ASSESSMENT OF THE WASHINGTON STATE IIS SCHOOL MODULE ROLLOUT

Washington State Department of Health

Presenter

Ashley McHugh, MPH

School Module Coordinator

Office of Immunization and Child Profile

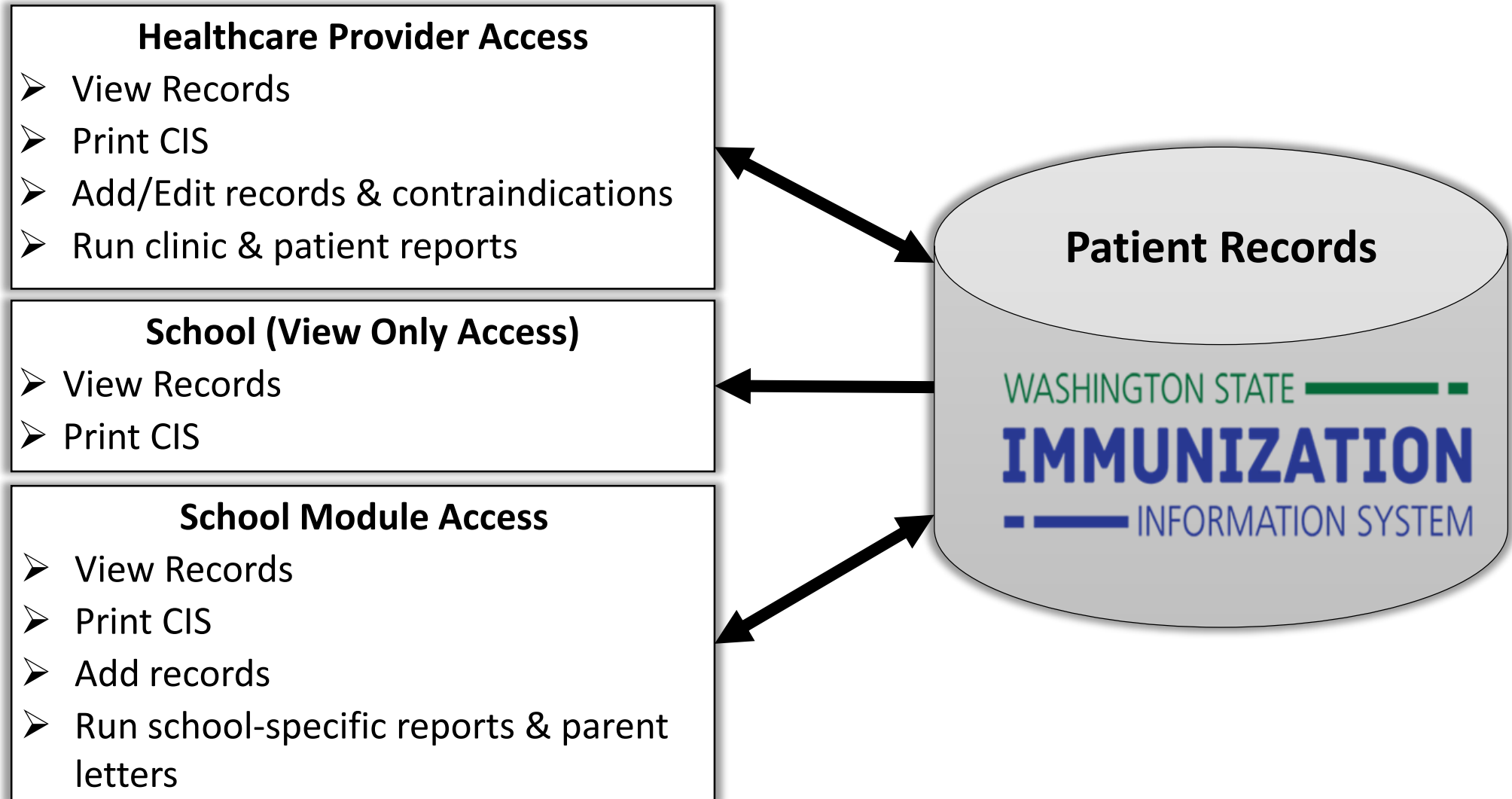Washington State Department of Health

SCHOOL MODULE BACKGROUND

Background

❖ In 2015-2016 school year, only about 85% of kindergarteners were complete for all vaccines, well below the Healthy People 2020 goal of 95%.

❖ Students often lack proper immunization documentation and are "out-of-compliance" with school immunization requirements, even though they may have been immunized.

❖ Multiple handoffs of immunization data make it difficult to accurately determine student immunization compliance.

❖ Recognized a need for healthcare providers, parents, schools, and early learning programs to be utilizing one system.

School Module Overview

- In 2016 we received legislative funding to expand the use of the School Module to schools across Washington.

- The School Module is a portal into the Washington State Immunization Information System (IIS) that allows schools to track and manage student and school-level immunization information.

