

Streamlining IIS Provider Registration and Roll-Out: Massachusetts' Automated Workflow Enhancements

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MIIS Roll-Out Context

- IIS new to Massachusetts
- Early Roll-Out Challenges:
 - Large # of providers to register and on-board in short period of time
 - 2500+ providers in state vaccine program
 - Mandate by law
 - Limited ability to manage contacts with providers
 - MIIS hosted on the EOHHS Virtual Gateway (VG) = Two-fold registration requirements
 - Time consuming and burdensome on providers
 - Wet Signatures required from the VG
 - VG processes not transparent
 - Stage 1 Meaningful Use Testing & Attestation

MIIS Roll-Out Timeline

March –
October
2011

- Conducted GUI Pilot – First providers live in the MIIS

September
2011

- AMCI iSIIS Vision in Production to streamline processes

October
2011

- Started EHR Pilot

March
2012

- Began registration outreach to 1500 VFC providers

May 2012

- First 7 providers live exchanging data

September
2012

- Almost 300 provider sites registered with access to the MIIS

MIIS Registration Overview

- Multi-step process to enroll a site & become a user:
 - Virtual Gateway (VG) Registration
 - Services Agreement
 - Designation of Access Administrator
 - Main point of contact for site, must designate all users
 - User Request Form
 - MIIS Registration
 - Provider Site Agreement
 - User Agreement and Confidentiality Statement

Solution to Registration & Roll-Out Challenges

- iSIIS Vision Product
 - Identified as solution for contact management and registration of providers w/MIIS & VG challenges
 - Specifically tailored to IIS programs to enhance staff and provider management
- July 2011: Acquired iSIIS Vision from AMCI
 - 2+ months of customizations
- September 2011: In Production

iSIIS Vision & MDPH Customizations

- Out of the box two-fold solution from AMCI:
 - A contact management system, and
 - A provider resource center (website)
- Worked with AMCI to customize for MDPH
 - Built an integrated enrollment process to streamline registration for provider sites and users of the MIIS
 - Met VG security and registration requirements
 - Designation, modification and deactivation of users

