SCAN ME!

Onboarding Perspectives: What EHRs wish they could say to IIS & vice versa

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Discussion Overview

- Introduction to the IIP (5 min.)
- Methods & Caveats (2 min.)
- Perspectives on…
  - General Onboarding (10 min.)
  - Discovery & Planning (10 min.)
  - Development & Testing (10 min.)
  - Go-live & Beyond (10 min.)
- Suggestions & Resources (3 min.)

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EHRs and IIS: Better Together

- Connectivity
  - Access to a patient's full immunization history and forecast of dose due
- Collaboration
  - Shared data results in complete and accurate information
- Visibility
  - Better sight into the history and forecasting future needs for providers
  - Access to data: consumers/patients, schools, public health programs

Immunization Integration Program (IIP) Overview

- HIMSS initiative
- Improve interoperability between EHRs and IIS
- Provide timely access to complete and accurate immunization data
    - Improve data use (clinical decision-making) and population health
    - Lower VPD incidence
- Strategies:
    1. Collaborative
    2. Testing & Recognition

Project Partners

HIMSS

DRUMMOND

CDC
CENTERS FOR DISEASE CONTROL AND PREVENTION

AIRA
AMERICAN IMMUNIZATION REGISTRY ASSOCIATION

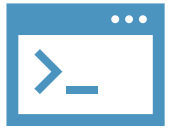
Volunteer SMEs

IIS Vendors

IIS

Clinicians

EHRs



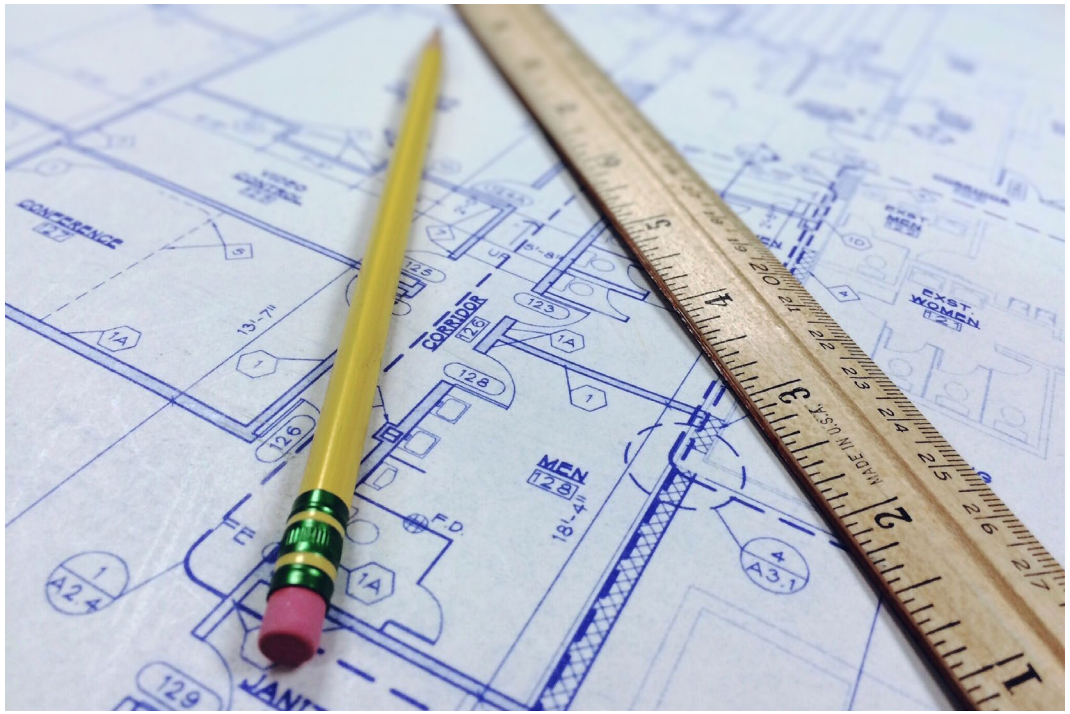
Health IT

Associations

Methods & Caveats for EHR Perspectives

- EHR vendors and individuals will not be identified by name to promote candid and open communication

- Based upon:
  - Common pain points expressed during IIP Collaborative efforts
  - Requested comments via email
  - One-hour interviews with 5 EHR vendors



AIRA 2021

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Discussion

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Discussion Format

- Key points from the EHR perspective
- Audience poll questions
- Audience discusses responses or provides additional perspectives

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Mentimeter

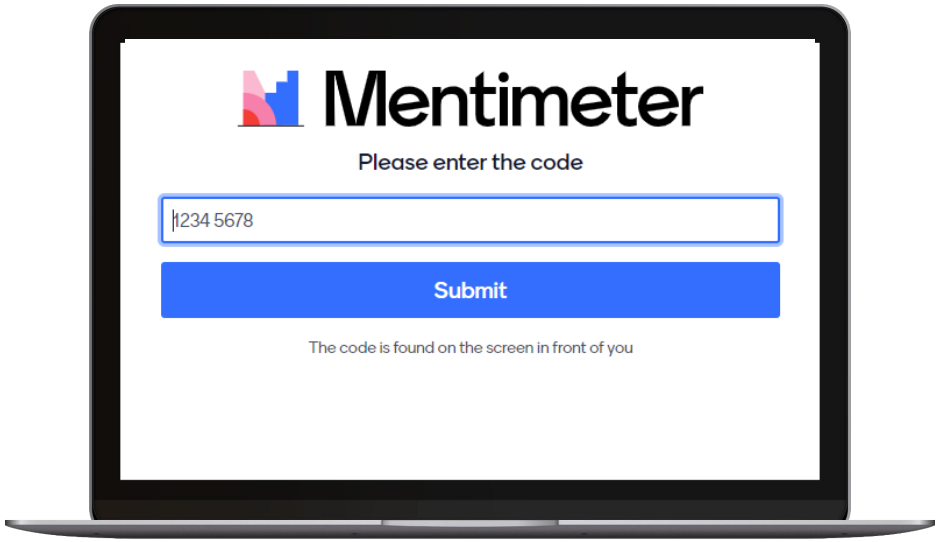
Menti Instructions

- Scan the QR code with your mobile device

SCAN ME!

