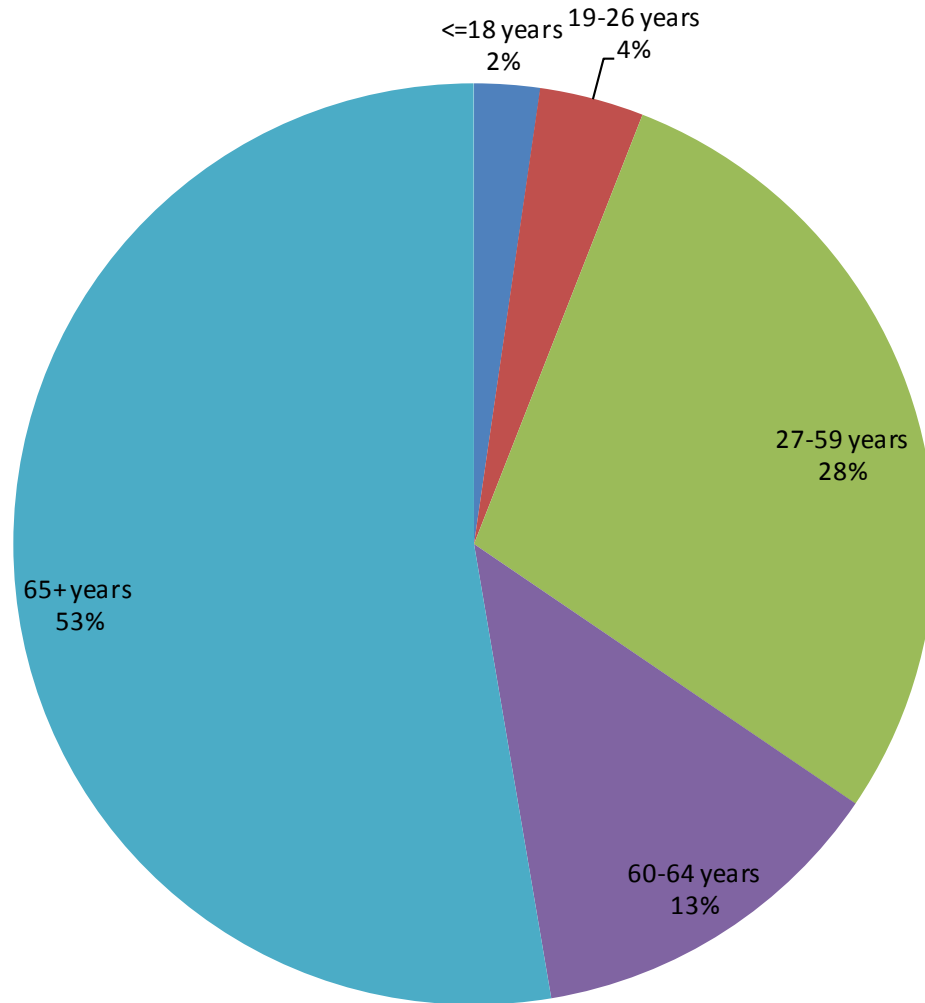
Pharmacy Profile by Vaccination Type

2011

2014

Flu – 70-80%

Flu – 95%+

Zoster, Pneumo, Tdap,

Zoster + Pneumo - <5%

HepB, and More -- >20%

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Why is bi-directional access important?

Stay Compliant

- Required in the following jurisdictions: Oregon, Iowa, North Carolina, Michigan (June 1, 2015)

Improve Patient Engagement

- Serves as a tool in counseling patients on immunization recommendations
- Complete record for patients to manage their records for school entry, employment, etc.

Coordinate Care

- Fully participate in information sharing between health care providers
- Improves communication between the provider/pharmacist and the patient

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Are patients found?