- Goals of the School Module:
  - Improve school immunization compliance rates
  - Increase the amount of immunization data in the IIS
  - Improve the ability to identify under vaccinated or unvaccinated students

Relationship of the School Module to the Washington State IIS

Healthcare Provider Access
➢ View Records
➢ Print CIS
➢ Add/Edit records & contraindications
➢ Run clinic & patient reports

School (View Only Access)
➢ View Records
➢ Print CIS

School Module Access
➢ View Records
➢ Print CIS
➢ Add records
➢ Run school-specific reports & parent letters

Patient Records

WASHINGTON STATE
IMMUNIZATION
INFORMATION SYSTEM

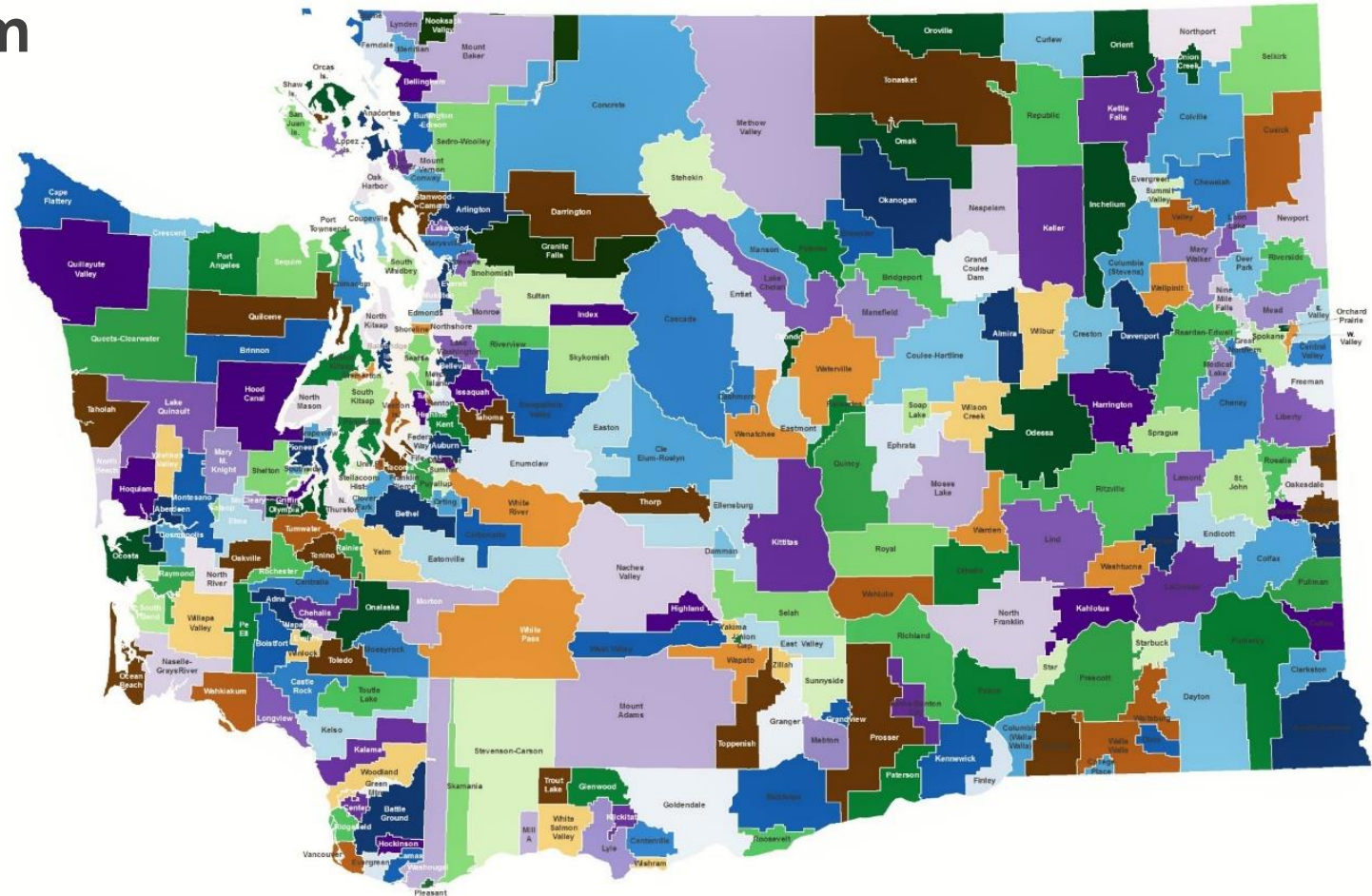# SCHOOL MODULE ROLLOUT

Washington State School Districts

Three year statewide rollout from July 2016 – June 2019.

Total number of School Districts:

- Approx. 295 public school districts

- Approx. 537 private schools

Invited 60% of school districts and eligible private schools to use the School Module.

School Module Rollout

Currently using the School Module:

- 27 public school districts
  - 200 public schools
- 7 private schools
- 3 charter schools
- 3 early learning programs

Represents about 92,000 students or 10% of students in Washington.

Additionally, we have 53 school districts and schools are in the process of onboarding.

Barriers and Challenges

- Less interest to onboard to the system than expected

- Schools expressed hesitancy to onboard due to concerns with:
  - Missing historical data in the IIS
  - The lack of a mandated provider reporting rule
  - Constraints with obtaining medically verified immunization records
  - Releasing directory information due to FERPA

- Immunization compliance rules – Parent reported records

- Schools, preschools, and child cares without a nurse cannot get access to the system

ASSESSING THE SCHOOL MODULE ROLLOUT

Rationale

Following year one of the project, we decided to perform an assessment of the School Module Rollout.

