

Using Our Power for Good



Colorado's Transition to an ExIS State

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Colorado Department
of Public Health
and Environment

Agenda



CIIS and VFC Statistics

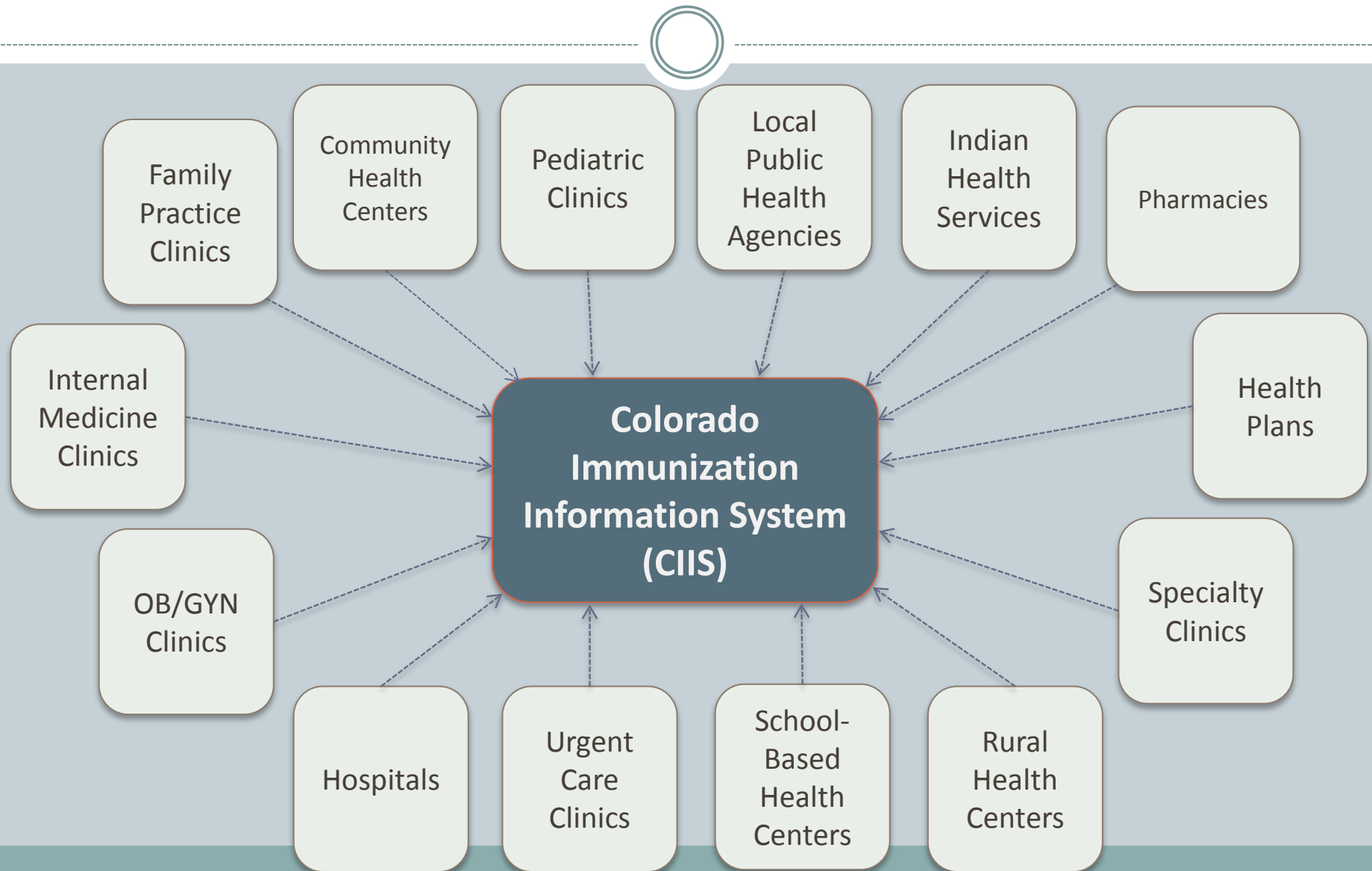
Where Have We Been?

Where Are We Going?

How Are We Getting There?