Patients Found - Results
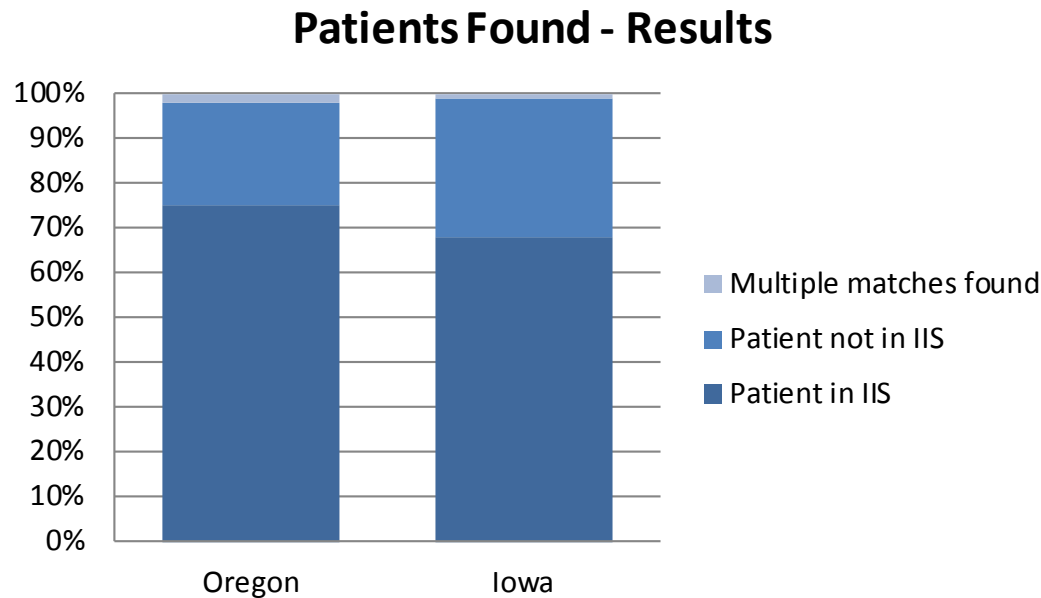
- Approximately 70% of the patients are found in the registry
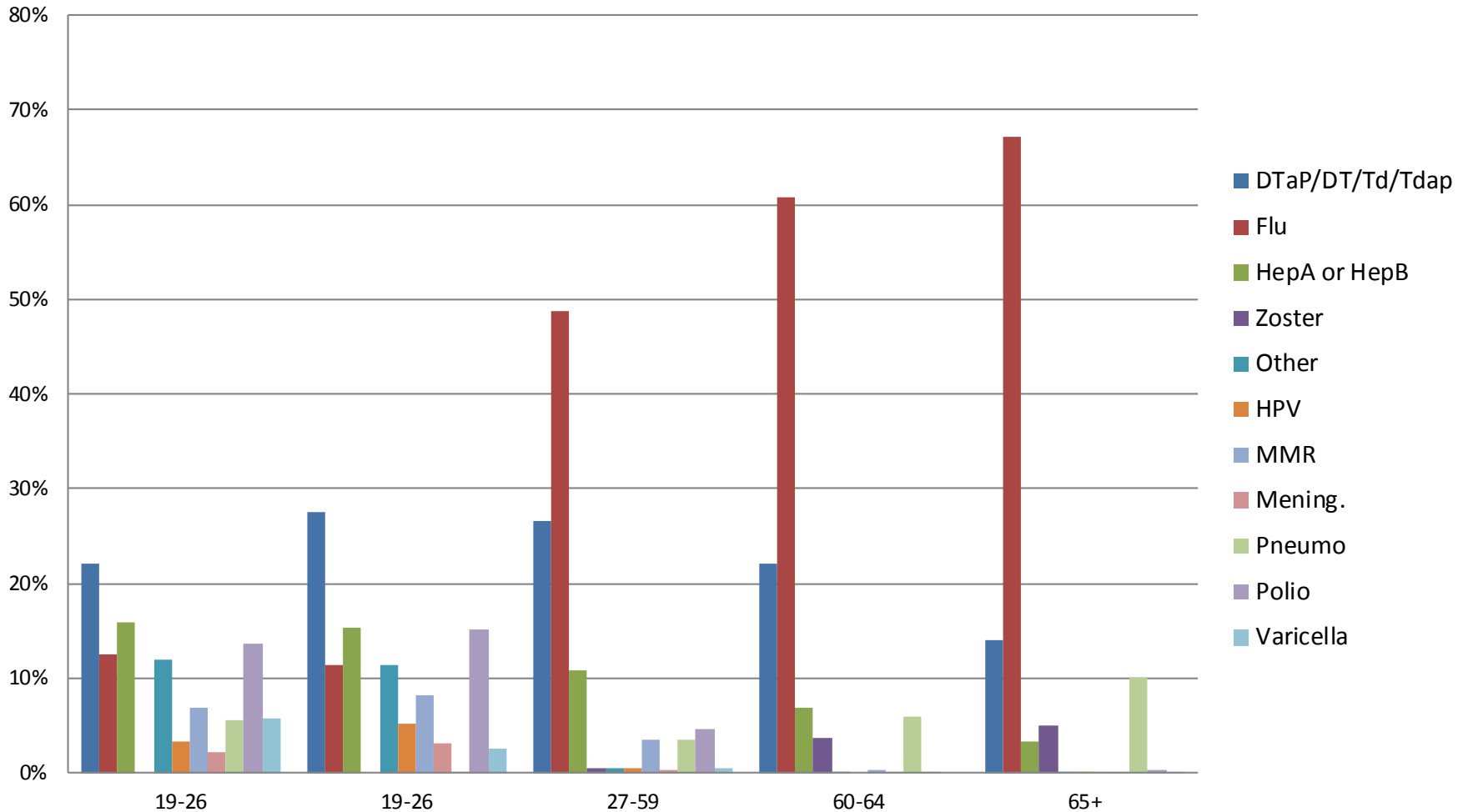- Only 1-2% return multiple matches and require additional review