Purpose: Gather feedback regarding the School Module and the implementation process.

Objectives:

- To evaluate user satisfaction with the system and identify areas for improvements with the interface
- To identify barriers users experienced with implementing and using the system
- To evaluate user satisfaction with support and resources and identify any gaps

Methods

In May and June of 2017, we conducted an online survey and focus groups to gathered feedback about the implementation process, technology, support, and resources

➢ **SURVEY**

- Conducted through Opinio, a web-based survey system
- 35 question survey
- Total of 45 stored responses:
  - 39 complete responses
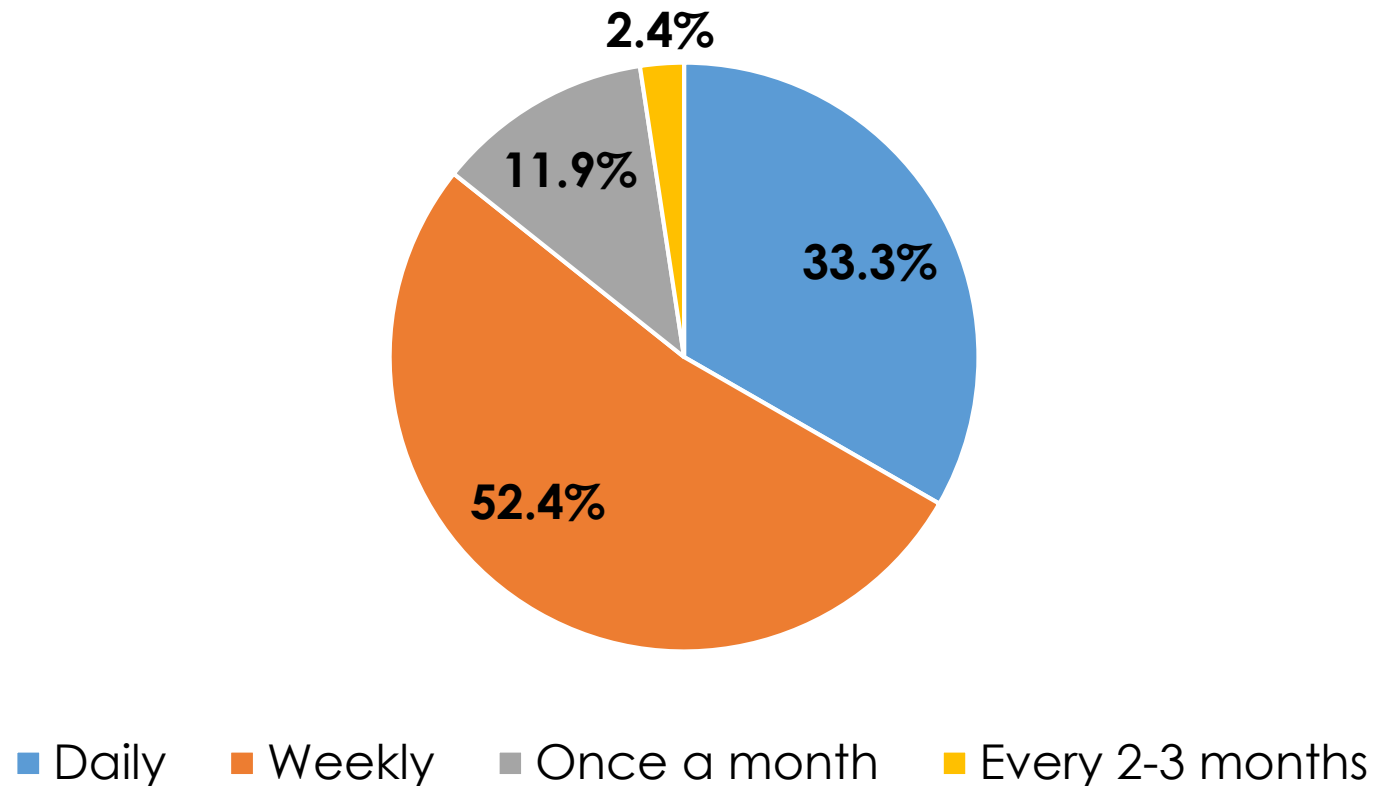 - 6 incomplete responses