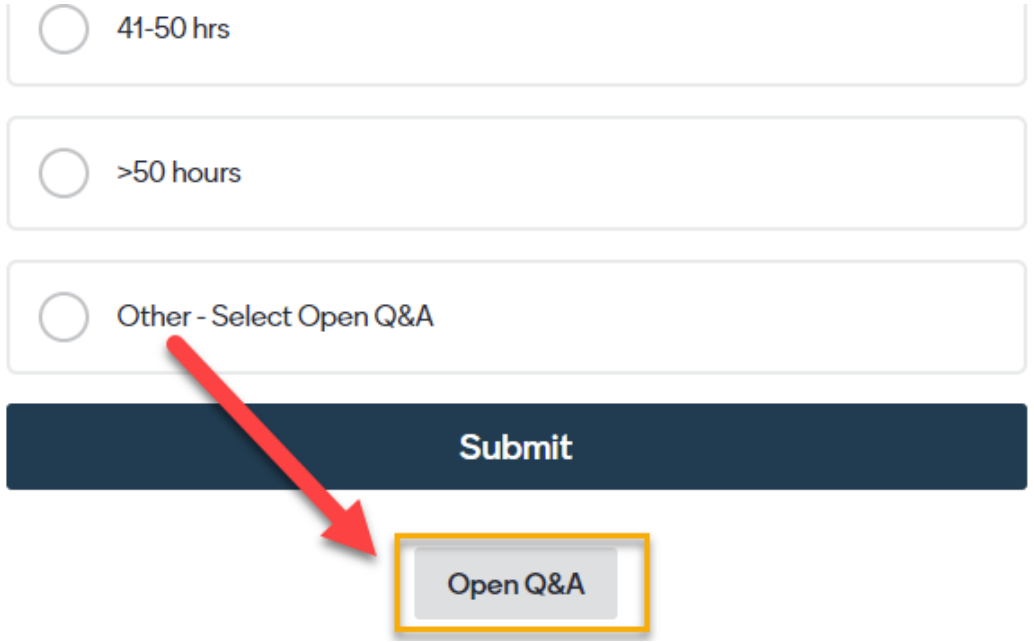
Or

- Use your favorite device and go to Menti.com and enter the 8-digit code from the top

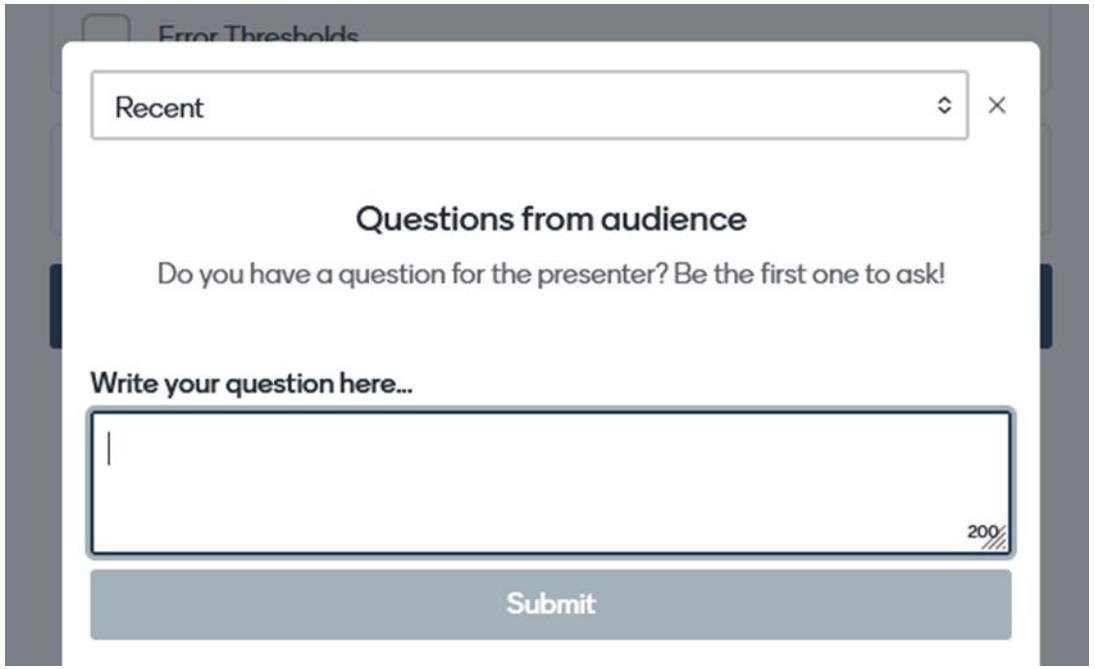


Want to answer “other”?