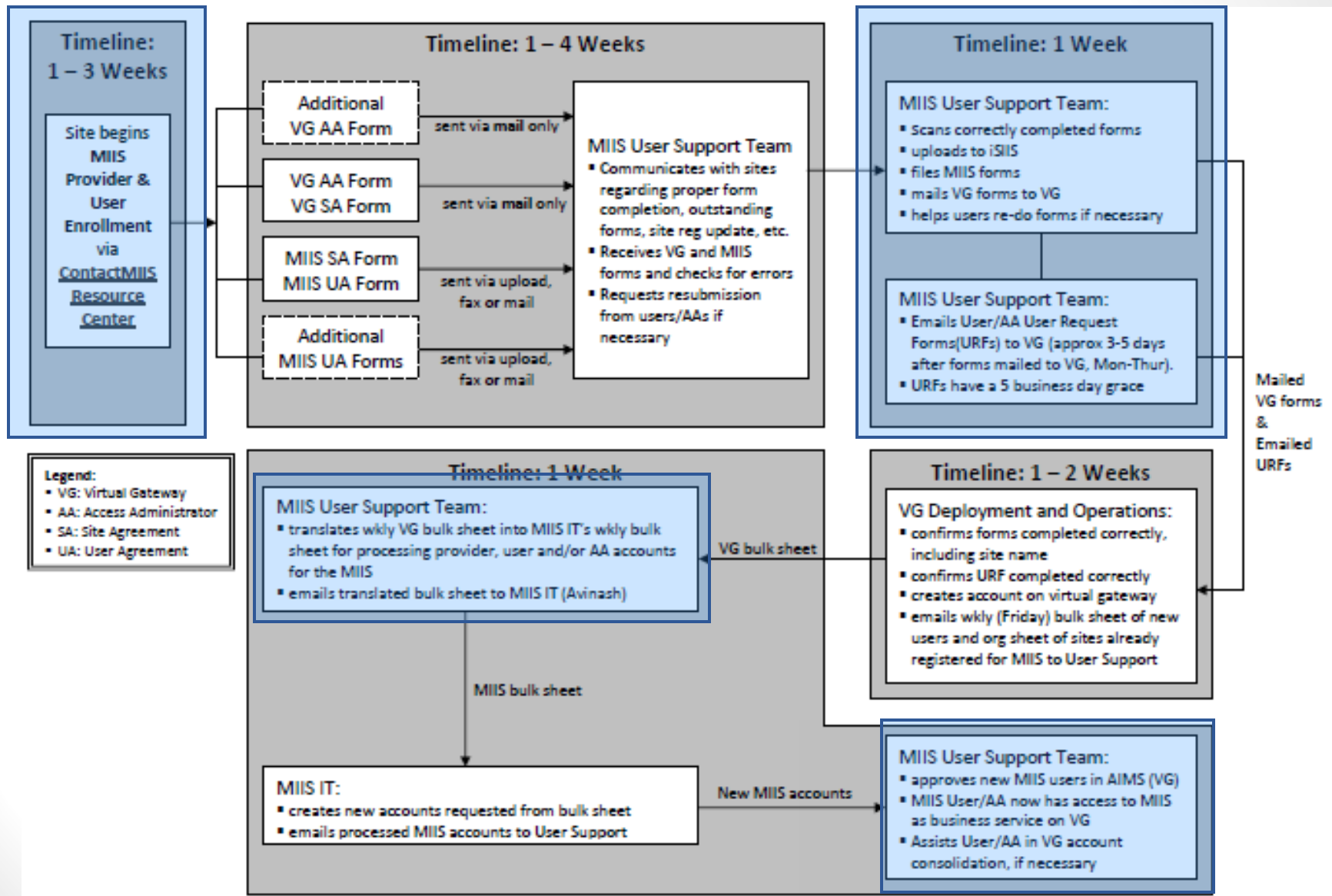
Functionality for MIIS Staff

- Centralizes tasks & contact info:
 - Registration
 - Account creation
 - Coordination with IT
 - Training
 - End user support
- Provider Management
 - VG and MIIS registration and security agreement management
 - Support request management
 - Detailed activity log of all contact with provider site staff

Functionality for Providers

- Streamlines VG and MIIS into single registration process
- Provides ongoing user and security agreement management
- Facilitates online support and training requests
- One-stop shopping for provider resources:
 - Materials and tools to inform patients
 - IT documents and resources, including MU
 - Training library
- ContactMIIS Resource Center: www.contactmiis.info

MIIS Registration Workflow



Provider Resource Center

[Home](#)[Enrollment](#)[EHR Integration](#)[Clinical Integration](#)[Training Library](#)[FAQ](#)[Support](#)[RSS](#)

Welcome to the MIIIS Resource Center

The Massachusetts Department of Public Health (MDPH) Immunization Program is committed to promoting the health of Massachusetts citizens by reducing the burden of vaccine preventable diseases that affect the residents of the Commonwealth. The goal of the MIIIS is to give health care providers and families a tool to help ensure that all individuals are immunized based on the latest recommendations. The MIIIS will establish a complete, accurate, secure, real-time immunization record for residents of Massachusetts of all ages. Once fully implemented, the MIIIS will be the official source of immunization information for Massachusetts.

This web site is designed to offer providers the information and resources you need to use the MIIIS effectively. This will allow the benefit of more complete, up-to-date and easily accessible immunization records and information for your patients.

Information and Benefits for Providers

The MIIIS is designed to serve the needs of electronic health record (EHR) users through electronic data exchange and can also support the needs of non-EHR users through direct data entry. Please see the [MIIIS Provider Flyer \(PDF\)](#) [\(RTF\)](#) for an overview of MIIIS features and more information about utilizing the MIIIS.

MIIIS Policy Statement

By law (M.G.L. Chapter 111, Section 24M), the MIIIS must be discussed by providers with each of their clients before immunization data is first entered or transmitted to the system. This should be done at the first immunization encounter after the MIIIS has been integrated into the practice. The [MIIIS Policy Statement \(PDF\)](#) [\(RTF\)](#) describes the guidelines for all health care providers who are registered to

Contact MIIIS - Login

Email: Password:

Forgot Password

Forgot Password, [Click Here](#).