Project Challenges and Lessons Learned

CIIS Data Sources



CIIS by the Numbers



- Total Patients: 3,924,430
 - 0-18 year olds: 1,618,795
 - 19+ year olds: 2,305,635
- Total Vaccinations: 42,340,552
 - 0-18 year olds: 29,387,538
 - 19+ year olds: 12,953,014
- Total Opt-Outs: 1,275
- Active Users: 3,400



Colorado VFC by the Numbers



- Total VFC Providers: 599
- Average number of orders placed per month: 325
- Average number of doses distributed per month: 77,470
- Total number of doses distributed to VFC providers
October 2012 – September 2013: 929,638
- Dollar value of doses distributed to VFC providers
October 2012 – September 2013: \$39.5 million

History of VFC Vaccine Ordering in Colorado



A large yellow arrow pointing from the bottom left towards the top right, representing the progression of time. Three colored circles (dark blue, red, and dark grey) are placed along the arrow to mark key milestones. Above the arrow, a dashed horizontal line spans the width of the slide, with a white circle containing a blue outline centered on it.

VPOP

2009-2010

VTrckS

Orders placed
directly through
VTrckS

2010 - present

ExIS

Orders placed
through CIIS

Transition dates:
December 2013 -
March 2014

Colorado's Challenges with VTrckS



CO VFC Providers	CO VFC Program
Infrequent interaction with system = difficulty in keeping current login and remember steps for ordering	VTrckS database not built upon common practices of CO VFC Program
Difficulty reporting on-hand inventory	Very limited reporting functionality
Delays gaining access to the system	CO VFC Program must review each order manually
Ordering intent creates potential for error and delays processing of order	System slow to search, load and view = sacrifices in customer service

VOM Benefits



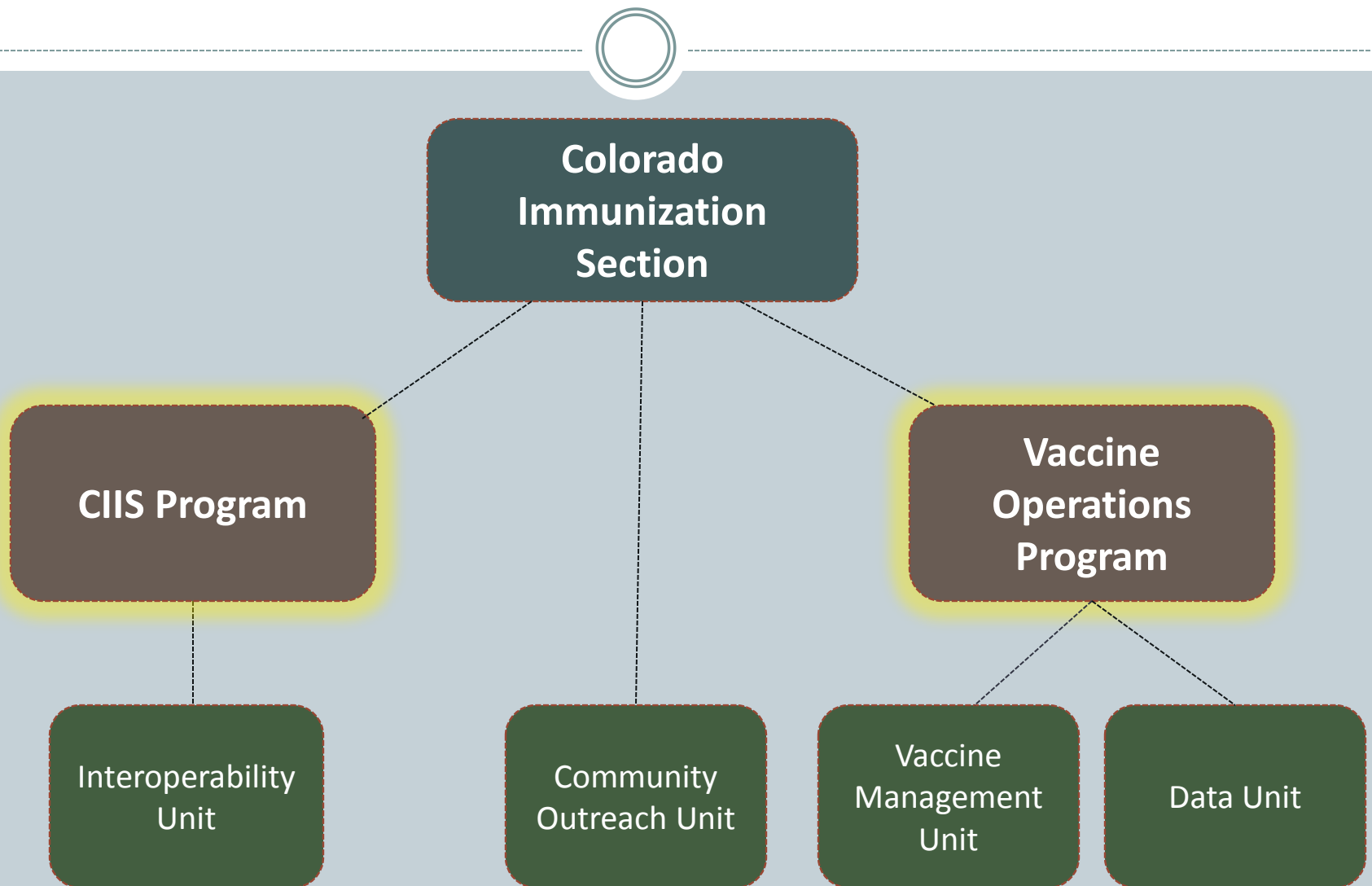
Ease of
collection and
reporting of
patient data