➢ **FOCUS GROUPS**

- Conducted through GoToWebinar, a web-based meeting software.
- Four focus group sessions 50 – 80 minutes long
- 3 – 9 participants per session
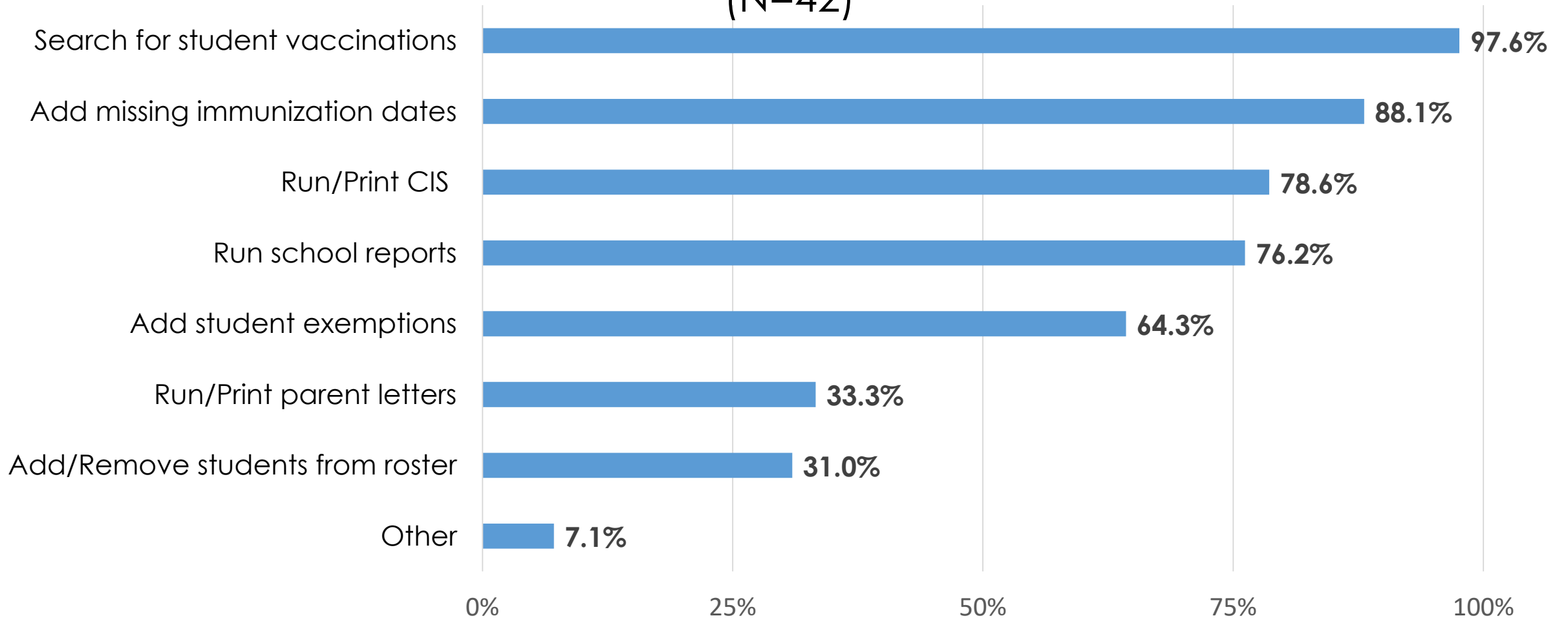- Total of 23 participants

FINDINGS

Survey Results

Frequency of School Module Use
(N=42)

- ■ Daily
- ■ Weekly
- ■ Once a month
- ■ Every 2-3 months

2.4%
11.9%
33.3%
52.4%

Survey Results

School Module Functionality Use
(N=42)

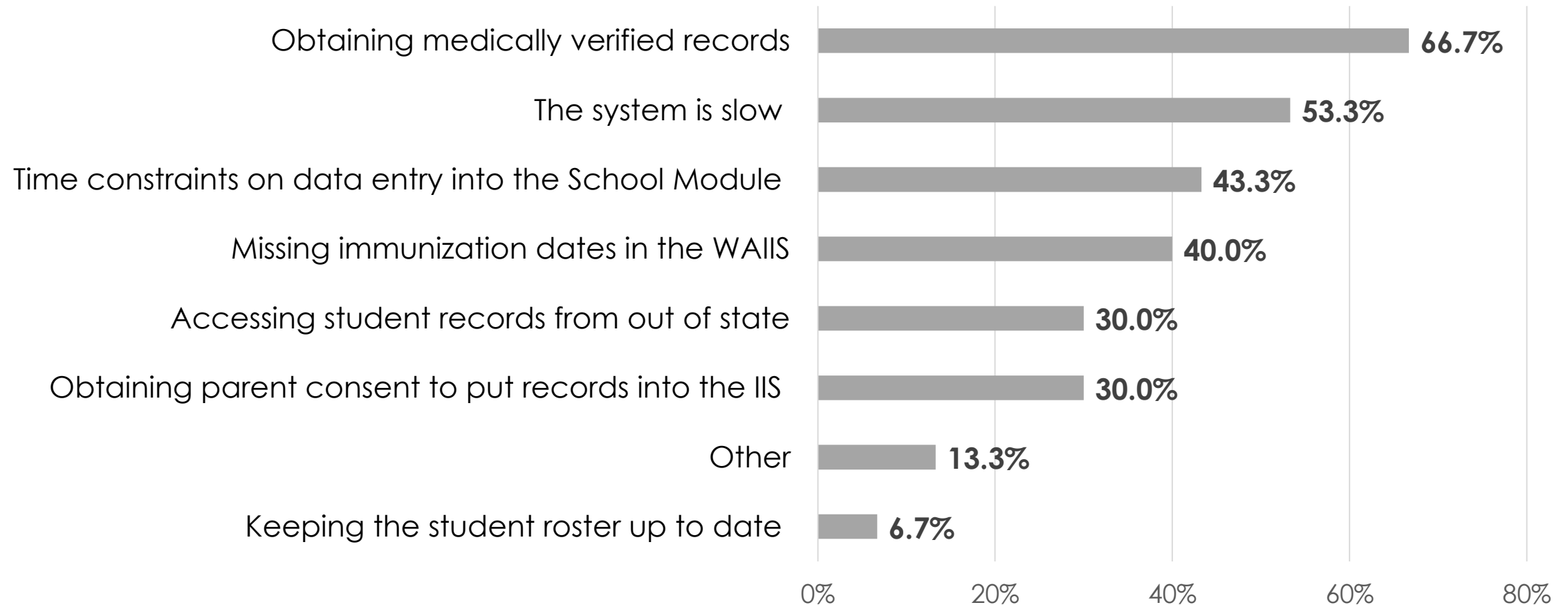| Functionality	Percentage
Search for student vaccinations	97.6%
Add missing immunization dates	88.1%
Run/Print CIS	78.6%
Run school reports	76.2%
Add student exemptions	64.3%
Run/Print parent letters	33.3%
Add/Remove students from roster	31.0%
Other	7.1%

