Colorado's Experience with Implementing a VTrckS-ExIS Solution

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Learning Objectives

- Describe the lessons learned from the implementation of a VTrckS-ExIS Solution.
- Apply identified "best practices" for inventory reconciliation and vaccine ordering in the Colorado Immunization Information System (CIIS).
- Describe enhancements to the CIIS Vaccine Ordering Module (VOM).

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CIIS Statistics

What is CIIS?

Confidential web-based system that:

o Consolidates immunization records for Coloradans of all ages.
o Recommends the vaccines a patient needs based on history and age.
o Supports activities to increase and sustain high immunization coverage rates.

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CIIS by the Numbers

o Total Patients: 4,522,039
- 0-18 year olds: 1,675,504   (37%)
- 19+ year olds: 2,846,535   (63%)

o Total Vaccinations: 48,822,912
- 0-18 year olds: 31,654,764   (65%)
- 19+ year olds: 17,168,148   (35%)

o Total Opt-Outs: 1,408

o Active Users: 4,244

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CIIS Background Information

- June 2011- New CIIS Web Application went live.
- Participation in CIIS is voluntary for both providers and individuals.
- Current provider participation in CIIS as of March 2015:
  - 1121 clinics reporting immunization data
  - 33% are manual users
  - 67% are electronic
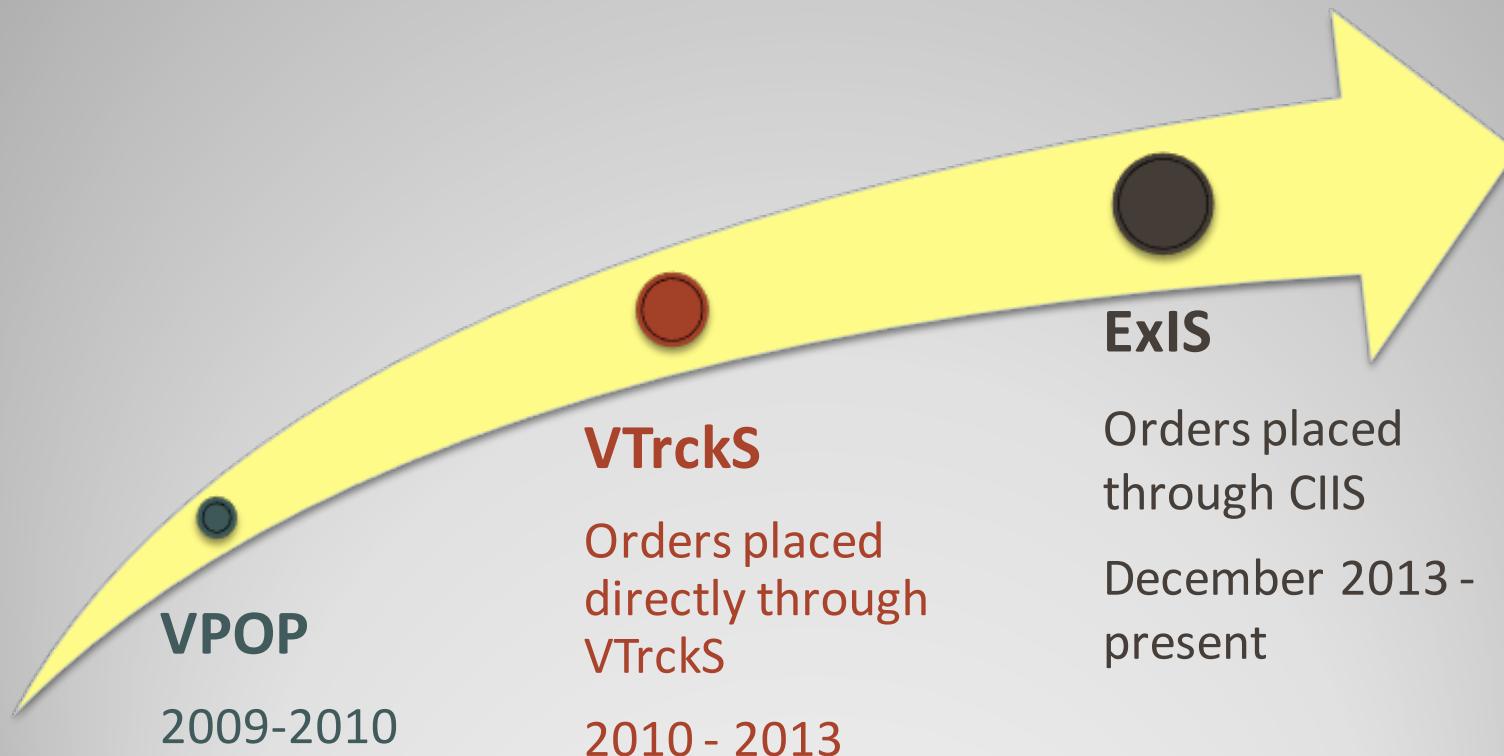 - 100% participation from the Local Public Health Departments
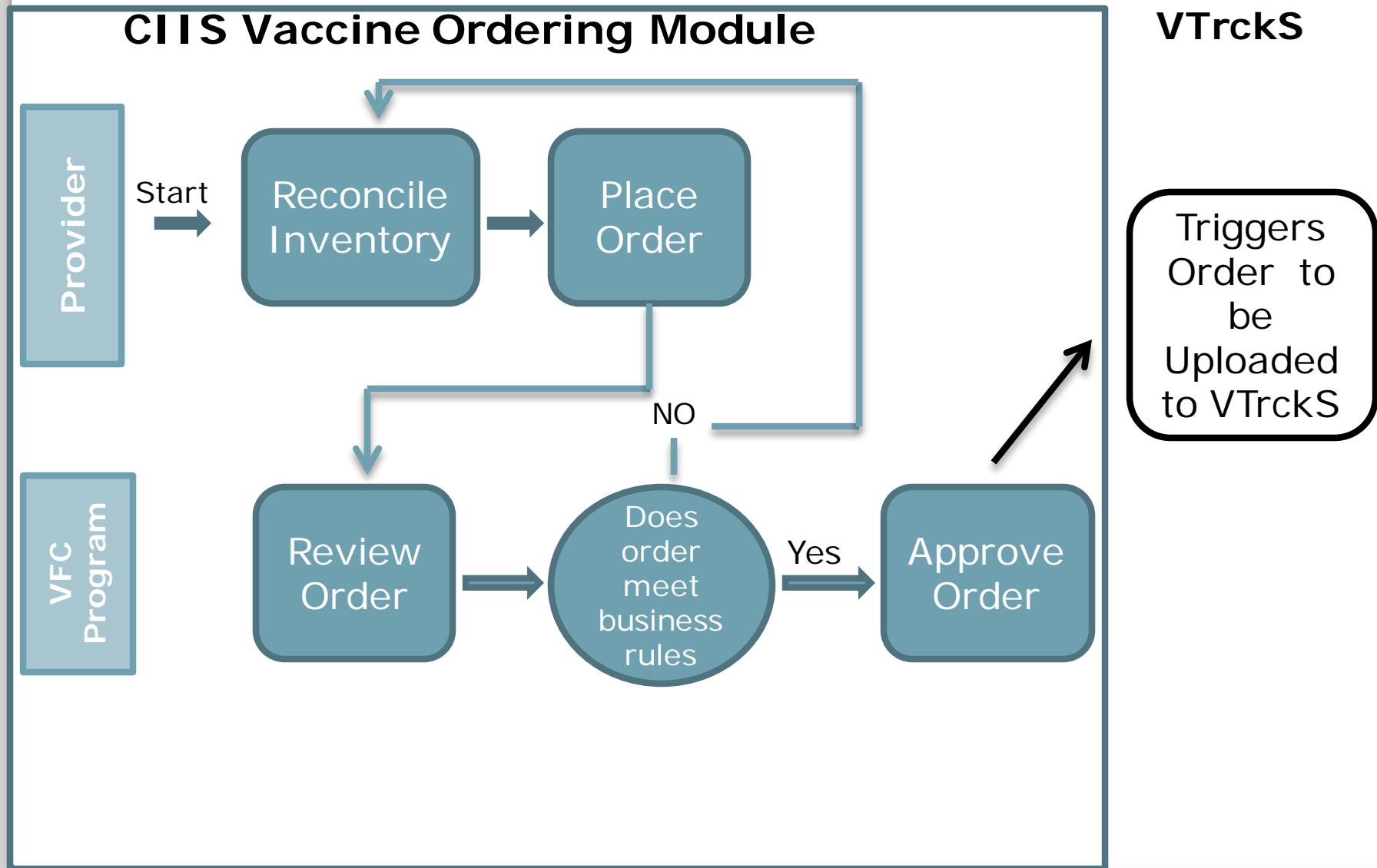
VOM Implementation

