

An Observational Study

The Value of the State Immunization Registry towards
Improving Vaccination Rates and Quality of Care
in Retail Pharmacies



Billy Chow
Brandy Altstadter

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Photo online from: <http://www.bartelldrugs.com>

Overview

- Introduction
 - Challenge
 - Objectives
- Study Methods
- Findings
 - In store observations
 - Pharmacist surveys
- Conclusions and Future directions

Bartell Drugs

- Bartell's is a regional chain of 64 stores serving the greater Seattle/King County area in WA.
- Immunizations provided:
 - Flu
 - Hepatitis A, B
 - Meningitis
 - Shingles
 - Tetanus, diphtheria, and pertussis
 - Pneumococcal
 - HPV
 - Chicken Pox
 - MMR
 - Travel vaccinations:
(polio, JE, Rabies, Typhoid, YF)



The Challenges

Vaccination Rates

- Pharmacists role in vaccinations is increasing.
- Evidence shows that pharmacists can have a real impact on vaccination coverage rates – and not just for flu.

Quality of Care

- Evidence shows that retail-based vaccinators provide a niche to increase easy access to care, a known barrier to receiving vaccinations.

Registry Data Quality

- Registry information is most valuable to providers when correct and complete... if pharmacists aren't using the registry to report vaccinations, then gaps in data result.

Objectives

- Determine whether giving pharmacists access to the registry helps provide:
 - More informed care
 - Increase vaccinations given
 - Improve overall quality of care
- Determine how using the registry will fit into pharmacy work flows.