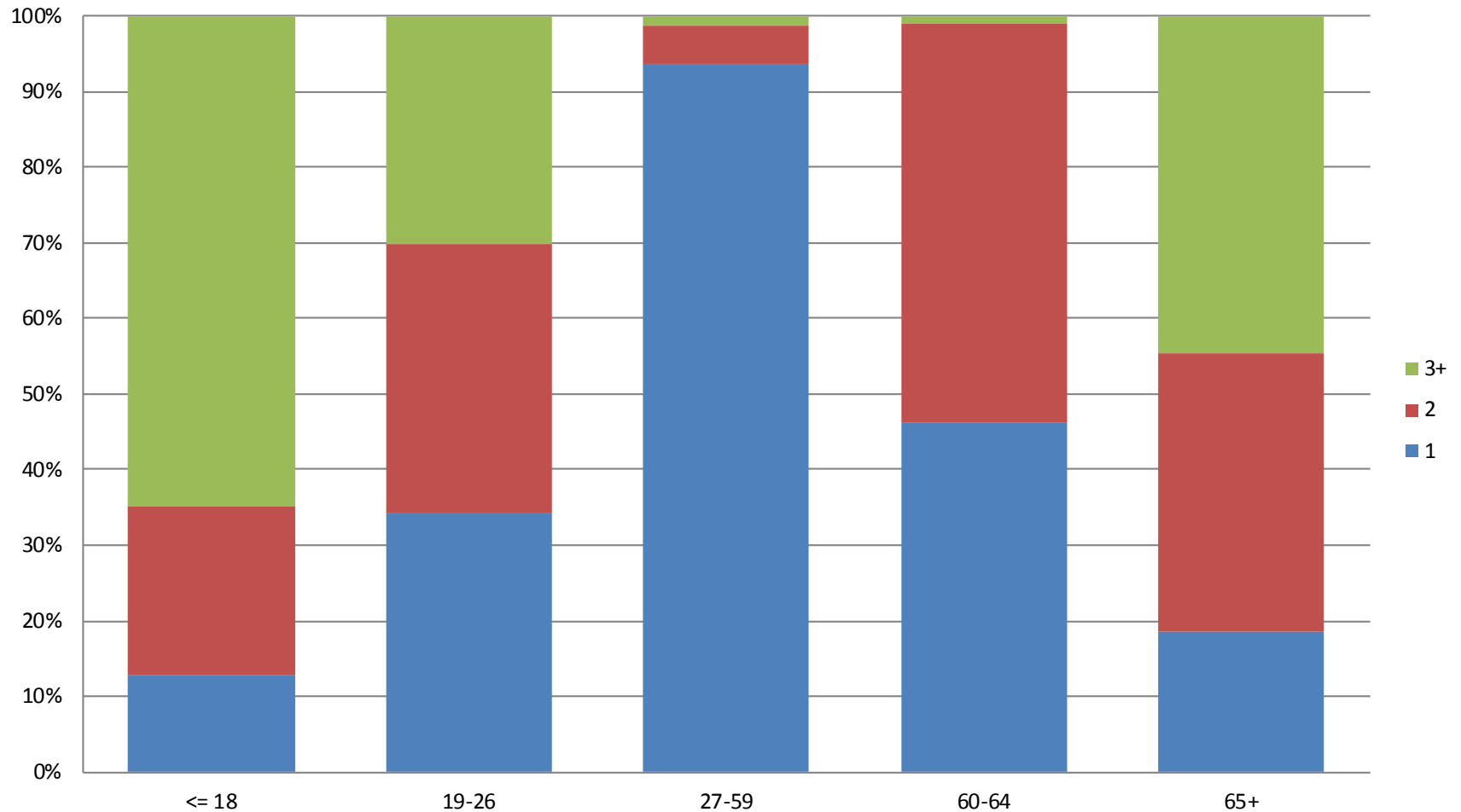# How complete are the records?

