



AIRA
AMERICAN IMMUNIZATION
REGISTRY ASSOCIATION

INFORMATION REQUEST

Topic: IIS Support Models

Request Date: April 16, 2018

Information Requested:

We are in the process of reevaluating our regional model for MIIC support.

1. How many regions do you have to cover local IIS support in your state?
2. Please describe your regional IIS staff:
 - a. Full-time, state employees
 - b. Part-time, state employees
 - c. Full-time, contracted staff
 - d. Part-time, contracted staff
 - e. Other (please specify):
3. What are the primary duties of your regional IIS staff?
4. What does and does not work well about your model?

Requesting Member: Sudha Setty (MN)

Responding Member(s): Tricia Franklin (AK), Jody Schweitzer (KY), Michelle Hood (NE), Jenne McKibben (OR), Veronica Rodriguez (PR)

Results:

AK:

Alaska has six full time state IIS staff for the entire state, which is coincidentally six regions. Seventeen total full-time state staff for the Immunization Program, and no contract staff or part-time. We also have a new CDC Public Health Advisor assigned to our program.

Alaska has a statewide population of 739,795 (2017 Census est.) with over half of the population within 100 miles of the Anchorage area, and strong tribal and public health partners serving the remote areas of the state. For comparison, our IIS has approximately 250 Organizations with 700 facilities, 175 VFC providers, 90 orgs/400 facilities report by HL7 interface, on-boarding queue has 35 projects in progress with new providers and those changing EHRs, and IIS has 3000 manual user accounts.



IIS Staff titles and primary duties:

- IIS Manager (1) – security plan, IIS contract, IIS staff management and training, version upgrades, and integration of IIS in Immunization Program.
- Public Health Informaticist I (3) – interoperability on-boarding, production interface data quality, IIS QA, deduplication, coverage rates, forecast updates and reports.
- Health Program Associate (2) – primary and secondary support desk, IIS contracts, user training and maintenance, reminder-recall outreach, and HEDIS measures.

Immunization Program staff and primary duties:

- The VFC compliance staff (4) is considered field ops and also does school compliance. One manager and three Health Program Associates as field staff.
- Admin staff (1) covers travel, procurement and timesheets.
- The Vaccine Distribution staff (3) is off-site at a former vaccine depot and is responsible for VOMS. One manager, one Health Program Associate, one admin.
- Nurse Consultant (1) covers Perinatal Hep B, VFC AFIX, and clinical vaccine questions.
- Immunization Program Manager (1) covers contracts, vaccine assessment program, VFC cooperative agreement and staff management.
- Deputy Immunization Program Manager/Nurse Consultant II (1-vacant for 1 year now) – covers what IZ program manager is not getting to and manages Nurse Consultant.

This staffing model tends to be very separated and territorial with too many equal managers with overlapping roles especially with a leadership vacancy for over a year.

KY:

Kentucky does not use a regional model. We have state IIS personnel only to include: IIS Manager, Data Quality Analyst, HL7 on-boarder, 2 trainers, 1 enrollment/helpdesk staff. VFC staff in the central office assist through the helpdesk for VFC vaccine reconciliation.

We are attempting to get our VFC field staff trained more extensively so they can be of assistance to VFC providers in the field. But this is only covering VFC orders, VFC enrollments, temperature monitoring and AFIX.

NE:



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1. Nebraska only has 1 IIS that covers the whole state. The IIS staff support the entire state as well.
2. We have a .5 state employee and a .25 state employee.
We have 2 full-time contract staff.
3. Nebraska has 2.75 staff that cover the whole state. We do not have regional staff.
4. It's challenging to manage the IIS with the split state employee's but hiring freezes and FTE limitations make it difficult to do anything else.

OR:

We do not have a regional model here in Oregon. ALERT IIS covers the entire state with staff only located in Portland. We have a help desk staffed 9-4 M-F with Tier 1-3 staff available.

PR:

1. We have 8 regions.
2. Those are state employees.
3. The primary duties are: providers, training and clean data