Study Overview

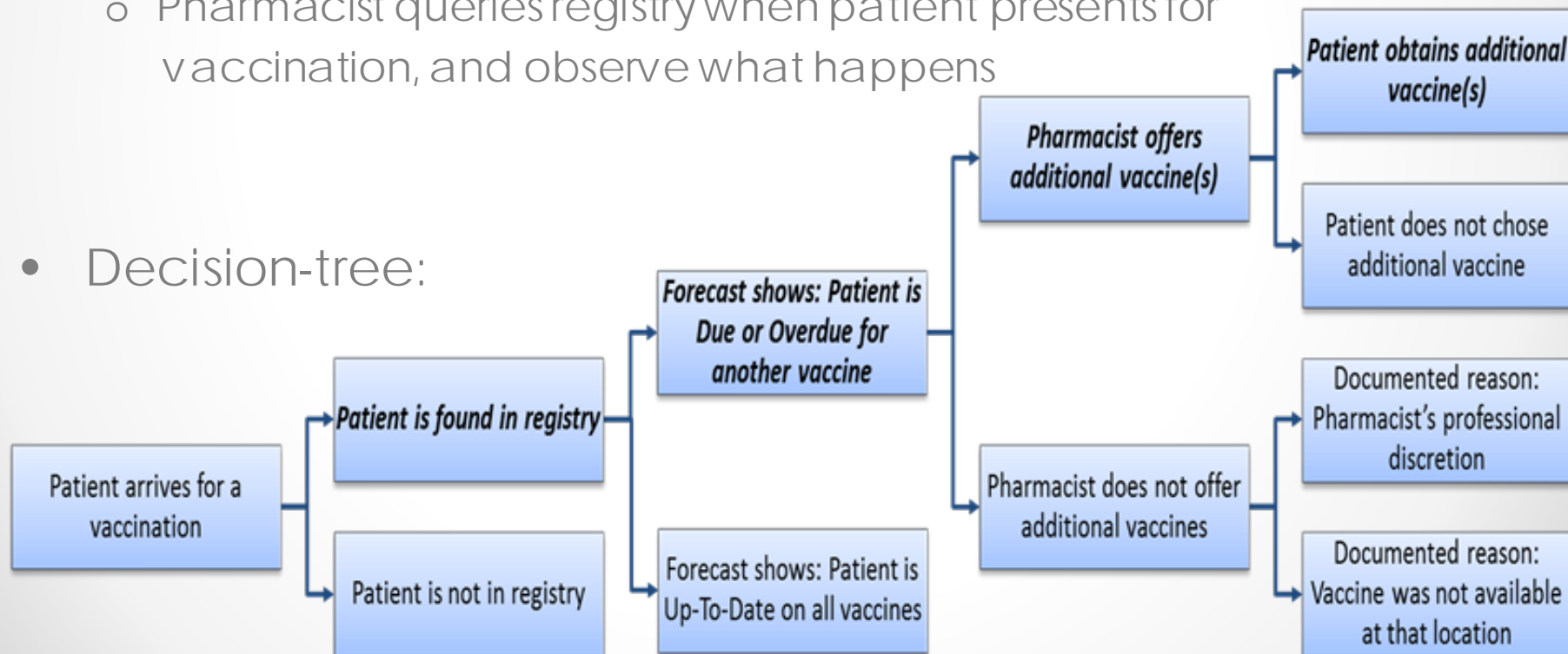


"These studies always remind me of an ant colony I had as a kid!"

A pilot observational study

- 5 pharmacy stores participated
- December 2013 – February 2014
- Pharmacist queries registry when patient presents for vaccination, and observe what happens

- Decision-tree:

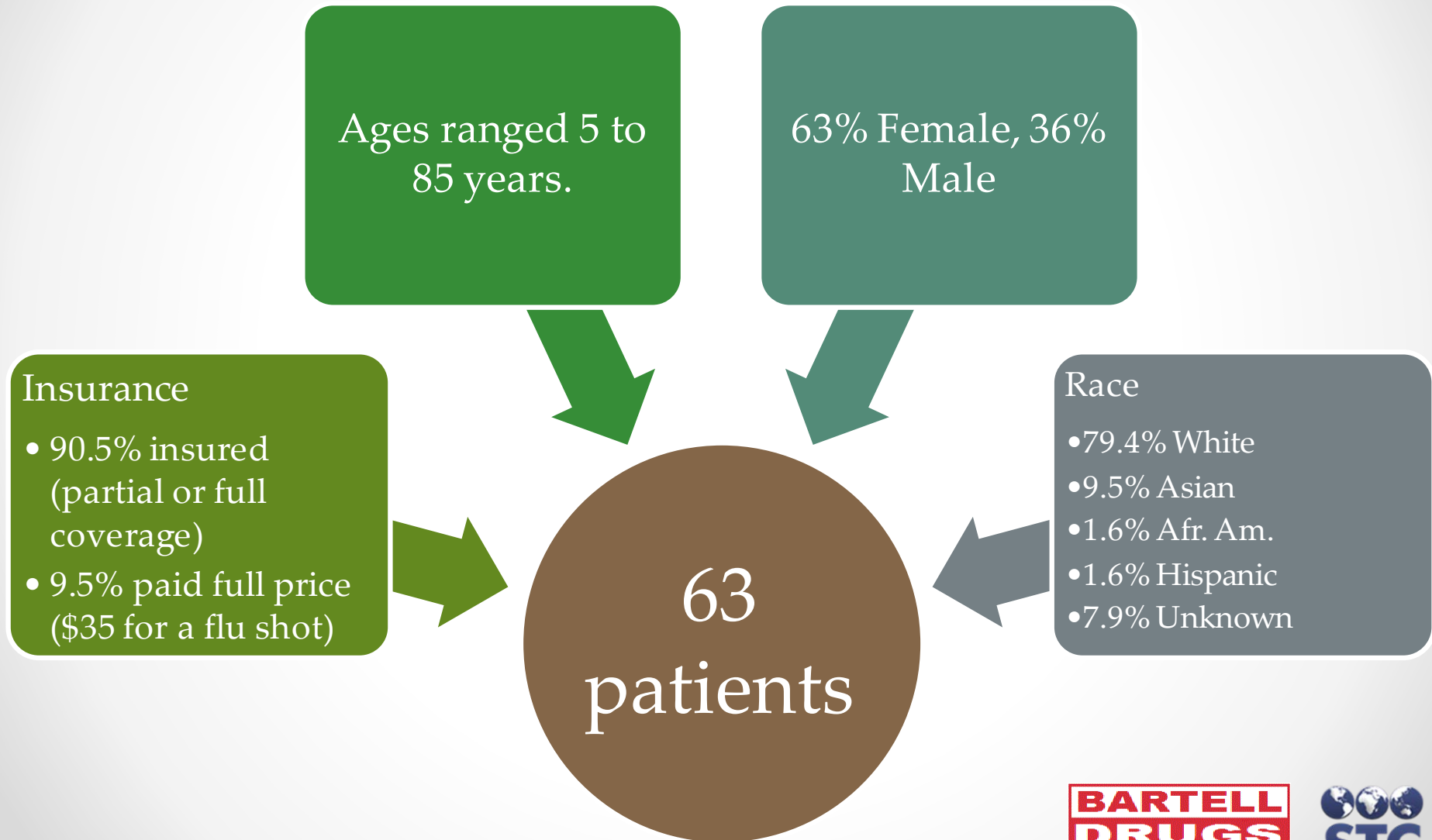


Pre-Study Survey

- Time is the #1 main barrier to providing immunizations.

<u>Answer Options</u>	<u>1</u> (highest)	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u> (lowest)	<u>Rating</u> <u>Average</u>
Need for additional training as far as administration of vaccines	0	0	1	2	4	1	4.63
It's challenging to find time in my day	5	1	1	0	1	0	1.88
Need for additional knowledge around ACIP and CDC immunization guidelines	1	3	0	3	1	0	3.00
Insurance and/or billing issues	2	2	2	2	0	0	2.50
Lack of complete and easily accessible immunization histories	0	2	4	1	1	0	3.13
Other (optional)	0	0	0	0	1	7	5.88

Observations - Patients



Observations - Vaccinations

Immunizations People Came In For:	
Flu	65%
Tdap	11%
Hep A, B or combo	7%
MMR, Pneumo, Yellow Fever, Dtap or TD	3%
Meningococcal, Rabies, JE, Typhoid, Zoster	1%




Manual Look up - Time Spent
Searching the Registry for a Patient

60.4% < 1 Min
17.5% < 2 Min



78% Patients
Searched were found

3% were up to date



~10% of those asked after “Forecast”
opted for additional vaccinations

Increased Satisfaction

How does access to increased patient information through the IIS change your job satisfaction as a patient care provider?

Answer Options	Response Percent
Slightly satisfying	20.0%
Moderately to Very satisfying	80.0%

How likely are you to recommend using the IIS to a colleague or pharmacy student you are precepting?

Answer Options	Response Percent
Moderately likely	20.0%
Very likely	80.0%

Conclusions

- Average of 10+ years experience, but only 37.5% had ever used the registry before
- Patients were receptive to immunization advice from pharmacists
- Pharmacists expressed need for more complete registry records and the desire to participate by reporting their vaccinations to the registry.

Conclusions

- Pharmacists don't innately know what to do with the forecast
 - Training should incorporate entering vaccinations given *AND* how to approach their patients and advise them

"The registry is a valuable tool for pharmacists, but it would have to be incorporated into workflow better (i.e. integrated into the pharmacy software) in order to be feasible for all vaccine encounters" -- pharmacist survey comment

Looking Forward

Pharmacies present one of the best opportunities for increasing registry participation and improving adult immunization rates.

Pharmacies

- State IIS should proactively empower as many pharmacists and pharmacies in their states to:
 - Create bidirectional exchanges
 - Incorporate decision support for value add
 - Provide Immunization education
- Measure the impact



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Contact Info

Billy Chow

Bartell Drugs

Director of Pharmacy Operations and Clinical Services

billyc@bartelldrugs.com



Brandy Altstadter

Scientific Technologies Corporation

Technical Solutions Architect

brandy_altstadter@stchome.com