Number of Vaccinations Returned by Age
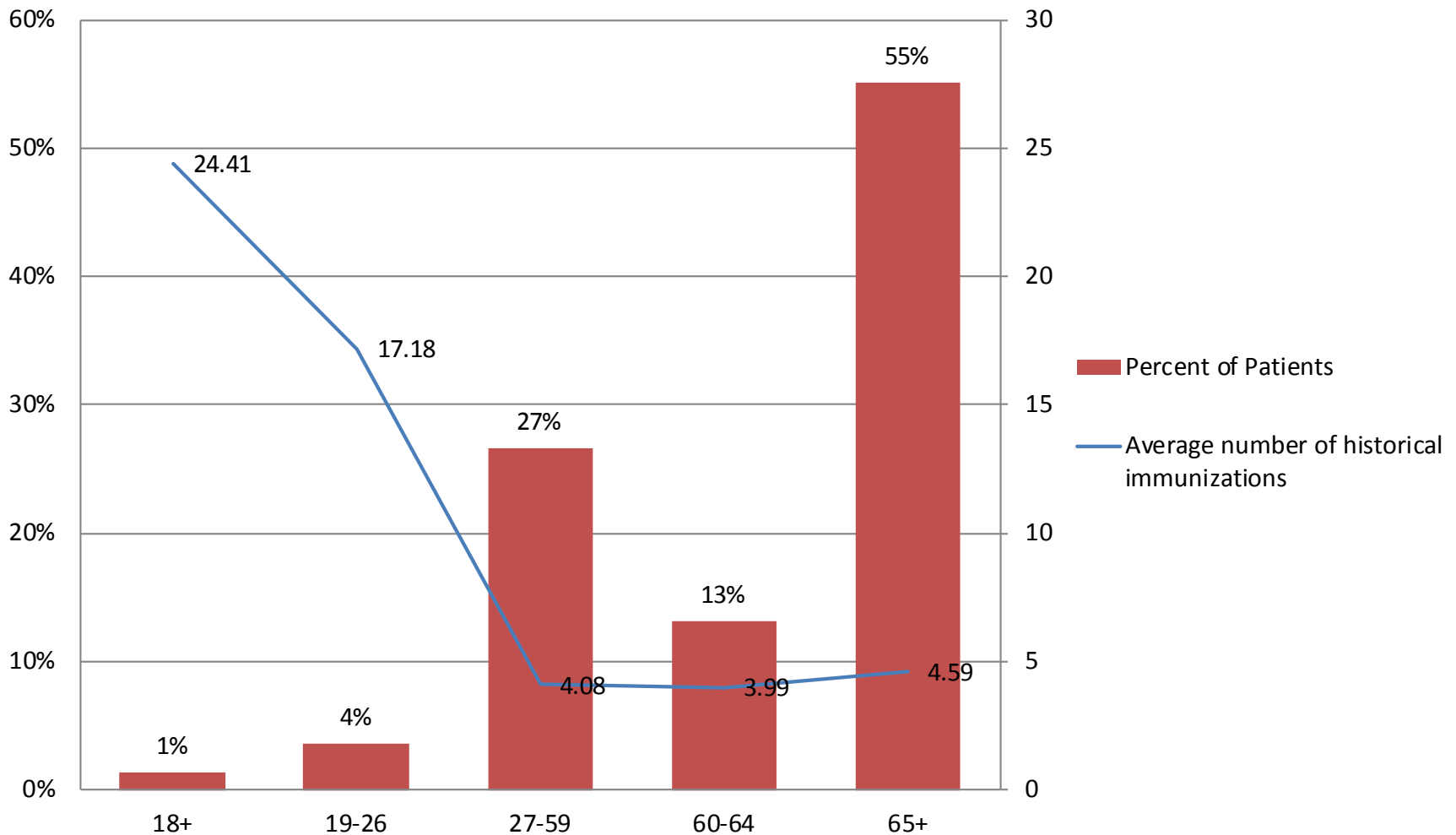