Survey Results

Have you experienced any barriers to using the School Module? (N=42)
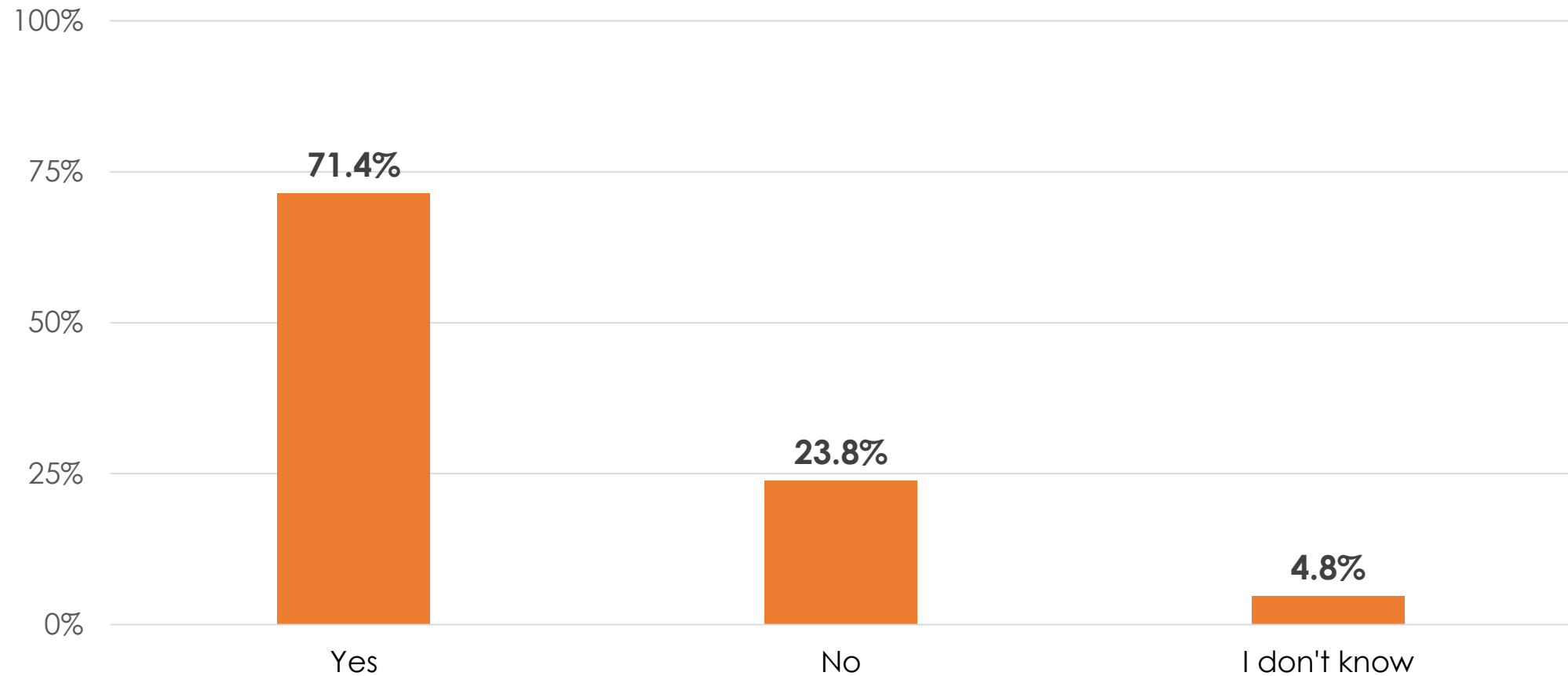
Survey Results

Barriers to Using the School Module
(N=30)