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

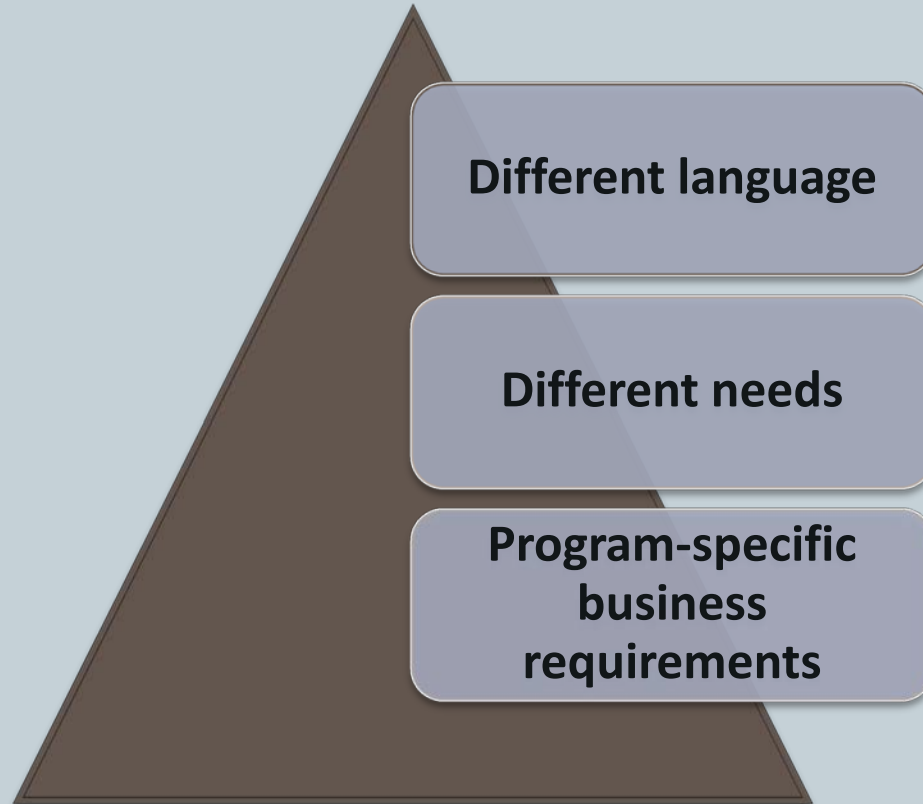
Maintain an
appropriate level
of vaccine stock

