Improving Provider IIS Participation Using a Community of Practice Model

AIRA National Meeting
August 2019

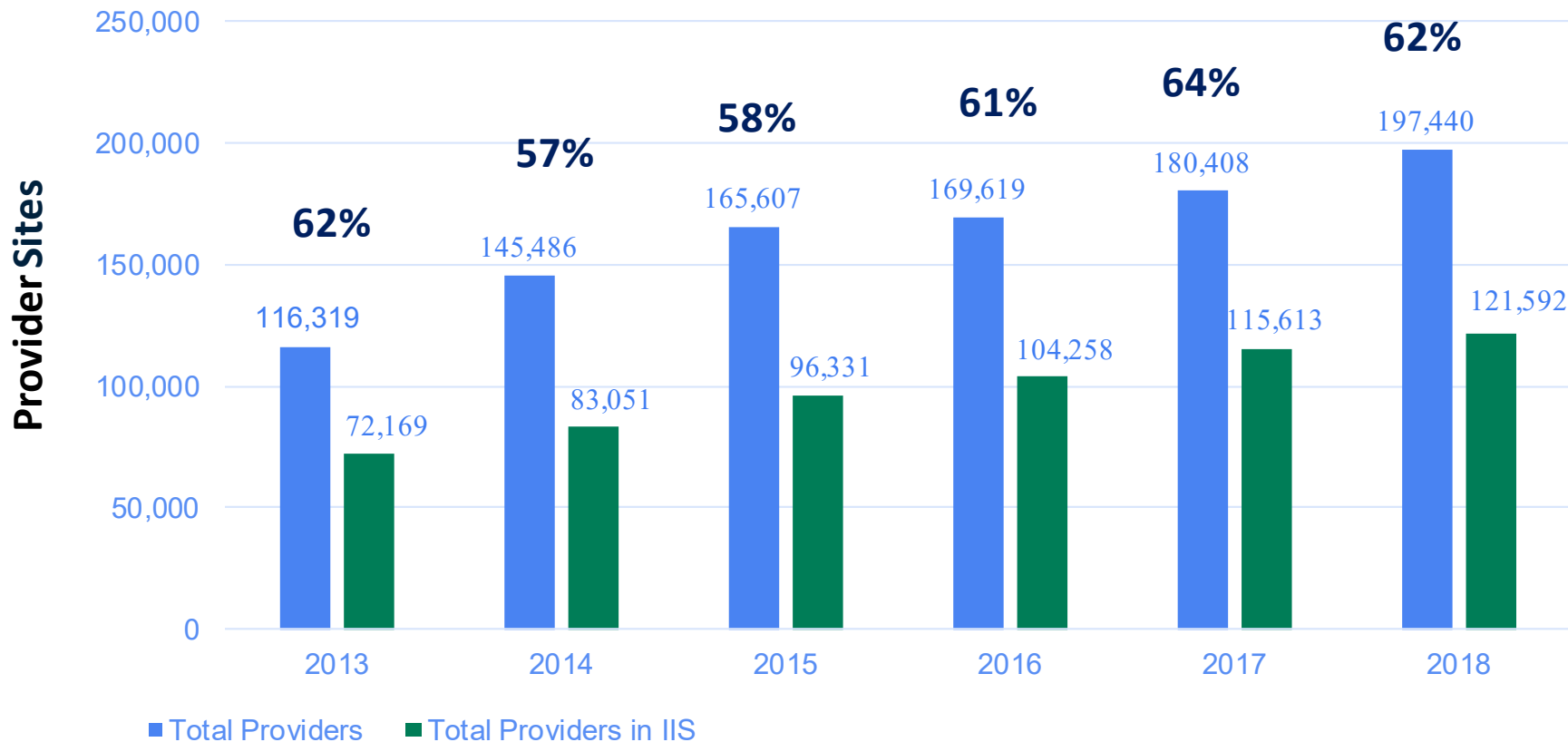**Rashid Malik**

Maryland Department of Health

Kim Gulliver

Colorado Department of Health

Kaye Kleine

Scientific Technologies Corporation

Jan Hicks-Thomson

Centers for Disease Control and Prevention

Provider IIS Participation 2013 – 2018

Mentors

Maine

New York City

Kentucky

North Dakota

Minnesota

Mississippi

Arizona

Participants

Alabama

California

Colorado

Illinois

Maryland

New Mexico

Tennessee

Partners

- American Academy of Pediatricians
- American Academy of Family Physicians
- American Immunization Registry Association
- Association of Immunization Managers