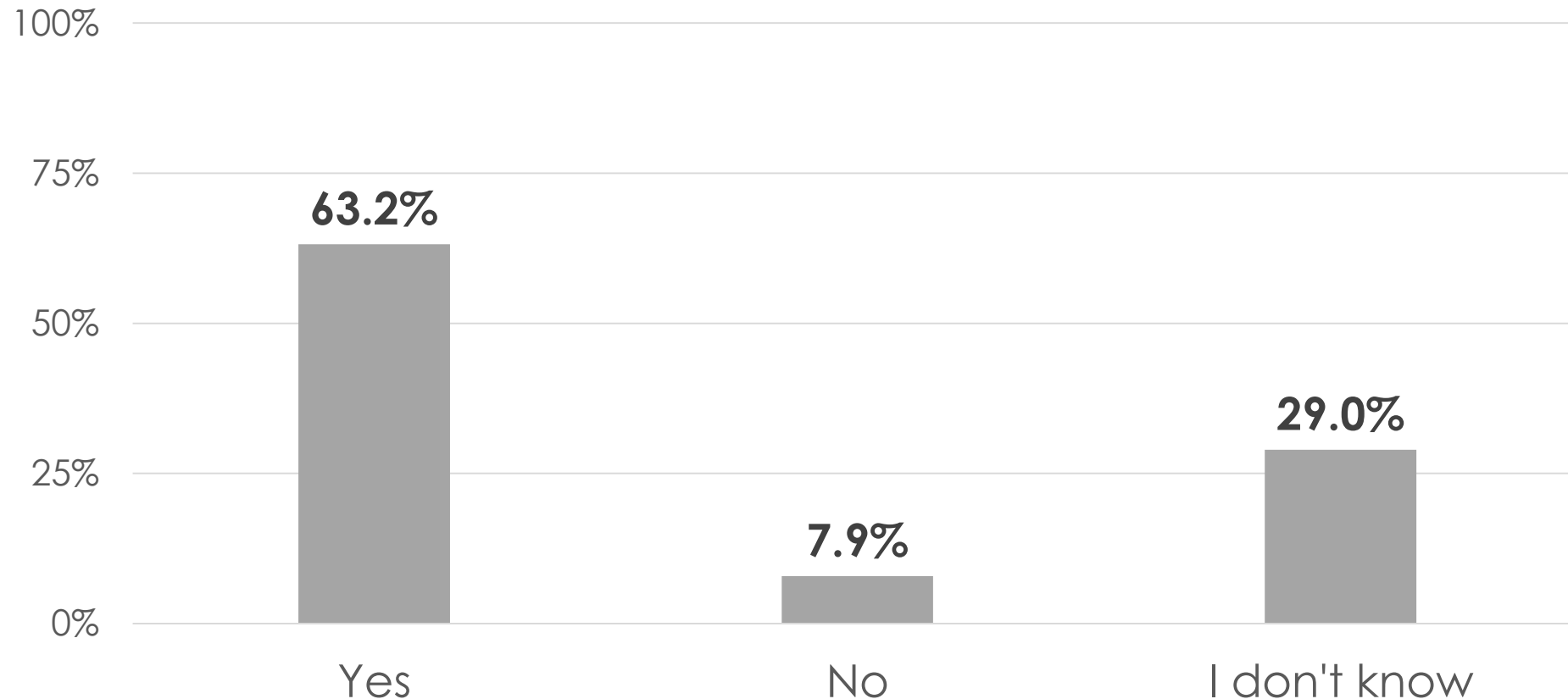| Barrier	Percentage
Obtaining medically verified records	66.7%
The system is slow	53.3%
Time constraints on data entry into the School Module	43.3%
Missing immunization dates in the WAIIS	40.0%
Accessing student records from out of state	30.0%
Obtaining parent consent to put records into the IIS	30.0%
Other	13.3%
Keeping the student roster up to date	6.7%

Survey Results

Satisfaction with School Module Functionality

Legend: ■ Very Dissatisfied ■ Dissatisfied ■ Neither Satisfied nor Dissatisfied ■ Satisfied ■ Very Satisfied

| Functionality	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
Viewing student vaccinations		3%	15%	49%	33%
Managing the student roster	4%	7%	54%	32%	4%
Generating and printing the CIS		11%	20%	34%	34%
Entering missing vaccination dates	5%	22%	16%	51%	5%
Entering student exemptions	3%	28%	34%	25%	9%
Running school reports	3%	25%	28%	28%	17%
Running and printing parent letters	12%	42%	35%	12%	
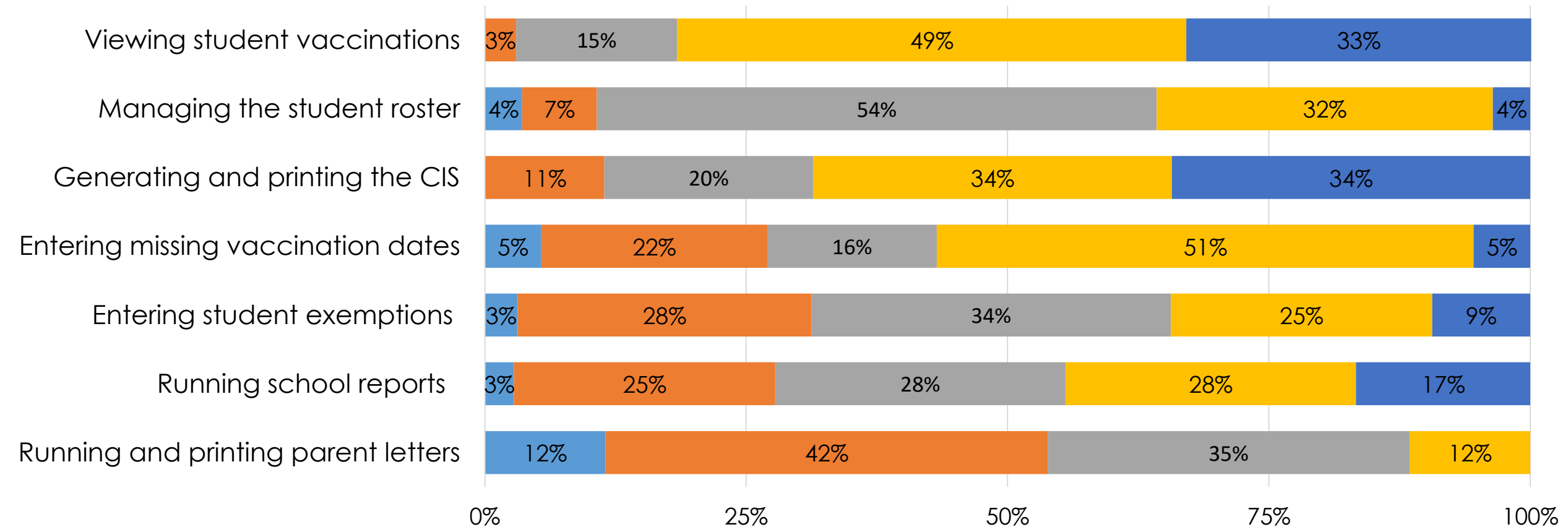
Survey Results