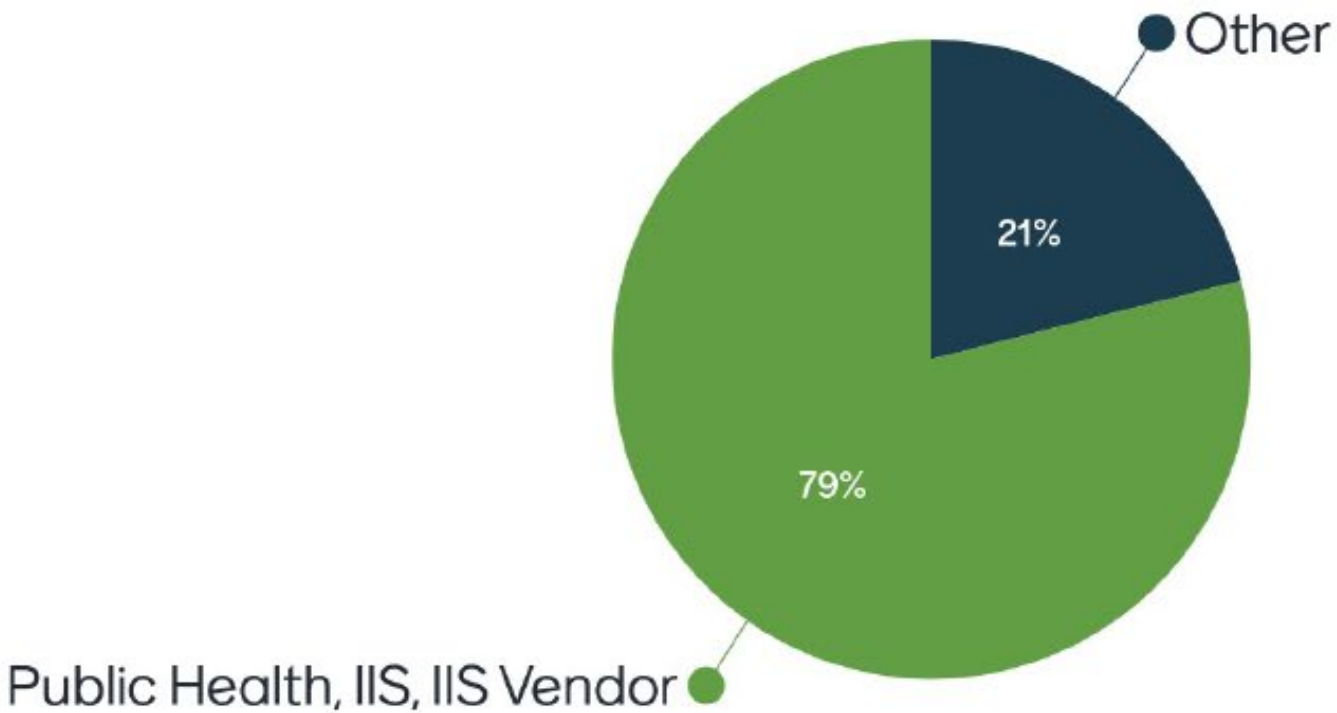
1. Click “Open Q&A”



2. Enter your “other” response, and click “Submit”



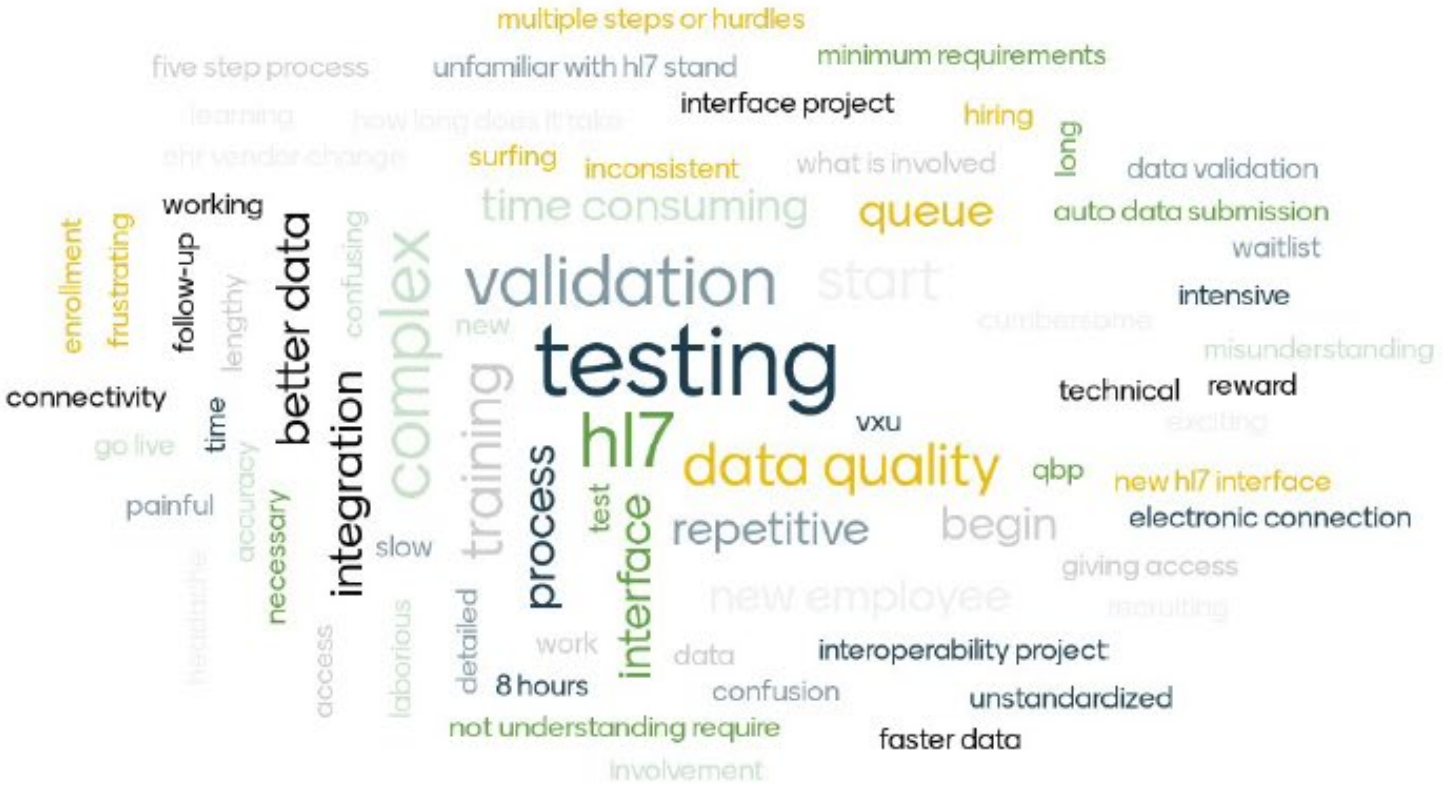
What perspective do you offer?