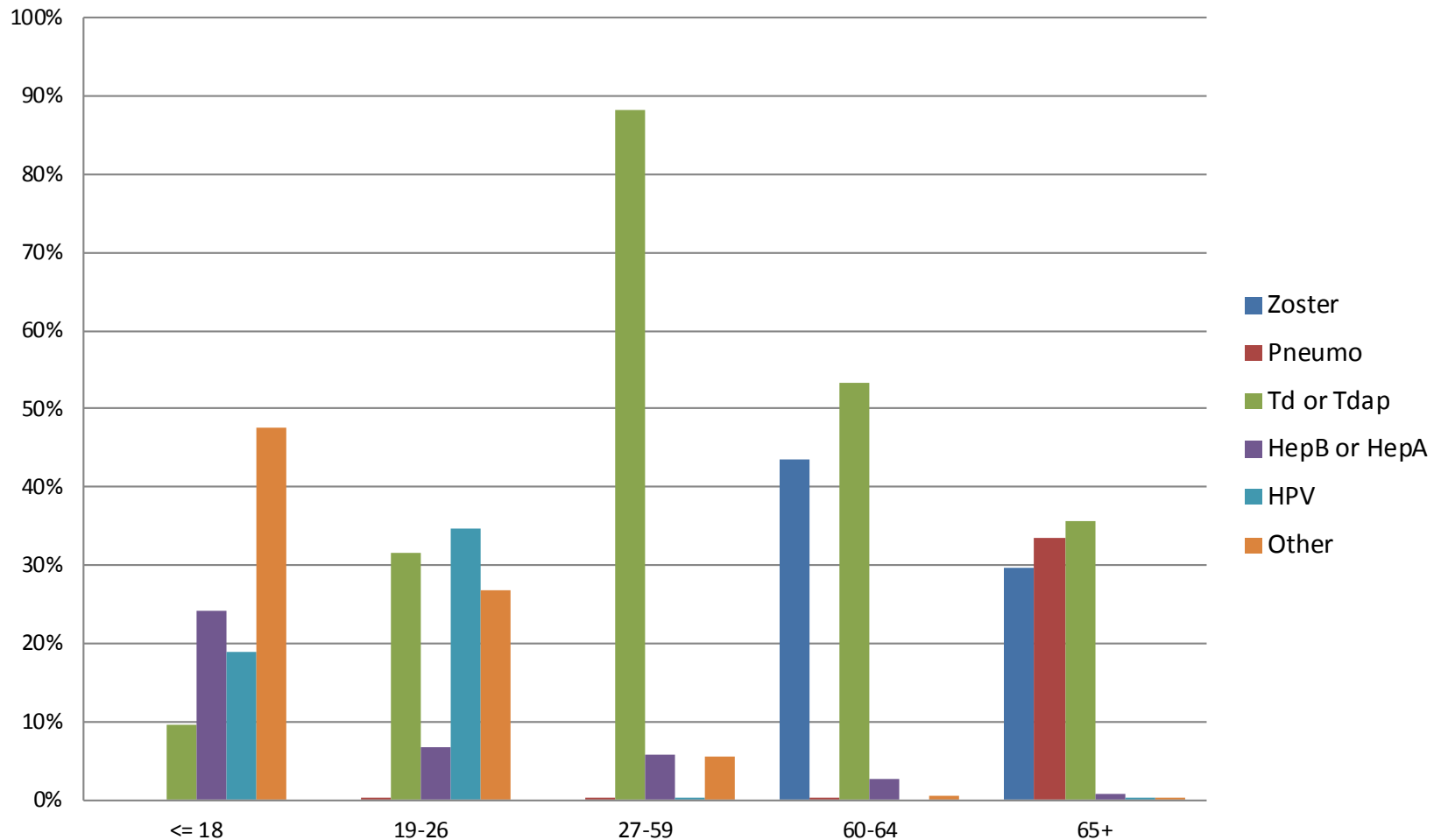# What does the data look like?