Do you have the tools and resources you need to use the School Module? (N=38)

Survey Results

Please rate your overall experience using the School Module. (N=38)

Legend:
- Poor
- Fair
- Good
- Excellent

Values shown: 2.6%, 29.0%, 60.5%, 7.9%
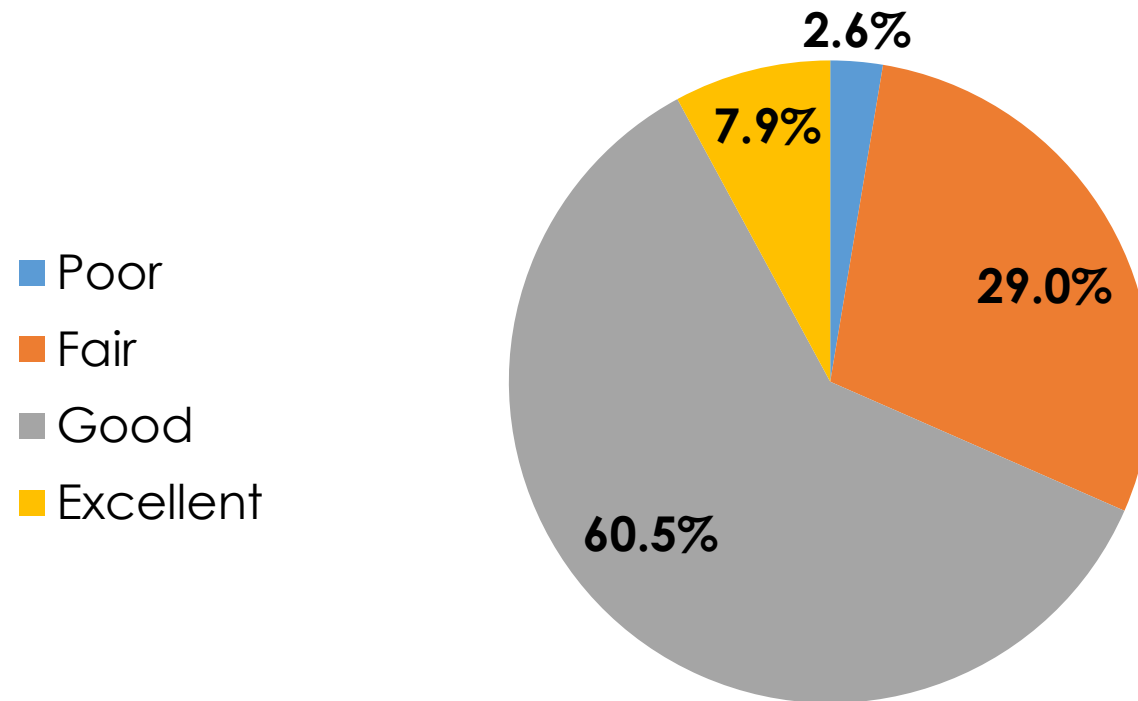
Focus Group Results

Themes:

1. Concerns with immunization records in the School Module

2. Gaps within the rules and policies surrounding the School Module

3. School Module user support

4. School Module technology

Focus Group Results

1. **Concerns with immunization records in the School Module**
   - **Healthcare Provider Reporting**
     - Healthcare Provider Use & Accuracy
     - Hepatitis B
   - **Obtaining Immunization Records**
     - Barrier to implementation, time consuming
     - Schools have parent reported immunizations on file
     - Cooperation between Healthcare Providers and Schools to share information
   - **Impact on Compliance Numbers**
     - Missing immunizations causing a decrease in compliance rates

Focus Group Results

2. **Gaps within the rules and policies surrounding the School Module**

   – Healthcare Provider Mandate

   – Exemptions

   – CIS Parent Signature

   – Parent Reported Records

   – HIPAA

Focus Group Results

3. **School Module user support**
   - **Satisfied with DOH and Help Desk support**
   - **Training and Resources for School Module Users**
     - International Records
     - McKinney-Vento Students
     - Exemptions
   - **Communication and Outreach**
     - School Module Newsletter & Updates
     - Communications with Public and School Administrators
     - Communication and Outreach to Healthcare Providers

Focus Group Results

4. **School Module technology**
   - **Technology Enhancements**
     - System layout
     - Exemptions
     - Letters & Reports
     - Ability to email providers from the system
   - **System Functionality**
     - Titers
     - Out of state records
   - **Technology Benefits**
     - Useful for small schools and private schools
     - Importance of using one system
     - Believe in the longevity

IMPLICATIONS

Project Implications

Findings confirmed some of our existing assumptions:

- Missing historical data in the IIS is an issue

- Time consuming to collect medically verified immunization records

- Need to amend immunization compliance rules regarding parent reported immunizations

Project Implications

We also learned new information:

- Users have concerns about requesting records from healthcare providers and believe not enough work is being done with healthcare providers

- Technology limitations exist

- There are gaps in our resources and materials

What Are We Doing To Improve?