General

- EHR vendors employ humans who:
  - Want to do a good job
  - Like pleasing customers
  - Solve problems
  - Understand the value of data quality and immunizations
  - Do not like complexity or bureaucracy
  - Avoid unnecessary repetition

What words come to mind when you hear "onboarding"?



interface
client
process
interpretation
fantastic
easy
case
go-live
vaccine
test
timeline
jurisdiction
specific
quality
query
COVID
message
Differences
resources
requirements
difficult
documentation
EHR
guide
automating
integration
queue
certified
frustrated
functionality
expedite
Training
error
identifier
match
communication
implementation
Configuration
data
development
Technical
registries
validation
support
workflow

EHR

Discovery & Planning

EHR

- What are typical costs for a new interface?
  - Wrapped into other fees
  - Incentive programs $ < true costs
  - Estimates from 1 vendor:
    - Minimum 8 hours
    - COVID requirements = 320 hours
    - Average 30-90 days (Registration - Production)

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Discovery & Planning

EHR

- How long should onboarding take?
  - Ideal: < 1 week
  - Average: 30-90 days
  - Quickest: 3 days
  - Longest: 1-2 years

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Discovery & Planning

- Clinical staff participation
  - Usually only a couple of people
  - Typically, a vaccine manager
  - Physicians are usually not involved unless it's a small practice
- Training
  - Resources vary for EHR customers
  - Few reported dedicated IIS training resources for clinical staff for electronic interfaces
  - Done by clinic/health system and IIS

Discovery & Planning

EHR

- Information
  - More is better
  - Upfront & comprehensive
  - Uniqueness / Delta Guide
- Are we there yet?
  - Setting clear expectations and project timelines

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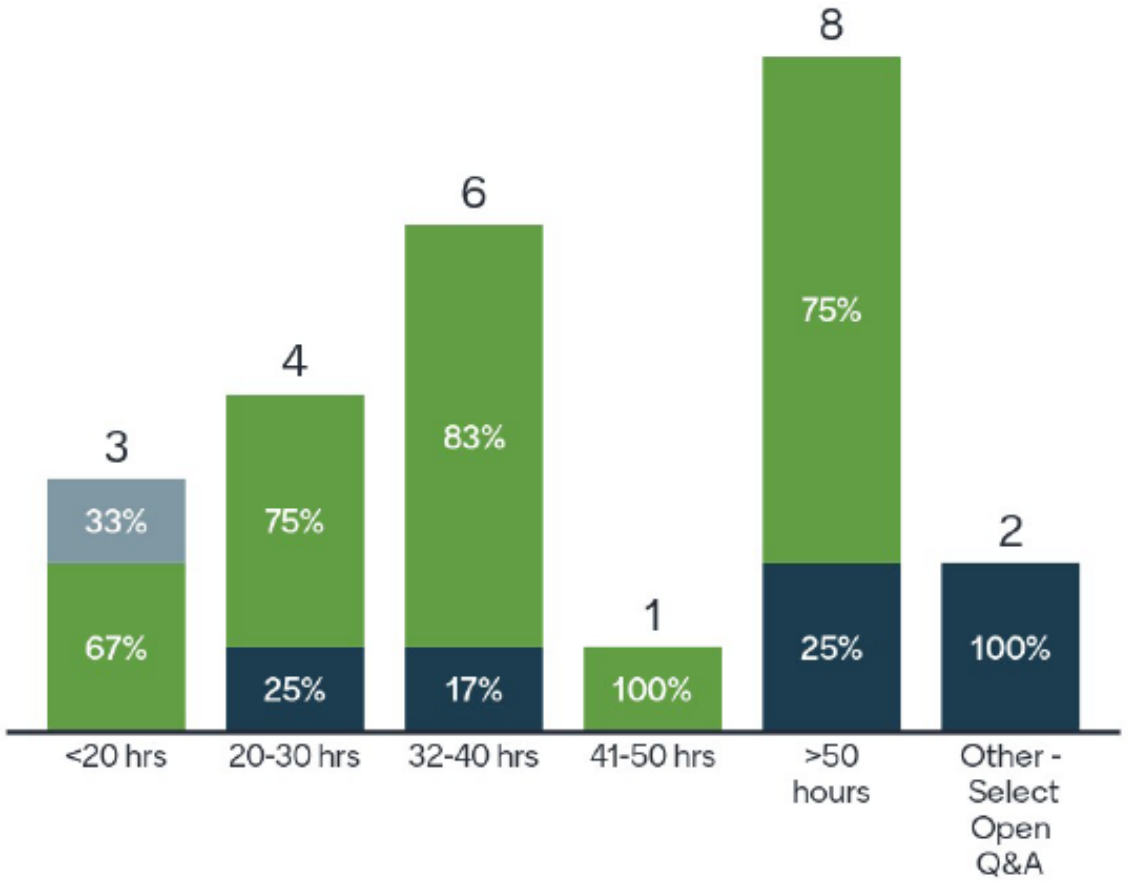
On average, how much IIS staff time is spent setting up a single interface?



