



TennIIS

AIRA Discovery Session on IIS Platform
Transitions

Agenda

- From TWIS to TennHIS
- 3 Success Factors
- 3 Lessons Learned
- Advice



From TWIS to
TennIIS

From TWIS to TennIIS

- TN started registry in 1994.
- TWIS
 - Lifelong Immunization Registry
 - Vendor supports 1 state
 - De-duplication after record is absorbed into registry
 - Immunization Certificate Validation Tool
- TennIIS today
 - STC – cloud
 - Vendor supports multiple states
 - GSA Contract
 - + 5.7 Million Individuals
 - + 48 Million Immunizations
 - +1,000 provider and hospital sites are set-up to exchange data electronically
 - +1,100 providers enter data manually via TennIIS web portal
 - + 19,000 active users

From TWIS to TennIIS - Go-live and Year 1

- Migrated from TWIS to TennIIS on Nov. 10, 2014.
- Vital Records feed (March 2015)
- Re-onboard + 800 electronic trading partners (June 2015)
- Public Health Patient System-TennIIS bi-directional interface (September 2015)
- Generating a school certificate auto-validated by TennIIS within seconds (still working on it)
- Migration team: STC, 4 + 2 TDH IT, 8 TN Immunization Registry

From TWIS to TennIIS - Go live and Year 1

- **Data clean-up**
 - + 40,000 duplicate records
 - Facility/organization clean-up
- **Bugs**
 - 400 JIRA tickets
- **Training**
 - Webinars (+1,700 participants)
 - In-person (+ 700 participants)
- **Hired 3 new team members**

From TWIS to TennIIS Go-live and Year 1

- **TennIIS Survey I (March 2015)**
 - Smooth Transition – 21%
 - OK Transition – 58%
 - Rough Transition – 21%
 - Many users liked the legacy system better
- **TennIIS Survey II (October 2015)**
 - Overall experience using TennIIS
 - Very Poor: 1.59%
 - Poor: 4.27%
 - Fair: 24.05%
 - Good: 53.36%
 - Excellent: 16.73%
- **Help Desk problems**



Successes, Lessons
Learned, Advice

Successes

- **TN Dept. of Health leadership was involved and supported roll-out (IT, Community Health Services, CEDEP)**
- **Communication and training**
- **Additional resources were added to the Immunization Registry team**

Lessons Learned

- Clean data before data migration
- Sign-off Checklist
 - before go-live (UAT vs demo)
 - after moving into production (pilot site)
- On-site vendor resource(s)

Advice

- Document decisions made (why are we doing this?)
- Celebrate accomplishments
- Visit clinics pre- and post- go-live (know what impact on workflow is)