



How to Fill Technology Gaps with IIS Training

Sudha Setty, MPH and Lizz Wenzel

4/26/2022

Land Acknowledgement

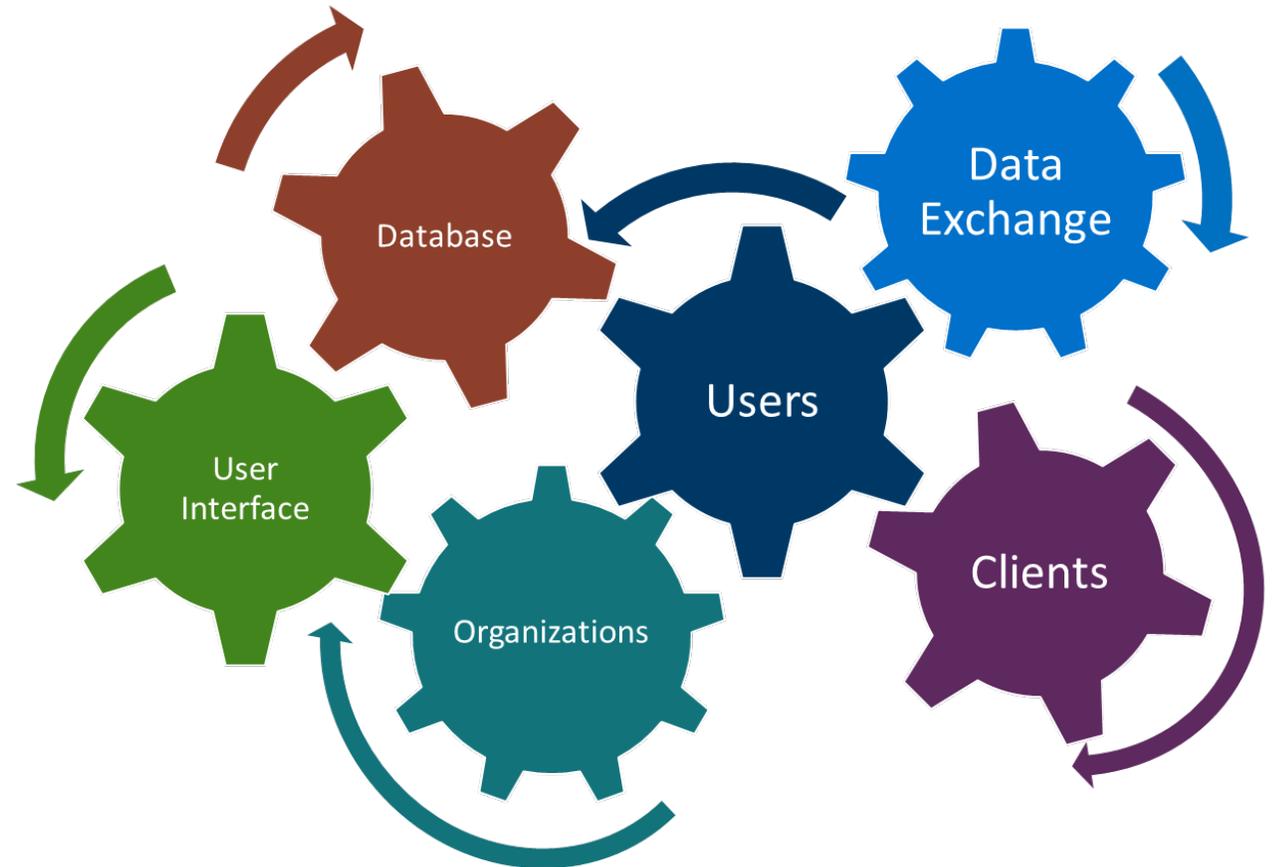
Every community owes its existence and vitality to generations from around the world who contributed their hopes, dreams, and energy to making the history that led to this moment. Some were brought here against their will, some were drawn to leave their distant homes in hope of a better life, and some have lived on this land for more generations than can be counted. Truth and acknowledgment are critical to building mutual respect and connection across all barriers of heritage and difference.

We begin this effort to acknowledge what has been buried by honoring the truth. Your presenters are standing on the ancestral lands of the Dakota people. We want to acknowledge the Dakota, the Ojibwe, the Ho Chunk, and the other nations of people who also called this place home. We pay respects to their elders past and present. Please take a moment to consider the treaties made by the Tribal nations that entitle non-Native people to live and work on traditional Native lands. Consider the many legacies of violence, displacement, migration, and settlement that bring us together here today.