What perspective do you offer?

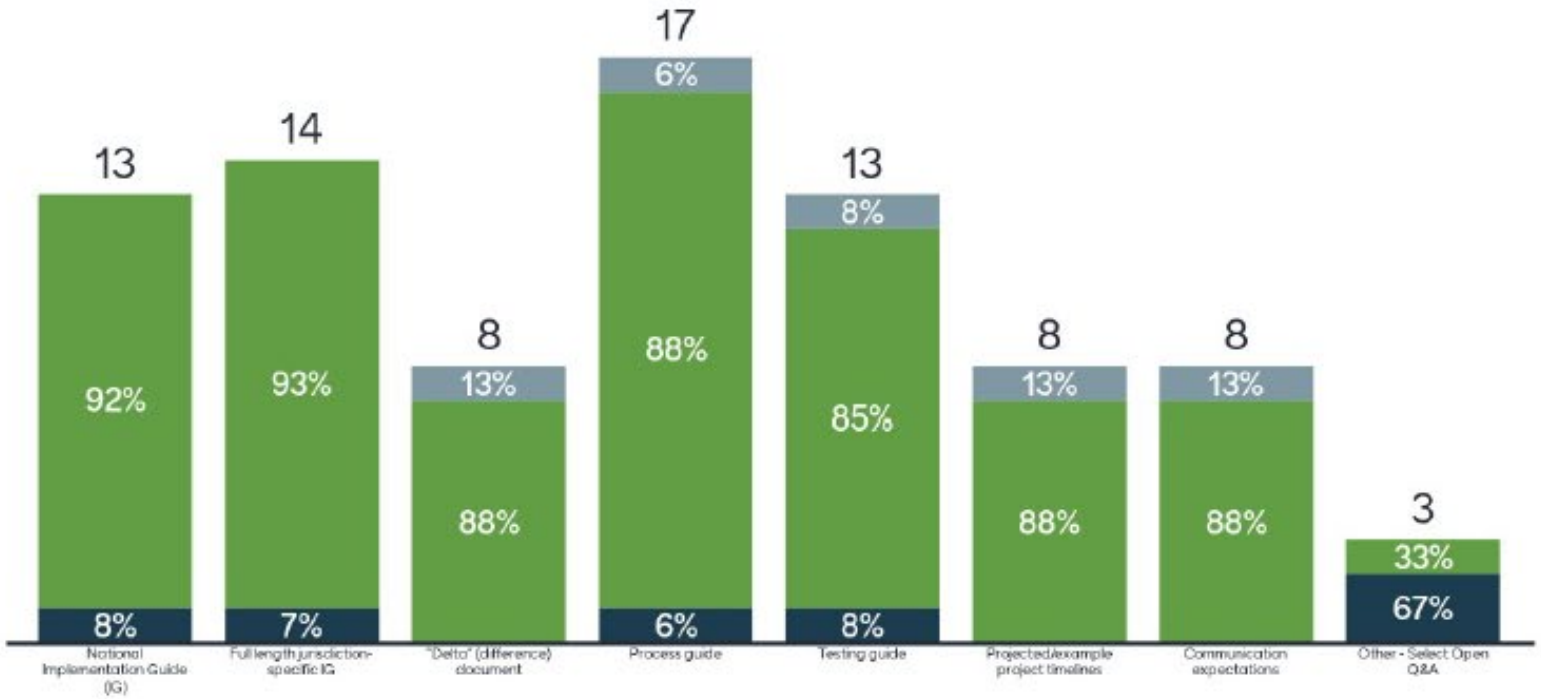
- Other
- Public Health, IIS, IIS Vendor
- Unknown

2-4 Weeks

How is onboarding information shared with providers/EHRs?

Both email and phone call.

What onboarding materials are provided?