Contracted Support

- Scientific Technologies Corporation Public Health Division

Participant and Community of Practice Activities

Individual Awardee Activities

- Barrier assessments
- Work plans
- Consultation & technical assistance
- Materials review
- Mentoring

Community of Practice Activities

- In-person CoP
- Two virtual CoPs
- Four focus sessions:
  - Provider outreach and education
  - Data quality during onboarding and EHR vendor relationships
  - Policy solutions
  - Data clean up for reporting to IISAR

Introducing the Mini-Community of Practice

How it works …

- A Provider IIS Participation CoP member introduces the topic

- Small groups discuss the topic for 10 minutes

- Individuals jot notes on their work plans for 3 minutes

- Small groups report out to large group for 5 minutes

Identifying and Prioritizing Providers for Outreach

- Pull data from the IIS for analysis
- Identify common characteristics
- Categorize non-reporting providers
- Prioritize non-reporting providers
- Document process and findings
- Establish maintenance plan

Identifying and Prioritizing Providers: Discussion

- What activities have you tried?
  - What worked well?
  - What barriers did you encounter?
- What kinds of tools / resources do you have for these activities?
- What activities would you like to try?
- What resources, training, or tools do you need?

Provider Outreach and Training

- Identify the training needs

- Develop and outreach and training plan

- Gather resources, create or refresh recruitment materials

- Engage partners and identify their roles

- Create a training plan and training materials.

- Implement the outreach and training plan

- Evaluate the outreach effort and materials

- Document processes and findings

- Establish a maintenance plan

Provider Outreach and Training: Discussion

- What activities have you tried?
  - What worked well?
  - What barriers did you encounter?
- What kinds of tools / resources do you have for these activities?
- What activities would you like to try?
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Data Quality During and After Onboarding

- Develop an IIS data quality protocol for incoming data:
    - Strong but realistic data quality goals
    - Review for rejected messages, data completeness and accuracy
    - Establish scheduled and ad-hoc reviews
- Give providers regular feedback in testing and after go live
- Root cause analysis with providers and EHR vendors
- Establish process for follow-up and resolution
- Data quality training for providers
- Document process and findings
- Establish maintenance plan

Data Quality During and After Onboarding: Discussion

- What activities have you tried?
    - What worked well?
    - What barriers did you encounter?
- What kinds of tools / resources do you have for these activities?
- What activities would you like to try?
- What resources, training, or tools do you need?

National Center for Immunization & Respiratory Diseases

Jurisdiction	Name	AAP Representatives	Mentors
Tennessee	Samantha Chao	Ruth Allen	Arizona - Valentin Shoshtarikj
	Assiatou Bah	Becky Brumley	
Illinois	Teri Nicholson	Sharon Hovey	North Dakota - Mary Woinarowicz
	Robin Holding	Anne Wong	
Alabama	Teri Brown	Linda Lee	Maine - Danielle Sherwood
	Cindy Lesinger	Katrina Skinner	
	Meghana Gangarapu		
Maryland	Rashid Malik	Susan Lipton	Minnesota - Angie Felt
	Patricia Swartz	Rebecca Rabin	
	Massa Sammah		
California	Jeanette Chapman	Tomas Torices	New York City -- Amy Metroka
	Twila Crook-Lindsey	Madeline Haley	
	Steven Nickell	Meredith Kennedy	
		Mark Sawyer	
		Jane Maria Gifty Ntim	
Colorado	Kim Gulliver	Elizabeth Abbot	Kentucky - Jody Schweitzer
	Phyllis Bourassa	Leisha Andersen	
New Mexico	Jordan Burton	Brian Etheridge	Mississippi - Jeffrey McIntyre
	Raymond Gallegos	Melissa Mason	

Organization	Representative
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AIM	Dan Hopfenspurger
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The findings and conclusions in this report are those of the authors and do not necessarily represent the official position of the Centers for Disease Control and Prevention.