Quick turn-
around on user
access requests

Breaking Down the Silos

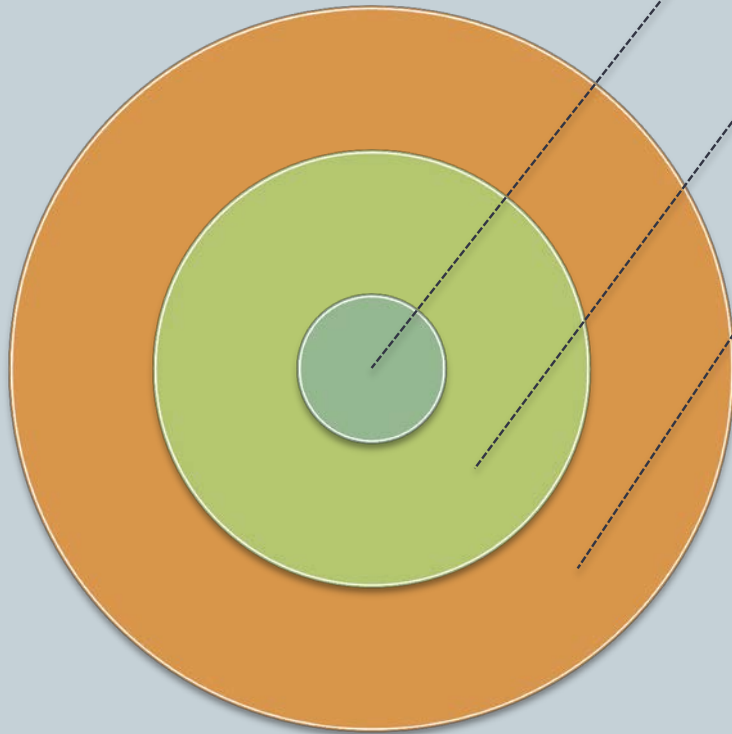


Cultural Differences



Programs share common clients!

Organizational Change Management



United front working toward common goal

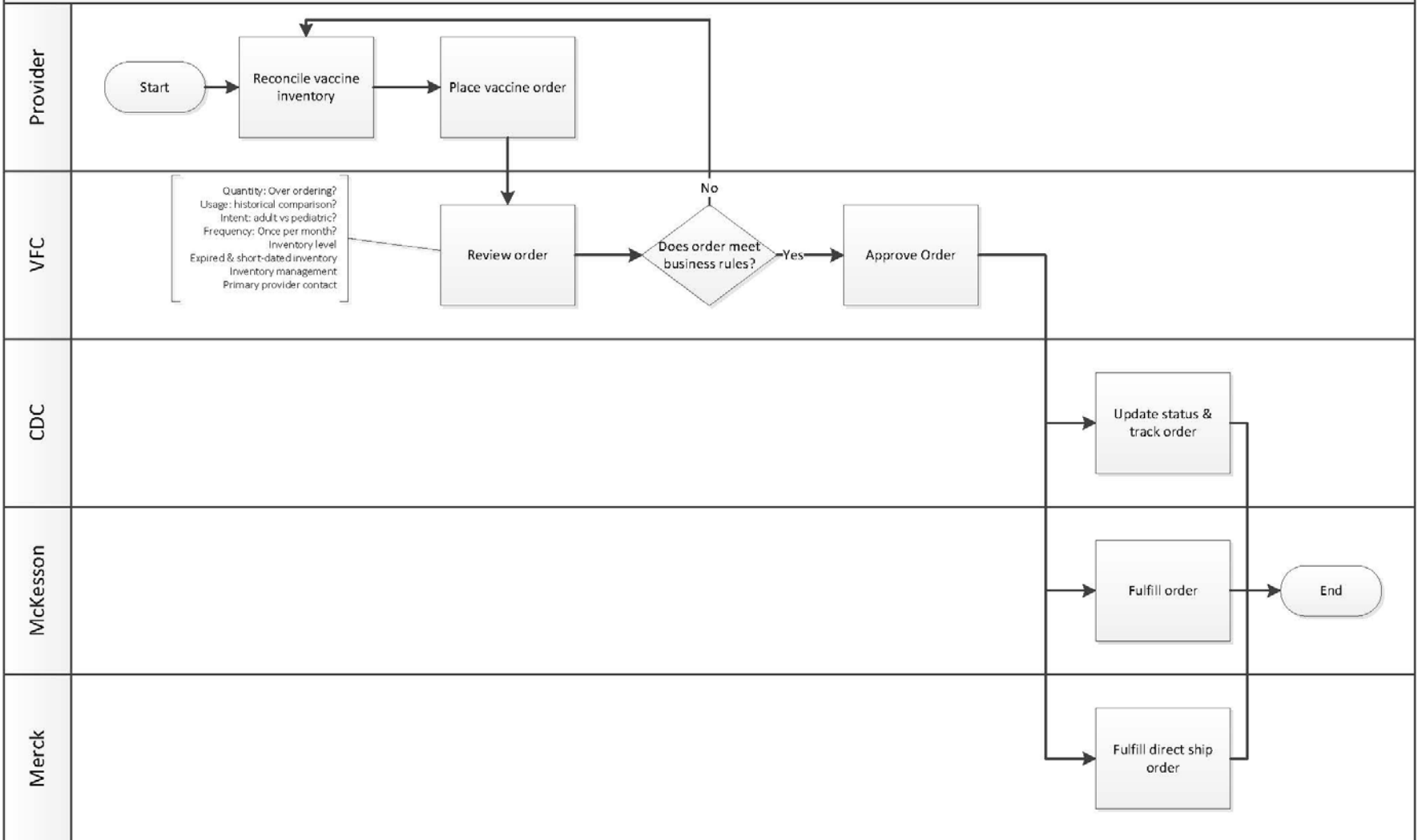
How does new model affect current program workflow?