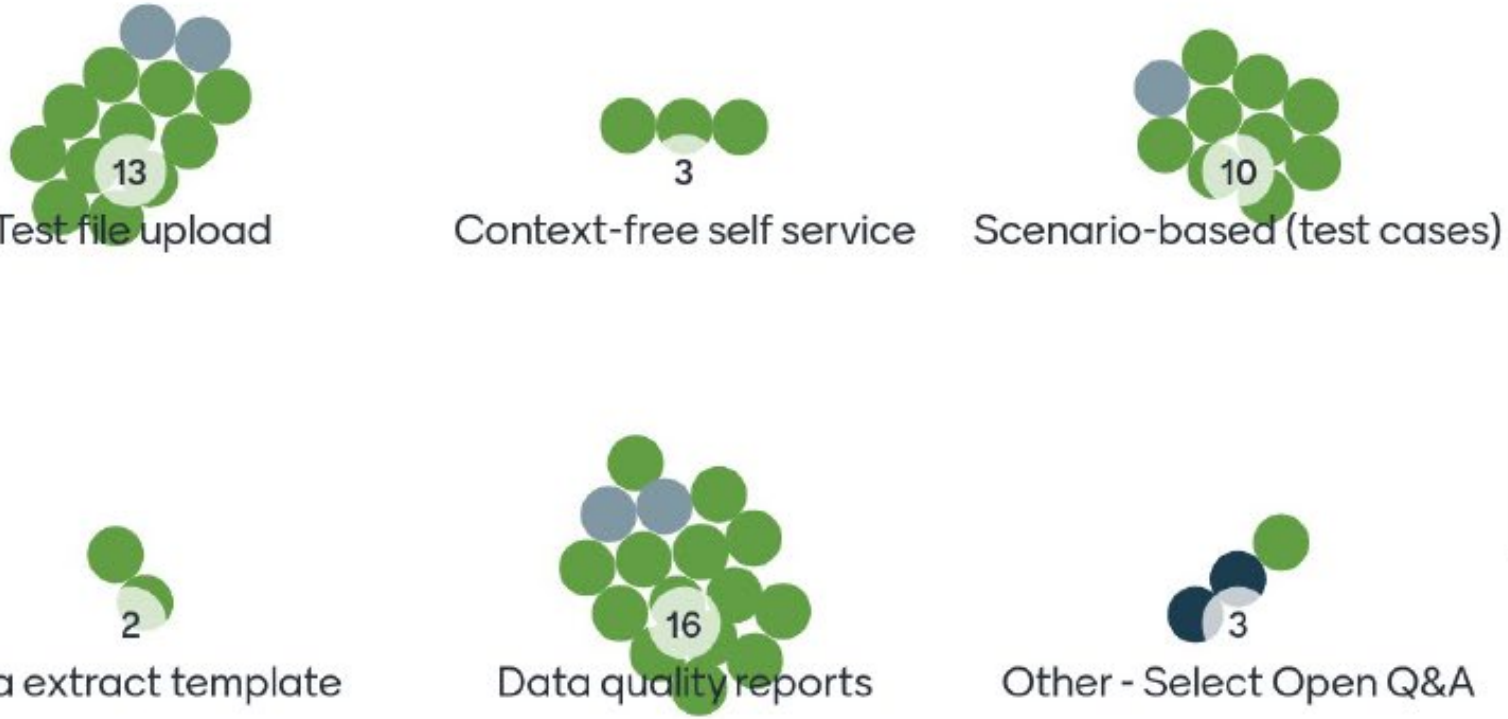
1. Onboarding/SOAP/Implementation guides on website.
2. RedCap Survey Tool
3. MOU and other required on boarding documents

Discovery & Planning

Development & Testing

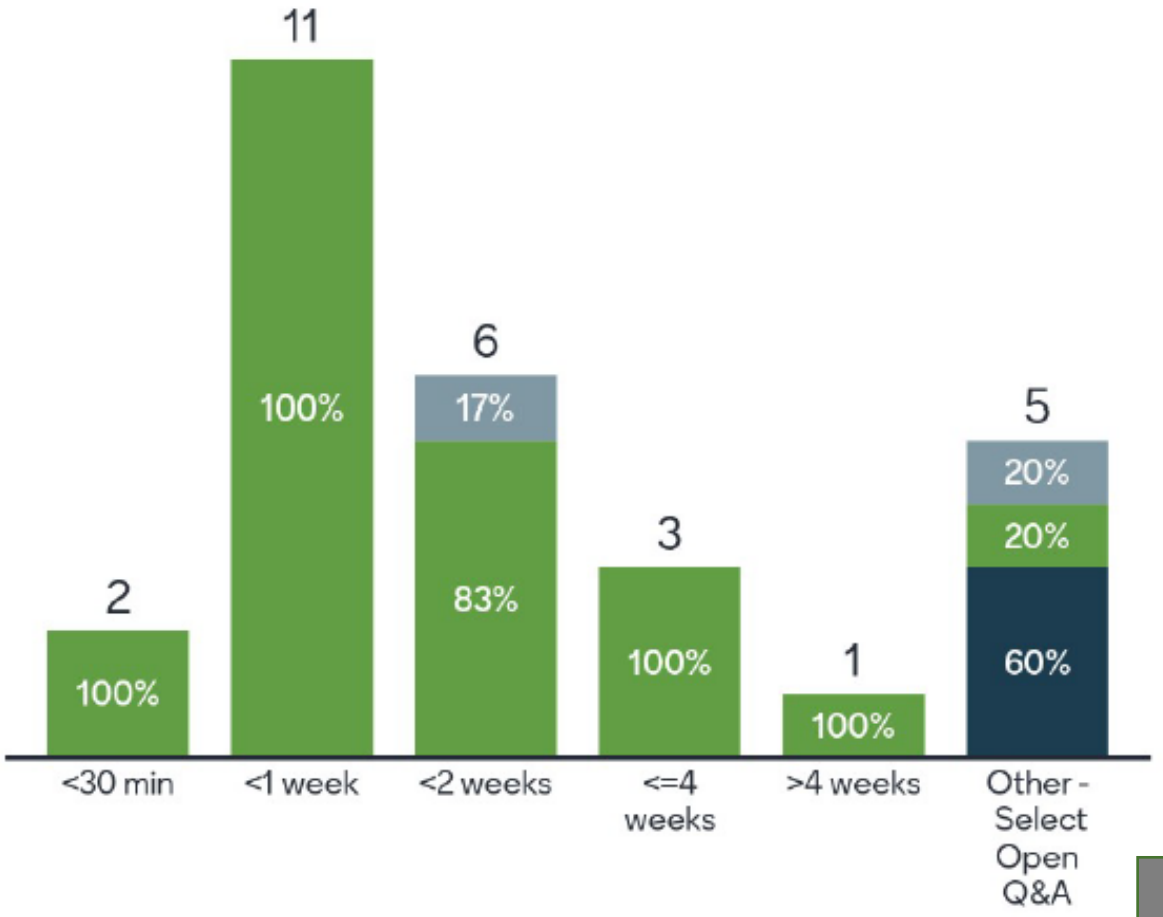
- The shorter, the better
- Steer away from scenarios and instead evaluate EHR production data
- Automate testing
  - Provide self-service tools
  - Provide the same person for support
  - On-demand or regular reports without human intervention
- Empower your team with knowledge and decision-making abilities & minimize handoffs to other team members