New Enrollment

For New Provider Site or User Enrollment, [Click Here](#) to enroll.[ABOUT SSL CERTIFICATES](#)

Provider Site Enrollment

[Home](#)[Enrollment](#)[EHR Integration](#)[Clinical Integration](#)[Training Library](#)[FAQ](#)[Support](#)[RSS](#)

Provider Site Enrollment Request

Massachusetts Immunization Information System

MIIS – Provider Site Enrollment

Before you begin provider site enrollment, make sure you have the following required information about your site:

- Site name, address, phone number, and other basic contact information
- Your site's Massachusetts Department of Public Health's Vaccine Pin #, if the site is enrolled with the MDPH Vaccine Unit
- Primary immunization contact's information
- Supervising physician, site manager or designee's contact information
- The site's IT or technical contact information
- MIIS Manner of Usage (direct data entry vs. data exchange with an electronic health record)
- List of requested MIIS users for the site (a partial list is acceptable for initial enrollment, and additional users can be requested by the Access Administrator at any time)

The additional information below is not required to complete registration, but can be entered if you know it:

- The name of the Medical Group your site is a part of, if applicable
- National Provider Identifier (NPI)
- Tax ID number

[Begin Site Enrollment](#)

Introducing the MIIS

Click [here](#) to view the MIIS Introductory Video for an overview of the system.

Benefits of the MIIS

What can the [MIIS](#) do for you?

Access the MIIS

You can login to the MIIS through the [Virtual Gateway](#).

MDPH Website

Massachusetts Department of Public Health [MIIS Website](#).

Provider Site Enrollment

[Home](#)[Enrollment](#)[EHR Integration](#)[Clinical Integration](#)[Training Library](#)[FAQ](#)[Support](#)[RSS](#)

Provider Site Enrollment Request



1. Provide Information about your Provider Site



2. Provide Information about yourself



3. Provide Primary Immunization Contact Information



4. Provide Technical Contact Information



5. Supervising Physician, Site Manager or Designee



6. MIIS Manner of Usage Information



7. Provide MIIS Requested User List for this Provider Site

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MDPH Website

Massachusetts Department of Public Health [MIIS Website](#).

Step 1. Provide Information about your Provider Site

Facility Name*		Site Name (if applicable)	
<input type="text"/>		<input type="text"/>	
Provider Site NPI	Tax ID	Organization Type*	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Is the practice part of a Medical Group?		Medical Group	
<input type="radio"/> Yes <input checked="" type="radio"/> No		<input type="text"/>	
Is this site an enrolled provider with the MDPH Vaccine Unit?		Vaccine PIN#	
<input checked="" type="radio"/> Yes <input type="radio"/> No		<input type="text"/>	
Site Street Address 1*		Site Street Address 2	
<input type="text"/>		<input type="text"/>	
Site City*	Site State*	Site Zip Code*	Site County*
<input type="text"/>	<input type="text" value="MA"/>	<input type="text"/>	<input type="text"/>
Phone #*		Fax #*	E-Mail
<input type="text"/> <input type="text"/> <input type="text"/> Extn. <input type="text"/>		<input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/>

MIIS Site & User Home Page

[Home](#)[MIIS User Mgmt.](#)[EHR Integration](#)[Clinical Integration](#)[Training Library](#)[Training Schedule](#)[FAQ](#)[Support](#)[RSS](#)

Welcome to the MIIS Resource Center! As a user of the Massachusetts Immunization Information System (MIIS), the Resource Center is your main source of information. This website allows you to manage your user information, download forms and materials, access training schedules and resources, request MIIS Help Desk support, and receive updates about the MIIS. Below is your personal information, your provider site information, a menu of MIIS enrollment forms you will need to print and submit for registration, and the print status of your registration forms.

My Information:

First Name: **Access**
Last Name: **Administrator1**
DOB: **09 07 1982**
Gender:
Phone #: **(617) 555 5555**
Email: **thc@test.com**

My Provider Site Information:

Provider Site: **Test Health Center**
Address: **1 Test Street , JP MA 02130**
County: **SUFFOLK**
Phone #: **(617) 555 5555**
Fax #: **(617) 555 5555**
Vaccine PIN: **12345**

Registration Forms:

[Print Virtual Gateway Services Agreement](#)[Print Virtual Gateway Access Administrator Form](#)[Print MIIS Provider Site Agreement](#)[Print MIIS User Agreement](#)[Upload Forms](#)

Registration Form Status:

Forms	Completed
VG Services Agreement	No
VG Access Administrator Form	No
MIIS Provider Site Agreement	No
MIIS User Agreement	No

There are 4 registration forms for the MIIS and the Virtual Gateway that must be completed for every site. Also, every user must complete an MIIS User Agreement form.

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MDPH Website

Massachusetts Department of Public Health [MIIS Website](#).



MIIS User Management



User Management

This section allows you to manage your site's MIIS users. If you are an Access Administrator, you will be able to see a list of all registered MIIS users for your site. You can edit user information by clicking on "Edit" in the last column below. Here you can modify user information, designate additional Access Administrators, or deactivate a user. To add an additional user, click the "Add" button below.

