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AMERICAN IMMUNIZATION  
REGISTRY ASSOCIATION

# INFORMATION REQUEST

## Topic: Data Request Process

**Request Date:** June 21, 2023

**Information Requested:**

The Minnesota Department of Health is seeking to update its current data request process. The goal of the project is to improve the data request process and use the information to consider additional external-facing data visualizations to reduce the number of data requests. Specifically, Minnesota is interested in learning about:

Process:

- What is your data request process?
  - Do you have different processes for internal agency requests? If yes, what are they?
  - Do you have different processes for media requests? If yes, how are they handled?
- Who completes the data extractions?
- How do you manage data requests?
- What information do you capture for tracking data requests?
- Does your IIS charge for data requests?
  - If yes, in what situations?

Implementation:

- What application(s) do you use to manage data requests?
- How many staff members do you have for fulfilling data requests?

**Requesting Member:** Sydney Kuramoto

**Responding Member(s):** Maeve Pell (WI), Runa Bakshi (LA), Kevin Allen (TX), Rachel Severson (CO)

**Results:**

Note: AIRA recognizes that our members and partners often create solutions or provide services that our members and partners may be interested in. We invite entities to join AIRA with the understanding that AIRA must maintain a neutral stance with regards to



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promoting specific products and services. AIRA does not endorse or imply any endorsement of any member or partner or their products and/or services.

## **Wisconsin:**

Process:

What is your data request process?

- When data requests come in through various channels, requests are forwarded to the Wisconsin Immunization Registry (WIR) epidemiologist. The WIR epidemiologist then emails the requestor a request form (attached).
- Once requestors submit a completed form, the epidemiologist logs in the request in a tracking spreadsheet (example attached).
- A subfolder is created for the request, and the request form is saved in that location.
- The epidemiologist then informs the data owner/supervisor of the request and asks for approval to provide the data.
  1. If more information is needed, the epidemiologist then sets up a meeting/emails questions to the requestor.
  2. If the request would require a DUA or MOU, then department policy is that the request is presented to a department data governance board for approval.
- Once a request is approved, then the epidemiologist works on filling the request. Requests are completed in the order they were received unless the request is of special priority.
- All code and data provided are saved in the request-specific subfolder.

Do you have different processes for internal agency requests? If yes, what are they?

No, there is not a separate process. However, in some scenarios internal requests come from people who have access to the data and can do the analysis themselves. In that scenario after it is approved, guidance is provided to the internal staff on how to appropriately do the analysis.

Do you have different processes for media requests? If yes, how are they handled?

Per department policy, media requests must come in through the media phone line/media-specific email inbox. The department communications team, instead of the epidemiologist, then manages communication with the requestor.



Who completes the data extractions? *The Wisconsin Immunization Registry epidemiologist (me-Maeve Pell)*

- How do you manage data requests? *They are tracked in an Excel spreadsheet (example spreadsheet attached).*
- What information do you capture for tracking data requests? *See attached request form and Excel spreadsheet.*
- Does your IIS charge for data requests? *No, our IIS currently does not charge for data requests. However, Wisconsin is currently exploring potentially charging in the future.*

Implementation:

What application(s) do you use to manage data requests? *Excel*

How many staff members do you have for fulfilling data requests? *One staff member. However, two staff members assist with requests on an as-needed basis.*

### **Louisiana:**

*We have recently implemented REDCap to capture and manage incoming data requests. The data pulls are typically handled by two or three staff members on the analytics team. We use the same system for both internal and external requests; media requests are handled as internal requests, because those are always routed through our Bureau of Media and Communications. We don't charge for data requests right now, but that is something to consider if we ever were to get external requests that were very time-consuming to process!*

### **Texas:**

What is your data request process?

*We route all data requestors through our online data request form. Any phone or email requests received by various areas within the program redirect the requestor to fill out the form. All requests through the online form are initially reviewed by our epi team and will be either assigned to someone on the epi team or sent to the appropriate staff on other teams, such as IIS.*

*Internal requestors are expected to use the same process; however, any data requests from executive leadership are handled through the appropriate chain of command and are usually assigned by the immunization program manager or the medical research specialist.*



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All media requests are required to be tracked and routed through the agency's communications office. Media requests are not collected through the online form process unless they submit the online request first without going through our press office. In these cases, we notify the press office accordingly.

Who completes the data extractions?

The data extraction is completed by the appropriate staff within the area of responsibility. The vast majority of data requests are usually done by the epi or IIS data team.

How do you manage data requests?

Data requests are handled by priority, which is based on the requestor and then by order received through the online form. All legislative, leadership, media, and open-records requests are handled as top priority.

What information do you capture for tracking data requests?

All data we collect can be viewed on our online form at:  
<https://www.dshs.texas.gov/immunize/datarequestform>

Does your IIS charge for data requests?

We generally do not charge for data requests.

Implementation:

- What application(s) do you use to manage data requests?
- How many staff members do you have for fulfilling data requests?