Why move to CIIS for online vaccine ordering?

Current VFC Order Workflow

Vaccine Ordering: Current State

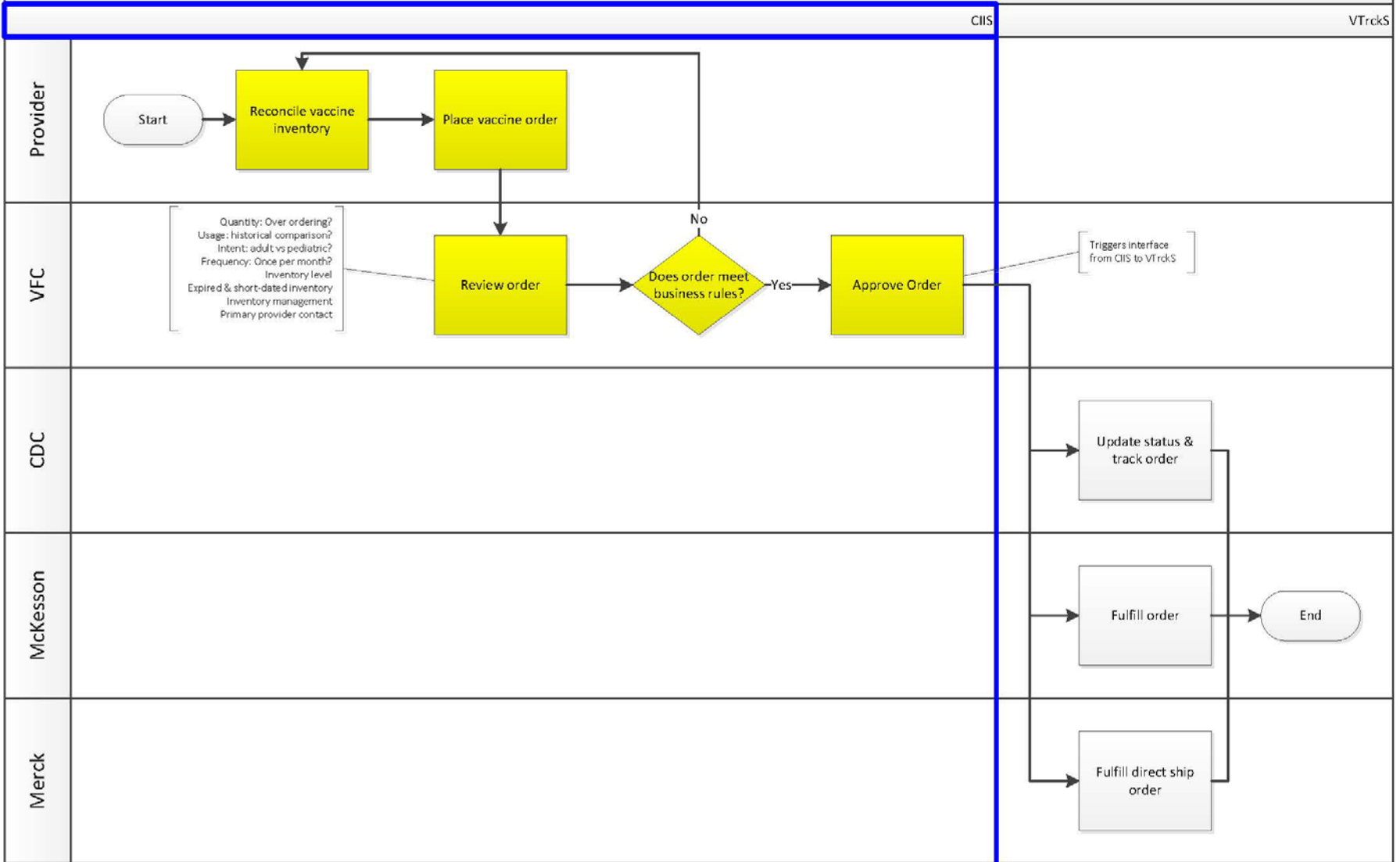
VTrckS



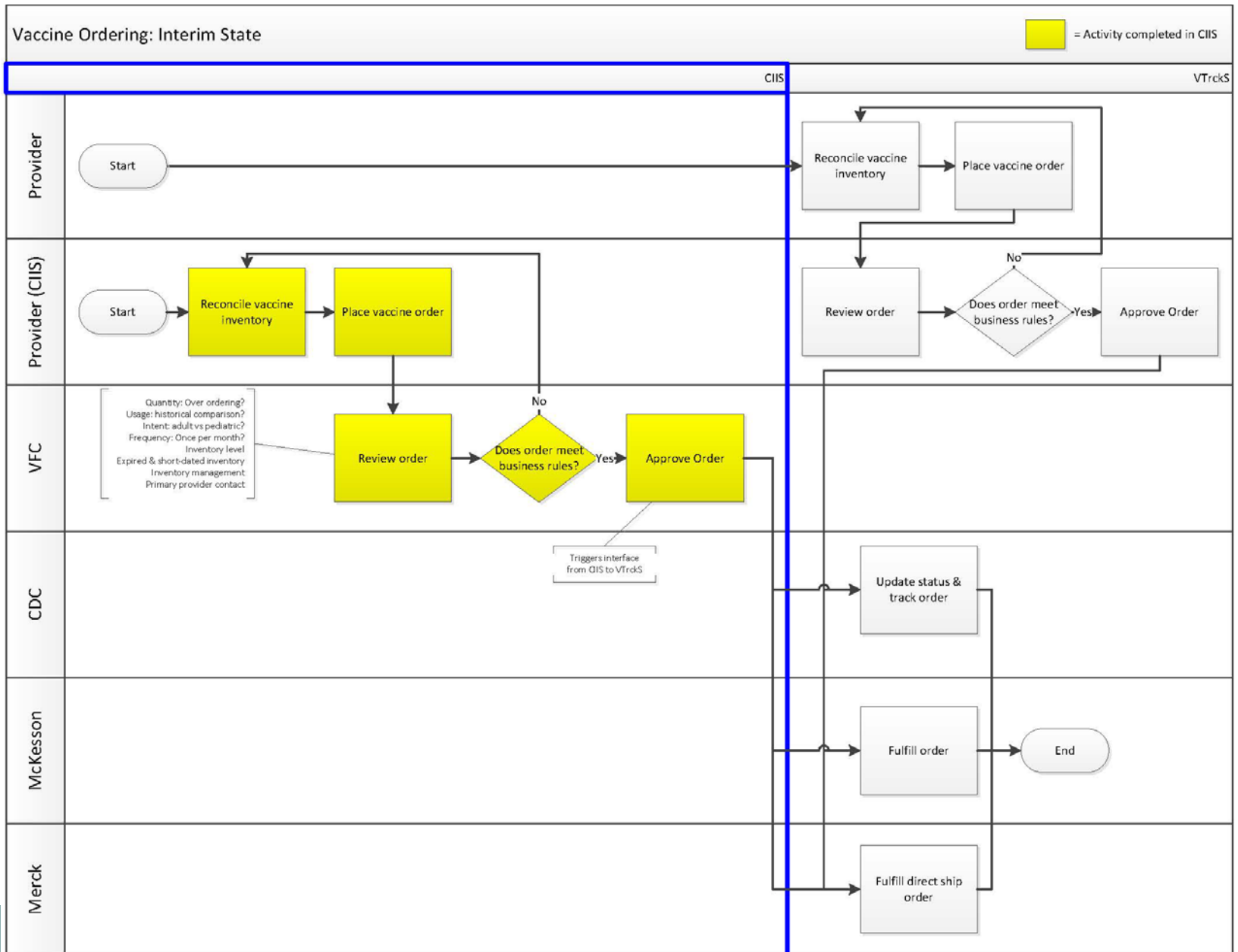
Future VFC Order Workflow

Vaccine Ordering: Future State

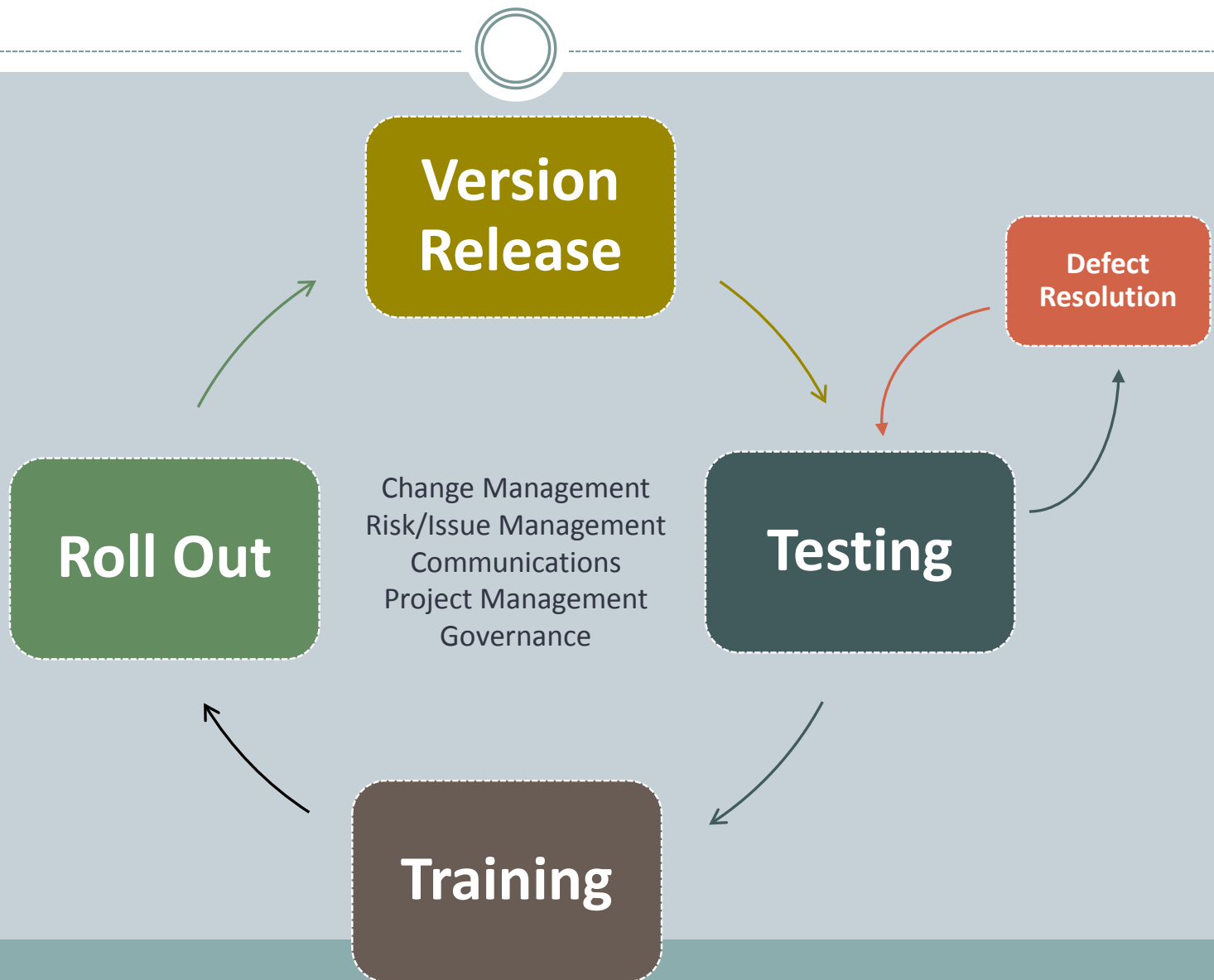
 = Activity completed in CIIS



Interim VFC Order Workflow



Project Methodology



VOM Rollout Timeline

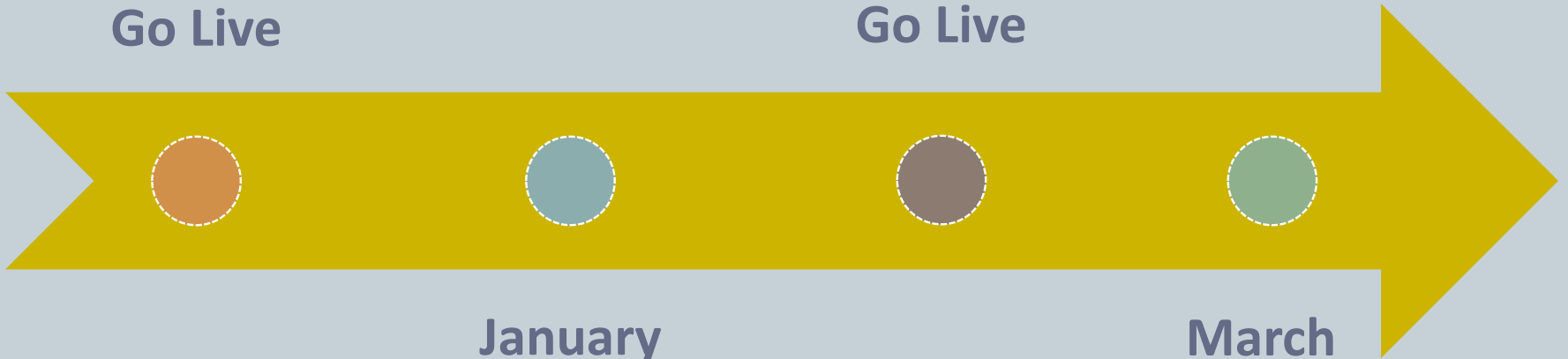


**December
2013:
Wave 1
Go Live**

**February
2014:
Wave 3
Go Live**

**January
2014:
Wave 2
Go Live**

**March
2014:
Wave 4
Go Live**



Implementation Timeline