Access Administrators

#	Status	Name	Work Email	Work Phone	MIIS UA	VG AA	Edit
1		Access Administrator1	aa1@test.com	6175555555			Edit

MIIS Users

#	Status	Name	Work Email	Work Phone	MIIS UA	Edit
1		MIIS User1	user1@test.com	6175555555		Edit

ADD USER

Other Contacts

#	Status	Name	Work Email	Work Phone	Edit
No Records Found.					

ADD CONTACT

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MDPH Website

Massachusetts Department of
Public Health [MIIS Website](#)



MIIS User Support

- ContactMIIS Resource Center
 - Mitigates support issues with accessible information posted



- MIIS User Support Center
 - Users can submit tickets to the MIIS Help Desk for issues they encounter

Your Current Tickets							Create New Support Ticket
#	Ticket #	Date Submitted	Priority	Status	Functional Area	Last Update	View Detail
1.	12345-10058	06 28 2012		Open	Data Sharing		View Detail
Current Tickets for Practice							
#	Ticket #	Date Submitted	Priority	Status	Functional Area	Last Update	View Detail
1.	12345-10058	06 28 2012		Open	Data Sharing		View Detail
Resolved Tickets							
#	Ticket #	Date Submitted	Priority	Status	Functional Area	Last Update	View Detail
1	12345-10041	03 14 2012		Closed	Other	03 15 2012	View Detail
2	12345-10015	12 02 2011		Closed	Forgot Username/Password	12 19 2011	View Detail

CMS: User Contacts & Security Agreement Management

MIIS Provider Site Information									
Site Name		Address					County		
1 MIIS Help Desk Test Site		MIIS Help Desk Test Site Street 1233356, Jamaica Plain, MA 02130					SUFFOLK		
MIIS Manner of Usage		Phone #					Fax #		
Direct Entry		(617) 983 4335					(617) 983 4301		
Deactivated Users									
Access Administrators									
#	Status	Name	Work Email	Work Phone	MIIS UA	VG AA	VG URF Submitted	Edit	X
1	✓	Access Administrator	darrin@djj.com	(617) 983 6442	✓	✓	✓	Edit	✗
MIIS Users									
#	Status	Name	Work Email	Work Phone	MIIS UA	VG URF Submitted	Edit	X	
1	⚠	MIIS User 1	miisuser1@state.ma.us	(617) 983 6443	✓	✓	Edit	✗	
Supervising Physician, Site Manager or Designee									
#	Name	Work Email	Work Phone	Title	Degree	Edit	X		
1	Medical Director	meddirector@state.ma.us	(617) 983 6447	Medical Director	MD	Edit	✗		
Primary Immunization Contact Information									
#	Name	Work Email	Work Phone	Title	Degree	Edit	X		
1	Immunization Nurse	immnurse@state.ma.us	(617) 983 6446			Edit	✗		
Technical Contact Information									
#	Name	Work Email	Work Phone	Title	Degree	Edit	X		
1	Technical Contact	techcontact@state.ma.us	(617) 983 6445			Edit	✗		

CMS: MIIS Staff Dashboard



New Enrollment Requests



[Unassigned Provider Enrollment Requests](#)

#	County	Provider Site	City	Zip	Contact Name	Phone #	Date Requested	Reg./SA	X
1	SUFFOLK	Dana-Farber Cancer Institute	Boston	02215			08 10 2012	Reg./SA	

[View all Enrollment Requests](#)



Your Provider Site Follow Ups

#	County	Provider Site	City	Zip	Contact Name	Phone #	Follow Up Date	X
1	FRANKLIN	Bement School	Deerfield	01342			09 04 2012	

[View previous Provider Sites Follow Ups](#)