There is not currently an application other than Outlook email for the online submission form. There are currently six staff members who handle the majority of all data requests received.

## **Colorado:**

Process:

What is your data request process?

We have a public-facing CIIS data request form that's linked in the research requests section of [this page](#). The purpose of that form is to collect some information up front before reaching out to the requestor directly to gather more information and likely (a) draft



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a memorandum of understanding (MOU) if they are requesting aggregate data or (b) draft a data use agreement (DUA) if they are requesting protected health information. MOUs can be executed directly between the Immunization Branch and the requestor. DUAs additionally require the Colorado Department of Public Health and Environment privacy officer's review and inclusion as a signatory.

We have a written data-governance policy that guides the release of identifiable and de-identified data from CIIS based on our statute. Internal agency and external requests are handled similarly: we would always execute an MOU or DUA between the Immunization Branch and the requestor. Media requests are usually for high-level aggregate data points (as opposed to a larger extract of aggregate or identifiable data), usually don't require an MOU, and are mediated through our communications department.

**Who completes the data extractions?**

The Immunization Branch Data Unit has access to a back-end warehouse replica of the CIIS database and usually handles data extractions.

**How do you manage data requests?**

We recently started tracking active and historical requests with a combination of Google Sheets (summary info) and Google Drive (draft and executed MOUs/DUAs).

**What information do you capture for tracking data requests?**

Important info that we collect includes:

- Information about the requesting individual/research group/organization
- What they plan to use the data for and if it accomplishes a public health purpose
- Specific description of the requested data
- Date requested
- One-time extract versus cadence and time period of multiple extracts

**Does your IIS charge for data requests?**

No, we don't charge.

**Implementation:**

**What application(s) do you use to manage data requests?**

Each data request is a relatively unique and manual process. Our help desk will forward a completed data request form to the data unit, then the data unit reaches out to the requestor for additional information, drafts a unique MOU or DUA, routes for signatures, and shares the requested extract. The final step of sharing data could be a one-time extract or an automated extract that's sent on a regular cadence.



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How many staff members do you have for fulfilling data requests?

One, for the most part. There are a few other analysts who handle some longer-term, interagency, regular extracts. We get about one or two data requests per month that go through the steps outlined above.

## Request for Wisconsin Immunization Program Data

Wisconsin Division of Public Health, Wisconsin Department of Health Services

1. Requestor information

Name:

Title:

Organization:

Address:

Email address:

Phone number:

Date of request:

Date data is requested by:

2. From which data source are you requesting data?

Wisconsin Immunization Registry (WIR) (for vaccination rates and other immunization data)

Wisconsin Electronic Disease Surveillance System (WEDSS) (for vaccine-preventable disease data)

3. Are you requesting aggregate data or individual-level data?

Aggregate data

De-identified client level data

Identifiable client level data

Describe exactly which data you are requesting.

4. For which diseases or vaccines are you requesting information?

5. For which age(s) or birth date range(s)?

6. For which time period? (Note: WIR data are not available until at least 45 days after the time period to account for delays in data transmission to WIR.)

7. What is the evaluation date (for example, "as of January 1, 2017") by which you would like the data evaluated?

8. For which geography? (For example, all of Wisconsin, a specific county, a specific zip code.)

9. Please provide any additional details about the data you are requesting.

10. What is the reason for your request? Please describe how these data will be used. Include how the data will be shared with others or the public. If applicable, please include an abstract or brief summary of your project.

**Notes**

- The purpose of this form is to help the Immunization Program evaluate each data request in terms of appropriateness, feasibility, staff time, and data content. Data requests will be processed in the order in which they are received.
- If the data you are requesting was submitted to WIR or WEDSS from an organization that is not your organization, you will need to provide documentation (e.g., an email) that the organization for which you are requesting data has granted you permission to have these data.
- Depending on the data requested, the request may need to be reviewed and approved by the Wisconsin Division of Public Health Data Governance Board and a Data Use Agreement and/or documentation of IRB approval/exemption may be required.

If you have any questions regarding this Data Request Application please call Maeve Pell, WIR Epidemiologist with the Wisconsin Department of Health Services, Immunization Program, at 608-267-3223.

When you have completed this request form, please send it to Maeve Pell via email at [MaeveA.pell@dhs.wisconsin.gov](mailto:MaeveA.pell@dhs.wisconsin.gov)

RequestID	Priority level	Completed?	Date of request	Requestor	Contact email	Requestor Category (Inter Org/Affiliation)	
2023.06.02 REQUESTOR NAME	Standard	No		6/2/2023 Requestor name	<a href="mailto:Requestor@gmail.com">Requestor@gmail.com</a>	Academic	Example University

Data Source	Data Request	Imm Program Staff Assignment	Status	Date completed	Staff hours for request	Timeframe and notes
WIR	Pharmacy vs. non-pharmacy numbers for administered i Maeve		Approved. Code in process of development.			Would like data within 60 days