Incorporating the feedback into the project:

- Reviewing and updating current rules related to immunization compliance to support the rollout and reduce barriers to implementation

- Sharing technology feedback with our system vendor

- Increasing communication and outreach efforts

- Improving and creating new materials and resources

# What Are We Doing To Improve?

Key messaging for communication and outreach efforts with:

- Local health jurisdictions
  - Conduct outreach to local healthcare providers
  - Assist schools in onboarding process
  - Promote the School Module
- Healthcare providers
  - Impact on schools
  - Entering immunization data
  - Schools may request medically verified records
- School administrators
  - School immunization compliance

What Are We Doing To Improve?

School Module Resource Improvements:

- Implementing an LMS in the IIS to improve training

- Created a School Module Onboarding Toolkit

- Ongoing resources and material development
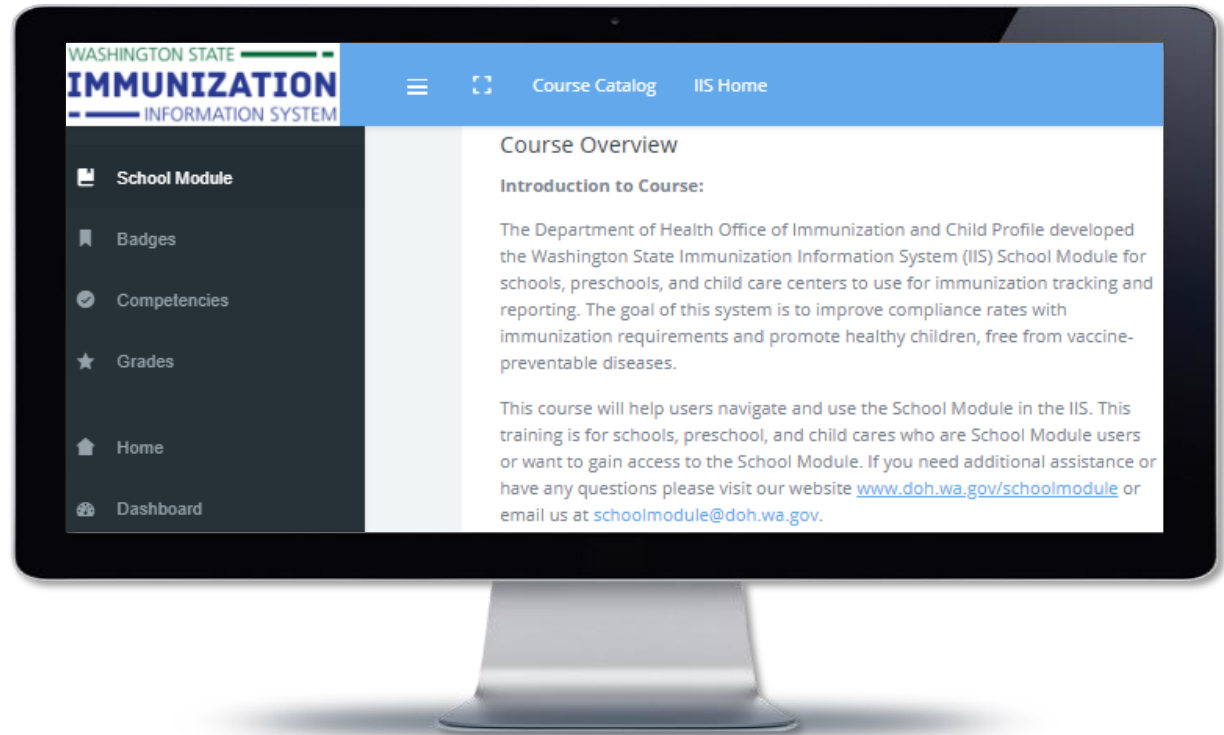
School Module Onboarding Toolkit

1 **Getting Access to the School Module**

- Provides step by step instructions on getting access to the School Module

- Includes talking points, ISA, ISA cover sheet, and account information for users

2 **Implementing the School Module**

- Provides guidance to districts for implementing the system

- Includes guidance and expectations document, letter to parents, sample policies and procedures

3 **Using the School Module**

- Provides directions on populating rosters and how to use the School Module

- Includes roster upload instructions, training guide & video, and additional IIS training materials

School Module Onboarding Toolkit

- Toolkit will launch for the 2018 - 2019 school year

- Kept in an online platform

- Ongoing management to update content and ensure it meets the needs of schools

www.doh.wa.gov/schoolmodule

QUESTIONS?

Contact Information

Ashley McHugh, MPH

Email: ashley.mchugh@doh.wa.gov

Visit our website: www.doh.wa.gov/schoolmodule

Washington State Department of
Health