- Background
- Odam Medical Group
 - COVID-19 vaccine work
- Data Problems
- Solutions
 - IQIP site visit
 - Identified Priorities
 - Moving Forward/Lessons Learned

Minnesota Immunization Information Connection (MIIC)

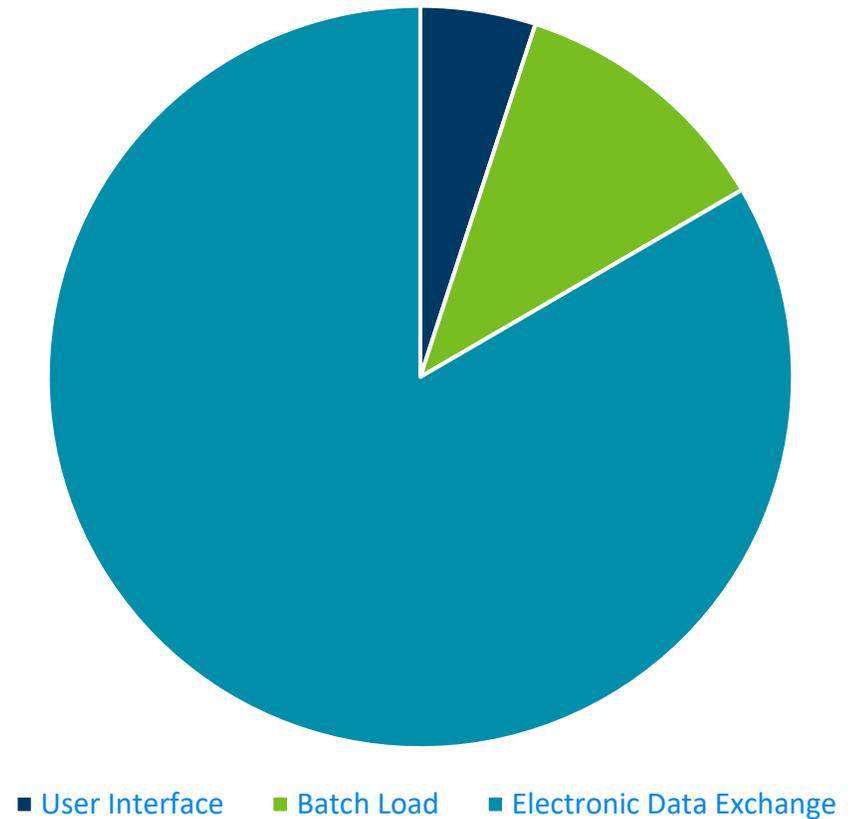
- Minnesota's immunization information system
- Started in 2002
- WIR platform
- Lifespan IIS
- Supports immunization practice, monitoring, and improvement in MN



MIIC Reporting Methods

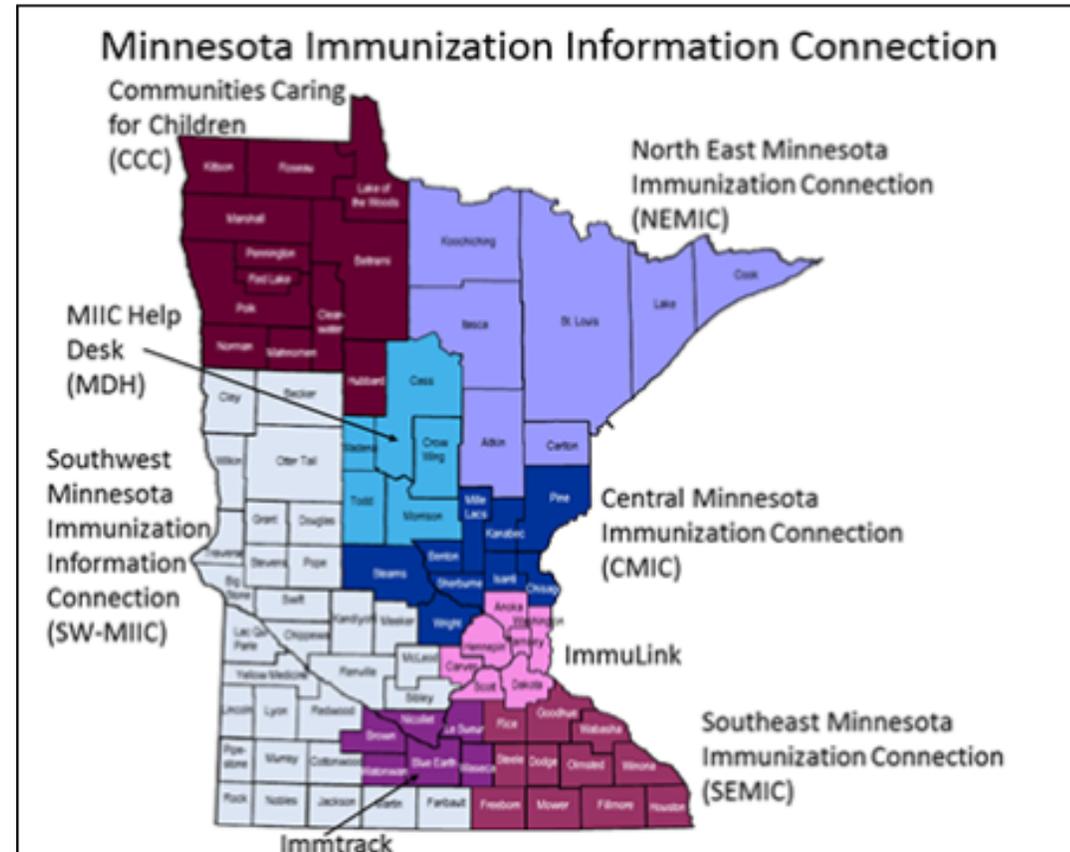
- Electronic Data Exchange
- Batch Upload
- Direct Data Entry via User Interface