What tool(s) do you make available for providers/EHRs?



1. NIST x2
2. data quality feedback (bulleted, not necessarily in a report format)

When working with your IIS, how quickly could an EHR/provider go through testing?



What perspective do you offer?

- Other
- Public Health, IIS, IIS Vendor
- Unknown

1. Depends on engagement
2. Depends on how much training the practice has with the IIS requirements)

Development & Testing

Go-live & Beyond

- Is someone monitoring ACK data after go-live?
  - Varying level of resources on provider side
  - Solutions:
    - Consider aggregate “E” level (severity=error) ACK reports
    - Consider DQA reports with action steps

Go-live & Beyond

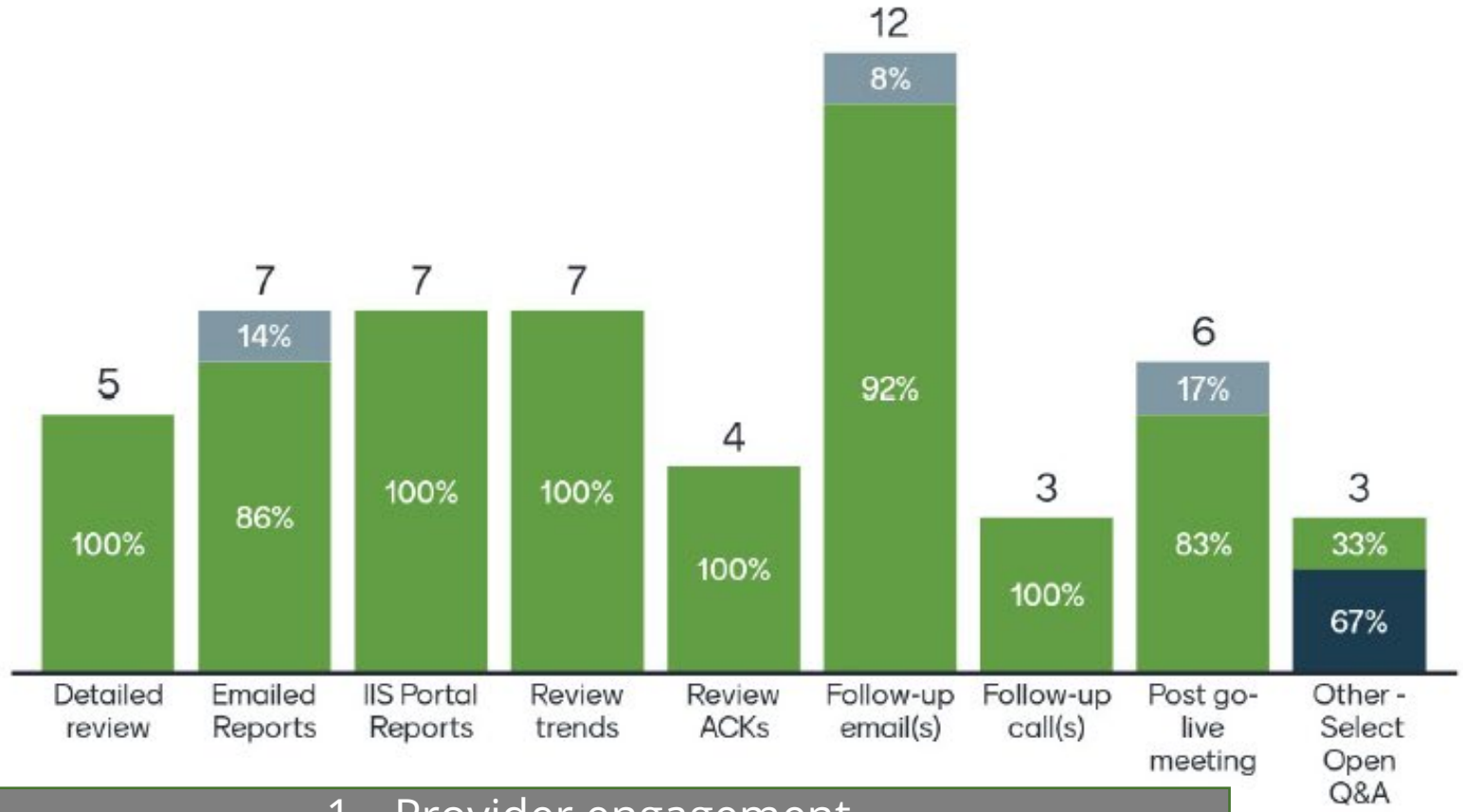
- What are clients' (providers) attitudes towards query-response interfaces?
  - In general, very positive and useful
  - Inexact/multiple matches add to provider burden and can impact trust in IIS provided data (duplicates / bad matches)