History of VFC Vaccine Ordering in CO

VPOP

2009-2010

VTrckS

Orders placed directly through VTrckS

2010 - 2013

ExIS

Orders placed through CIIS

December 2013 - present

Current VFC Order Workflow

VOM Benefits

Ease of collection and reporting of patient data

Manage inventory and order vaccine all in one location- allowing more time for patient care!

Maintain an appropriate level of vaccine stock

Quick turn-around on user access requests

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Celebrating Success

During 2014:

- 526 VFC clinics have placed at least one vaccine order in CIIS.

- 762,689 doses were distributed through CIIS.

- These doses are valued at over $42.3 million.

- The VOM Help Desk has responded to 2,180 technical assistance calls.
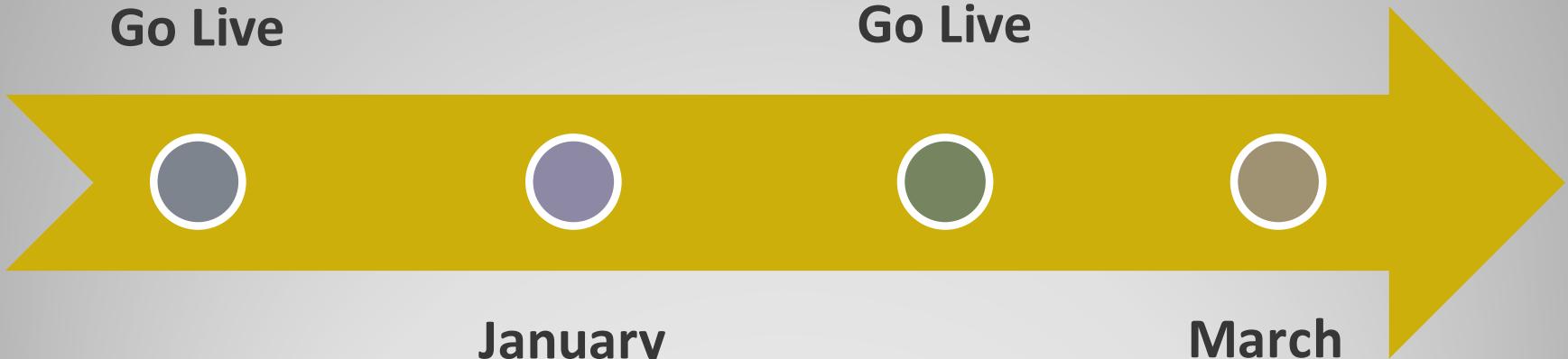
VOM Lessons Learned

VOM Rollout Timeline

December 2013:
Wave 1
Go Live

February 2014:
Wave 3
Go Live

January 2014:
Wave 2
Go Live

March 2014:
Wave 4
Go Live

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Pilot Phase Project Timeline

- Build a pilot phase into the project timeline to better identify and troubleshoot problems that might arise during the deployment phase.
A pilot phase helps you:
  ◦ Determine whether your proposed rollout timeline is realistic.
  ◦ Identify topics/concepts that need to be emphasized in the training.