COVID-19 Immunizations by Source



MIIC Regional Coordinators

- Regional coordinators provide local outreach, training, and user support for primary care and local public health users
- Are also IQIP site visitors
- They maintain the relationships with immunization providers in their regions



About Odam Medical Group

- Family Medicine oriented primary care clinic
- Primarily serve the East and West African immigrant population now residing in Twin Cities and St. Cloud areas
- Robert Larbi-Odam, MD, MPH, Nimo Ahmed, MSN, CNP, and the support team are multilingual
- Communicate to patients about their conditions and treatments in easy-to-understand terms.
- Compassionate approach, listening to patient concerns and allowing them to take active roles in their own care



ODAM MEDICAL GROUP
Family Care & Chronic Diseases



Odam's Approach to COVID-19 Vaccination

- Odam Medical Group quickly recognized their patients were facing barriers
 - Questions about determining eligibility
 - Appointment times
 - Technology barriers
- Pivoted from a brick and mortar set of locations to community vaccine events
- “Our goal is to deliver health care, where the people are.” – Dr. Robert Larbi-Odam

- Community events were well-attended, exceeding attendance expectations
- February 2021-March 2022:
 - 240 community events
 - 80,100 immunizations administered
 - Nearly 18,000 in the first three months; Almost 35,000 in the first six months
- Significant volunteer support
- Received a grant from MDH to continue this work

Brake Lights Ahead

- COVID-19 timeliness and data quality communications
 - Sent to all providers with late data or missing data elements
 - Providers to act on the issues MDH highlights
- Increased activity created a documentation traffic jam for Odam Medical Group



Bubbling Concerns

- October 2021: Reporting COVID-19 doses an average of 23 days after administration
 - Impacts patient care and calculated inventory/ordering
- Records with incomplete demographic data
- Data quality reporting errors
- MIIC outreach attempts at first met with silence
- Odam voiced frustrations about these communications to their MDH grant manager

- Silent response from Odam was a major danger signal to MDH staff
- Odam Medical Group occupies a trusted place within a vulnerable community
- Independent providers have different, often fewer technology resources
- Direct contact with providers to train, build skills and knowledge of the IIS, and maintain relationships allows trust to grow

Odam's Perspective

- Primary frustration was the timeliness piece
 - Overwhelmed and frustrated
 - Electronic data exchange was not an option at this time
- Turning down vax opportunities was never an option
- MIIC usability was “overloaded” (too many options)
- Appreciated the data quality outreach
 - "had someone watching our back"

“As providers we
prioritize disease
prevention over
reporting.”

- Dr. Robert Larbi-Odam

Initial Meeting: MDH Perspective

- Health Equity branch heard frustrations through their work as a grantor
 - Their initial recommendation was for Odam Medical Group to vaccinate less, let other providers pick up for vaccine events
 - Odams (understandably) wanted to continue prioritizing disease prevention
- MDH MIIC and Health Equity teams came together to identify ways to further support Odam Medical Group

Identified Priorities

Priority Area	Goal
Data Entry	Move away from individual hand entry; Batch upload using the spreadsheet.
Data Completeness	Report valid address and phone number data for clients.
Data Timeliness	Ensure accurate inventory reporting by compiling, reviewing, and uploading vaccine administration data within 24 hours of administration.

Action: Training in use and upload of MIIC immunization spreadsheet.