[illegible]

External Change Management



Managing change requires clear, consistent and open communication

- 1) Identify stakeholders
- 2) Determine how stakeholders will be affected by VOM project
- 3) Create communications plan with tailored messages
- 4) Communicate early and often
- 5) Reiterate VOM benefits in meaningful terms
- 6) Couple communications with action items
- 7) Listen to feedback

Training Resources



Computer-Based Trainings

- Required in order to activate ordering privileges in CIIS and inactivate VTrckS account
- Lectora-based, online in COTrain with certification

Live Webinars & Presentations

- Webinars hosted once per week, November 2013-March 2014
- Q & A session can provide more clarification

Reference Materials

- Job Aids will be available at CIIS website
- Quick reference guides to help with FAQs

New Territory – Program Integration!



**1:1 matching of CIIS
and VFC clinics**

**VFC-facilitated system
testing**

**Sharing administrative
rights to CIIS**

**Phased rollout
approach**

**Shared ownership of
project**

Project Challenges



- Limited staff resources
- Tight implementation timeline
- Project implementation activities vs. maintaining current systems and workflows
- IT project workstreams new to VFC program
- Competing, urgent priorities (emergency response to Hepatitis A outbreak, wildfires, floods)

Lessons Learned



- Nothing is as straightforward as it seems at first glance
- Out-of-the-box functionality often does not meet all program needs = customization requests
- Build flexibility into implementation timeline
- Expect hiccups
- Cross-training staff can help mitigate risk
- Build trust among project team members
- Share expertise and be open to change

Thank You!



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