What criteria do you use to determine production readiness?

1. Why don't the EHR vendors work with the IIS to get their providers set up instead of working with the individual providers?

1. Quality of data
2. Meeting of all test case scenarios
3. Data quality results

What strategies do you employ after go-live?



What perspective do you offer?

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1. Provider engagement
2. Ongoing data validation
3. No ongoing validation
4. Inquiry from issues identified in reconciliation reviews
5. Sample review of messages and IIS records.

Go-live & Beyond

Suggestions

EHR

- Make resources highly visible and public-facing
- Provide IIS operating status
- Fast track future interfaces
  - Hubs adding provider organizations
  - Provider organizations adding clinics
    - Pilot / beta facilities

Suggestions Continued

EHR

- Review and implement AIRA and IIP best practice resources (see next few slides)
- Allow independent testing
  - Self-service
  - Without a particular provider

What additional thoughts do you want to share with EHRs?

EHR should ask about product or system the IIS use. Should help narrow down possible differences.

We have a burden to verify data completeness and quality - not just connectivity and message structure

With the increase in requests for immunization history for COVID. Is your EHR requesting only the vaccine history or history and forecasting? If forecasting are you using it for CDSi?

Making sure providers are able to and know how to run a report of doses administered

Respond to your customers in a timely manner.

Provide your clients a DQA report of their acks and errors so they can own their data quality.

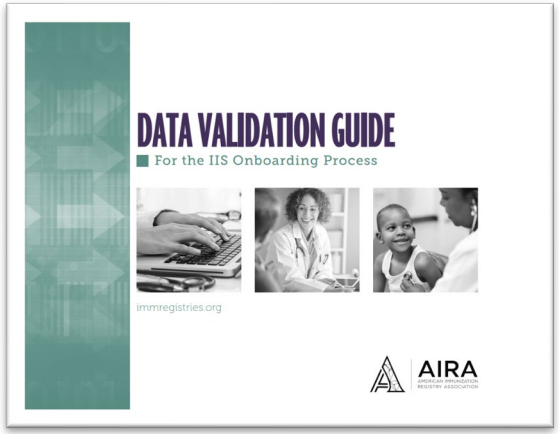
Thank you! Guides for deltas are wonderful for EHRs and IIS's

Provide training from start to finish to providers that pertains data quality and error resolution

EHRs want a point person but IIS turnover rate is high so that's not realistic

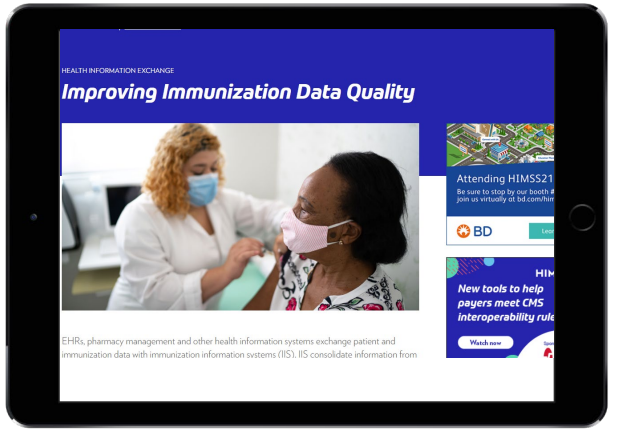
Resources

Onboarding Consensus-Based Recommendations



Data Validation Guide for the IIS Onboarding Process

Aggregate Immunization Acknowledgment Message Reports Guidance White Paper



Improving Immunization Data Quality

Resources

- Review and implement best practices:
  - AIRA's Onboarding Consensus-Based Recommendations
    - Webinar: https://repository.immregistries.org/resource/introduction-to-onboarding-consensus-based-recommendations/
    - Guide: https://repository.immregistries.org/resource/onboarding-consensus-based-recommendations/
  - AIRA's Data Validation Guide for the IIS Onboarding Process: https://repository.immregistries.org/resource/data-validation-guide-for-the-iis-onboarding-process/
  - IIP's ACK Extracting and Aggregate Reporting
    - For Decision Makers: https://www.himss.org/resources/improving-immunization-data-quality
    - For Wonks: https://www.himss.org/resources/aggregate-immunization-acknowledgment-message-reports-guidance-white-paper

Thank you!

Connect with the IIP!

- IIP@himss.org
- himss.org/what-we-do-initiatives/immunization-integration-program
- Google "HIMSS IIP“
- Plenary Session Wednesday @ 2:15
  - IIP: Improving Interoperability Through Cross-Sector Collaboration