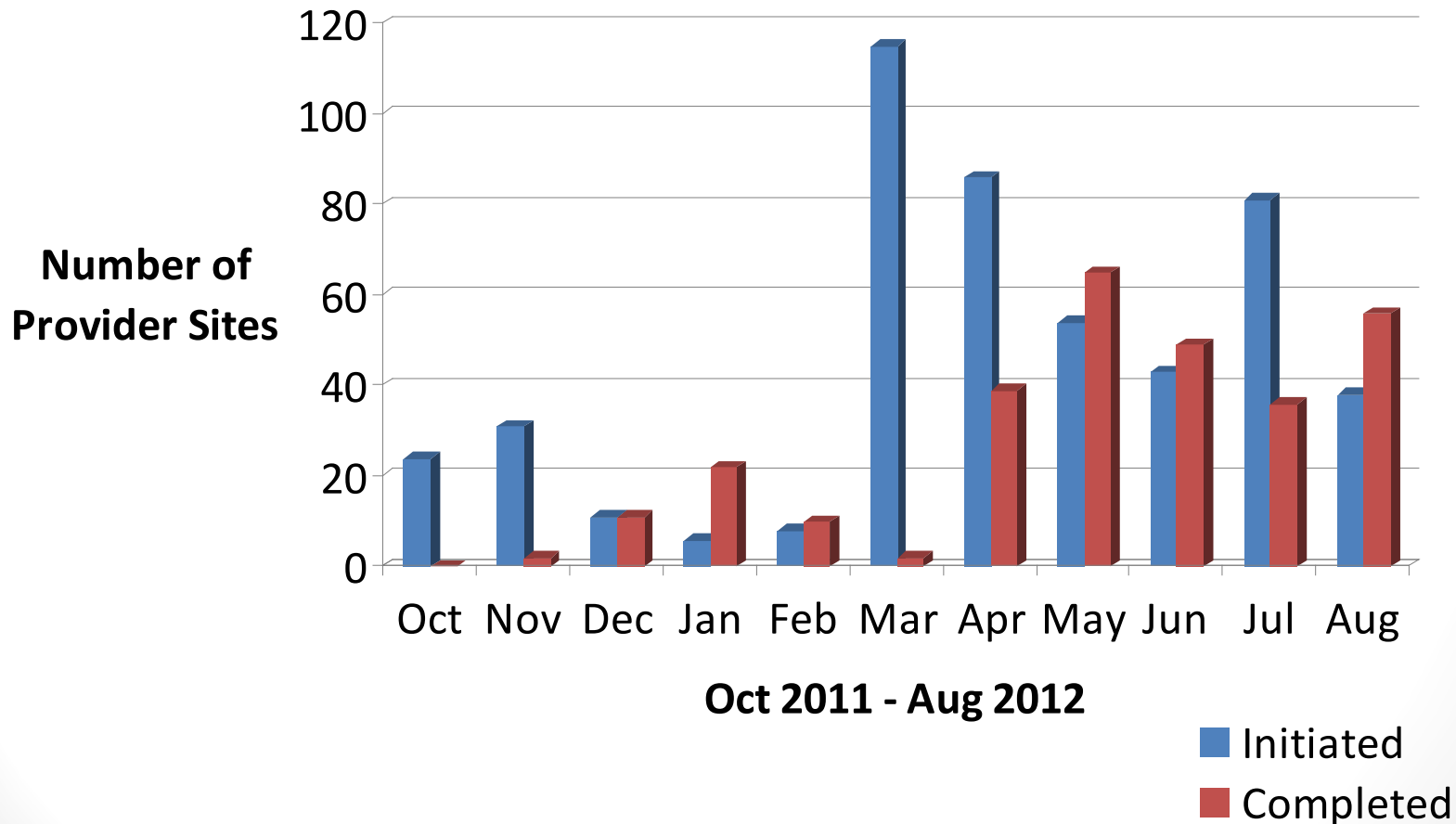
Support Tickets

#	Ticket #	Date Posted	Tier	Assigned	Priority	Status	Functional Area	Submitting User
1	10651-10076	08 27 2012				Open	Demographics	Diane Murray
2	13292-10070	07 27 2012	2	Liesl Bradford		Open	Data Exchange/HL7	LINDA CAQUETTE
3	11578-10067	07 23 2012	2	Liesl Bradford	High	Open	Data Exchange/HL7	Kate Gamache
4	12345-10058	06 28 2012				Open	Data Sharing	Access Administrator

[View previous Tickets](#)



Registration Success with iSIIS Vision



Registration Highlights

- Pre iSIIS Vision implementation
 - 9 sites and 30 users took over 2 months to gain access to the MIIS
- Post iSIIS Vision
 - 200 sites initiated enrollment in the same 2 month period a year later
 - **292 sites and over 700 users in 11 months gain access to the MIIS**
 - Additional 170+ sites in process of enrolling
- Outreach to 1500 VFC providers in anticipation of online Vaccine Management Module and VTrckS in 2013
 - Target: 1000 sites registered by end of 2012
- 590% increase in per month completed site enrollments
- 425% increase in per month completed user enrollments

Questions & Contact Info

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