Types of Vaccinations Returned
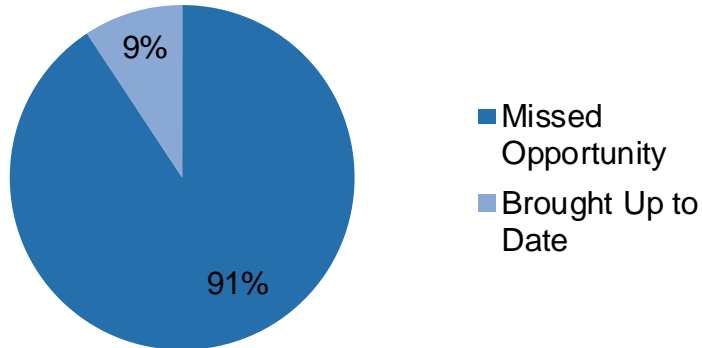
How many immunizations are due?

Vaccinations Due By Age

Which types of immunizations are due?

Vaccinations Due by Type

Wealth of Opportunity

Opportunites

- 9% — Missed Opportunity
- 91% — Brought Up to Date
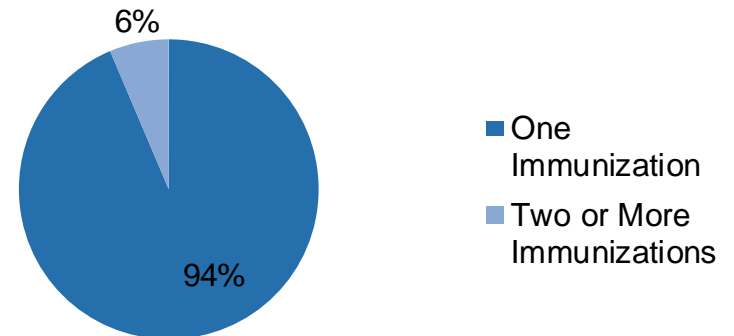
✓ Most adult patients who receive pharmacy immunizations are still due for one or more immunizations

✓ Most adult patients who receive pharmacy immunizations only receive one immunization

Multiple Immunizations per Visit

- 6% — One Immunization
- 94% — Two or More Immunizations

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IIS Takeaways

- IIS provides a lot of value to providers and impacts patients on an individual level

- Continue to invest in high quality data
  - Completeness + Accuracy = Improved Patient and Provider Confidence

- Remove barriers to participation
  - More providers submitting data improves experience for everyone

Lessons Learned

- Increase the visibility of the immunization recommendations
    - Moved to the top of the screen

- Reduce the wait time for the results
    - Initiate query as soon as the patient is identified so that the results are ready when the pharmacist is

- Improve Pharmacist Training
    - Explain the "how", "why" and "when"

- Engage Patients

Full Patient Record

- Patient takes home a record that includes their full immunization history in addition to the immunizations given at Walmart

Conclusions

- Reliable immunization history information increases pharmacist confidence in recommending additional vaccinations.

- Pharmacists can play an important role in increasing immunization rates, particularly with adults.

- Registry response time is a key variable in the viability of using real-time data at the point of service

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Contact Info

Kristen Hutchinson
Director of Pharmacy Clinical Services
Walmart Stores, Inc.
kristen.hutchinson@walmart.com

Brandy Altstadter
Technical Solutions Architect
Scientific Technologies Corporation
brandy_altstadter@stchome.com