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Lessons Learned Cont'd

- Build training capacity to allow for staff turnover at the clinics.

- Need for a permanent VOM help desk.

VOM Best Practices

Help Desk Call Log

- VOM staff keeps a call log to track the number and kinds of calls received by the help desk. This helps us:
  - Monitor reoccurring user issues and trends
  - Track changes in call volume

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Counting Your Physical Inventory for Reconciliation

- Count doses in your storage unit by **LOT NUMBER**, not just vaccine type.
- Have two staff members work together: one to count doses and one to record. This has the added benefit of cross-training.
- Double-check your physical count before you walk away from your storage unit.
- Use your physical count to inform your VFC vaccine order.
- Count inventory after all vaccines have been administered for the day or first thing in the morning before vaccine activity occurs.

When to Perform Your Reconciliation

- Reconcile your VFC inventory **at least monthly** regardless of how often you order VFC vaccine.
- Do **NOT** wait until the last day of ordering (21st of every month) to reconcile your inventory. We may be unable to resolve serious issues with your reconciliation in time for you to place a vaccine order.

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Reconciliation Checklist Cont'd

CIIS Vaccine Inventory Reconciliation Checklist

Instructions: Follow this checklist when you are ready to balance and close your VFC inventory reconciliation within CIIS. **Be sure to use the checklist that corresponds to your inventory user type** (e.g. CIIS Manual or CIIS Aggregate Inventory User).

⚠ It is important that you count your physical *Ending Inventory* at the end of the work day on your reconciliation *End Date* when all vaccine activity has been completed, or at the beginning of the next work day before vaccine activity occurs.
Reconcile your inventory on at least a *MONTHLY* basis, regardless of how often you order vaccine.

Tips for counting vaccine inventory:

- Pick a reconciliation *End Date* that works well with your clinic's workflow. For example, if your clinic stops giving vaccinations early on a particular day of the week, this may be a good time to count the vaccine inventory in your refrigerator and enter the count in the *Ending Inventory* column of your reconciliation in CIIS.
- Have two staff members do the vaccine inventory physical count to minimize counting errors. For example, one person could count while the other records the number.
- Double check the vaccine inventory lot numbers to verify that your count is correct for each lot number.

CIIS Manual Inventory User Checklist (You enter the immunizations administered directly into CIIS)	Check When Completed	CIIS Aggregate Inventory User Checklist (Your clinic reports immunization data electronically to CIIS or only uses CIIS for ordering VFC vaccine.)	Check When Completed
If you have *Pending VTrckS Shipments*, make sure you *Receive* these shipments from the *Vaccine Inventory On-Hand* screen in CIIS.	☐	If you have *Pending VTrckS Shipments*, make sure you *Receive* these shipments from the *Vaccine Inventory On-Hand* screen in CIIS.	☐
If you have *Pending Incoming Inventory Transfers*, make sure you *Receive* these transfers from the *Vaccine Inventory On-Hand* screen in CIIS.	☐	If you have *Pending Incoming Inventory Transfers*, make sure you *Receive* these transfers from the *Vaccine Inventory On-Hand* screen in CIIS.	☐

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VOM Enhancements

Enhancements Coming in 2015 - Cont'd

- Wastage and Returns Interface to VTrckS

- Edit/Delete functionality for inventory adjustments made in error.

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Enhancements Cont'd

- Auto-populate "Doses Adjusted" field with a minus sign when users create inventory adjustments such as Wasted, Expired, Broke Vial etc.

Enhancement added in last release

- Ability to check the amount of inventory currently on-hand in CIIS from the reconciliation screen.

Questions?

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