



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.)



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



Volunteer SMEs



IIS
Vendors



IIS



Clinicians



EHRs



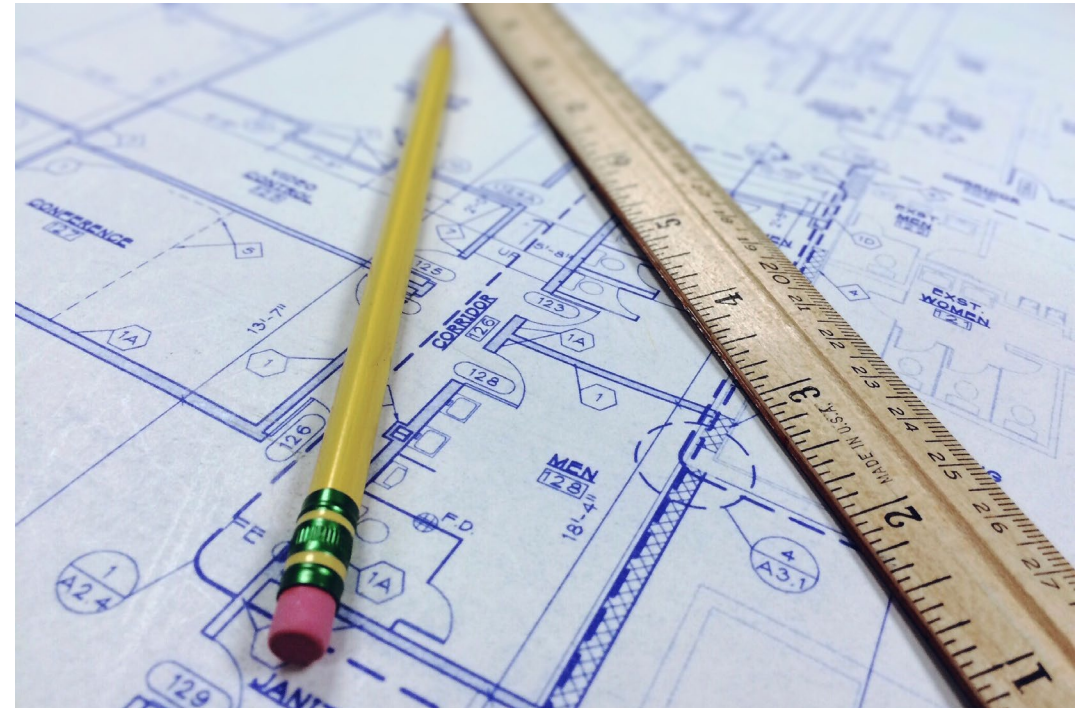
Health IT



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





Discussion



SCAN ME!



Discussion Format

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



SCAN ME!



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



General Menti 1



IIS

- What words come to mind when you hear “Onboarding”?
 - Word cloud

Discovery & Planning



- 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

- How long should onboarding take?

- Ideal: < 1 week
- Average: 30-90 days
- Quickest: 3 days
- Longest: 1-2 years



EHR



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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



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



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Discovery & Planning – Menti 1



- How much IIS staff time is spent setting up a single (average) interface?
 - Less than 20 hours
 - 20-30 hours
 - 31-40 hours
 - 41-50 hours
 - More than 50 hours

Discovery & Planning – Menti 2



IIS

- How is onboarding information shared with providers/EHRs?
 - We call them
 - We email them
 - They call us
 - They email us
 - Public website
 - Portal (login required)
 - Other – via Menti Q&A

Discovery & Planning – Menti 3



IIS

- What onboarding materials are provided?
 - National Implementation Guide (IG)
 - Full length jurisdiction-specific IG
 - A brief “delta” document
 - Process guide
 - Testing guide
 - Projected/example project timelines
 - Communication expectations
 - Other – via Menti Q&A

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

Development & Testing – Menti 1



- What tool(s) do you make available for providers/EHRs?
 - Test file upload
 - Context-free self service validation tools (similar to NIST's)
 - Scenario-based (test cases) self-service tools
 - Template for data extract in a tabular form (CSV, XLS, XLSX)
 - Data quality reports
 - Others (please share in the Q&A)

Development & Testing – Menti 2



- How quickly could an EHR/provider go through validation?
 - Less than 30 minutes –likely automated system
 - Less than one week
 - Less than two weeks
 - Less than four weeks
 - More than four weeks

Development & Testing



IIS



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)

Go-live & Beyond– Menti 1

- What criteria do you use to determine production readiness?
 - Time (e.g., one month of data)
 - Volume (e.g., 100 messages)
 - Error thresholds (e.g., no more than 10% errors)
 - Something else (provide in Q&A)



Go-live & Beyond– Menti 2

- What strategies do you employ after go-live?
 - Detailed review of newly onboarded provider submitted data
 - Reports via emailed
 - Reports via login to IIS portal
 - Review trends in volume or quality
 - Review of ACK data by IIS team
 - Follow-up emails
 - Follow-up phone calls
 - Post go-live meetings



Go-live & Beyond



Suggestions

- 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



EHR



Suggestions Continued

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



EHR



Suggestions & Comments - Menti



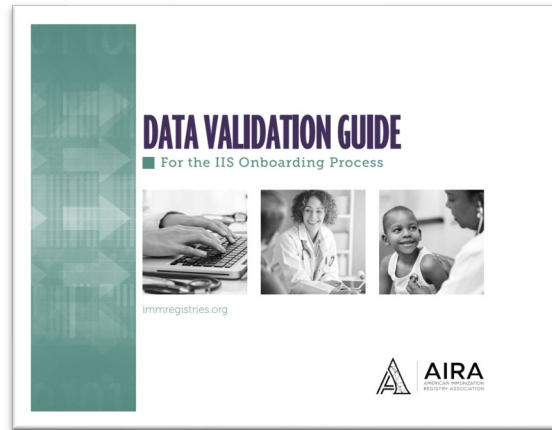
IIS

- What additional thoughts do you want to share with EHRs?

Resources



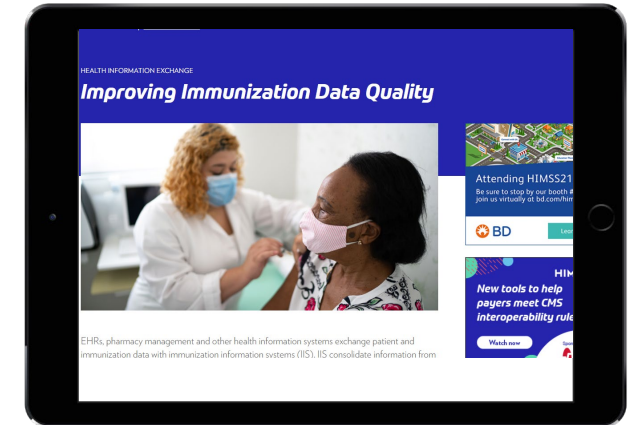
Onboarding
Consensus-Based
Recommendations



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
- www.himss.org/immunization-integration-program
- Google "HIMSS IIP"