Plan of Approach

- MIIC team introduced the IQIP program as a method to create a plan to address data needs.
 - Hennepin County IQIP site visitor was known to Odam's staff
 - Came out to clinic to set goals, activities, and timelines to get data tasks and processes planned out and completed
 - Also was a good way to get MIIC training completed with staff
- Grant manager allowed re-allocation of funds to temporarily hire more data entry staff while the MDH Health Equity branch sought out a staff resource from the CDC Foundation to help with data entry and processing

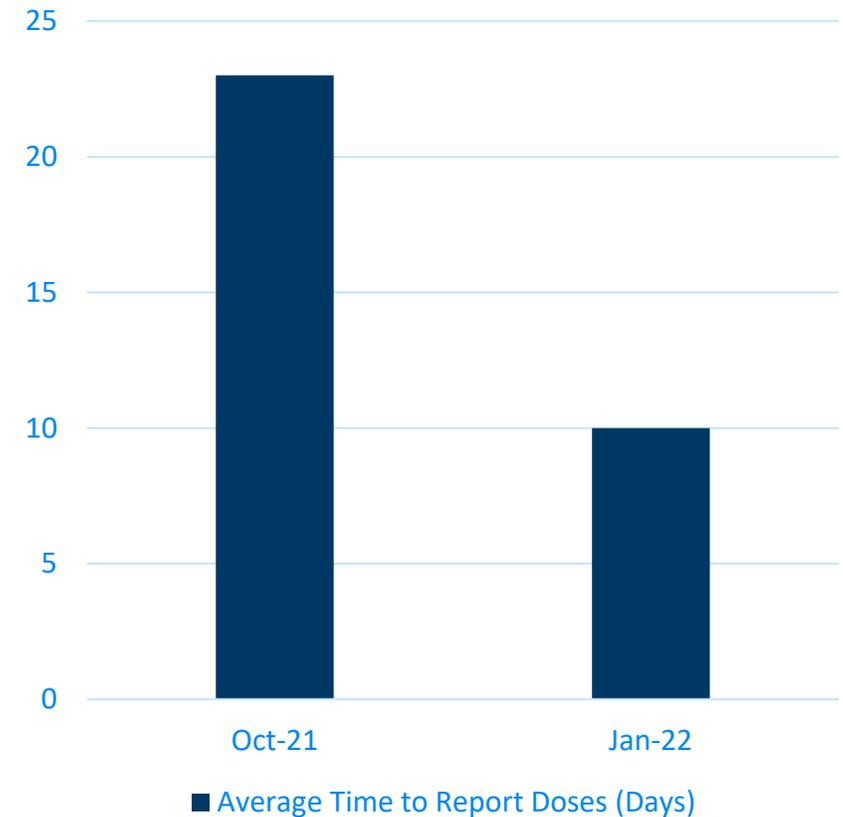
Post-Intervention: Odam's Perspective

- Welcomed meeting with the IQIP Coordinator
 - “all our stress went away” – Abena Odam
- Grateful for ability to temporarily hire more people for data entry
 - Eventually able to reduce the FTE of their data entry team

Post-Intervention: MDH's Perspective

- Improvement in data timeliness
 - January 2022: Reporting COVID-19 doses an average of 10 days after administration
- Reporting errors have decreased
- Now reporting client phone numbers
- Robust training resources and established IQIP program

Timeliness of COVID-19 Vaccine Administration Data



- Continue to improve data timeliness, quality, and completeness
- Importance of quality, complete address info
 - Desire to engage in reminder/recall campaigns
 - Request for custom reports by zip code
- Onboard for electronic data exchange
- Continue to foster the relationships built – they'll continue to be a valuable partner in a post-pandemic world

Toolbox for Success

- Prepare plenty of training materials
 - One pagers
 - Videos
 - Recorded webinars
 - User guides
 - Ensure that IQIP site visitors and other agency staff working with providers that serve vulnerable populations know where to find these materials
- Use your IQIP program!
- A workplace culture of health equity
 - Assure cultural competency for IIS staff
 - If your agency has a health equity focused unit/section/division, build relationships with them

MIIC User Guidance and Training Resources

How-to guides for the [Minnesota Immunization Information Connection \(MIIC\)](#). Select the MIIC features below to view step-by-step instructions.

[Subscribe to receive MIIC User Guidance and Training Resources email updates](#)

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Guidance on MIIC features

[Getting Started](#)



[Entering Information](#)



[Population-Based Tools and Reports](#)



[Vaccine Ordering and Management](#)



[User Management](#)



MIIC webinar series

[Webinar #1: Getting started in MIIC](#)



[Webinar #2: Exploring MIIC](#)



[Webinar #3: Client Follow up \(reminder/recall\)](#)



[Webinar #4: Office Hours](#)



- Persistent communications
 - Keep up your communications so they don't get lost to follow up
- Empathy
 - Technology and IIS work can be intimidating to some providers.
 - Meet them where they are at and build up from there
- Continue to support low-tech solutions to data entry into IISs
 - Especially important for supporting independent providers

Thank You!

Sudha Setty

Lizz Wenzel

Sudha.Setty@state.mn.us

Lizz.Wenzel@state.mn.us