



AIRA 2025 NATIONAL MEETING

WELCOME



# Onboarding Pharmacies to IIS: An Educational Quality Improvement Pilot Project

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# Project Goals & Objectives

- Improve the quality and quantity of immunization data available for both IIS and pharmacies
- Better understand the state of IIS/pharmacy system integration

-by-

- Assessing the onboarding process for multiple pharmacies of varying sizes
- Increasing pharmacy and IIS data exchange through education

# Project Activity: Develop a pharmacy training

- On-demand training course for pharmacy staff
  - Overview of IIS/“IIS 101”
  - What to expect during onboarding
  - Basic terminology
  - Message transport basics
  - Data Quality & Testing
  - Data Flow & HL7 Errors
  - WIIFM?

# Project Activity: Conduct a needs assessment

- Purpose: to identify gaps and opportunities to help inform improvements
- Questionnaire & interview
  - 3 pilot IIS jurisdictions: MO, OH, & MA
  - Small independent; regional, mid-size; & large chain pharmacies
- Pharmacy community questionnaire





# Needs Assessment

Preliminary Findings

# Preliminary Findings: Current Practices

- Overall same onboarding processes
  - Exception=role of 3<sup>rd</sup> party
- Importance of maintaining workflow
  - May reduce awareness of IIS use/value from store level, particularly in larger pharmacies.
- Manual processes still in place: opportunities to improve bidirectionality and use of query
- Training and resources available are not pharmacy-specific.

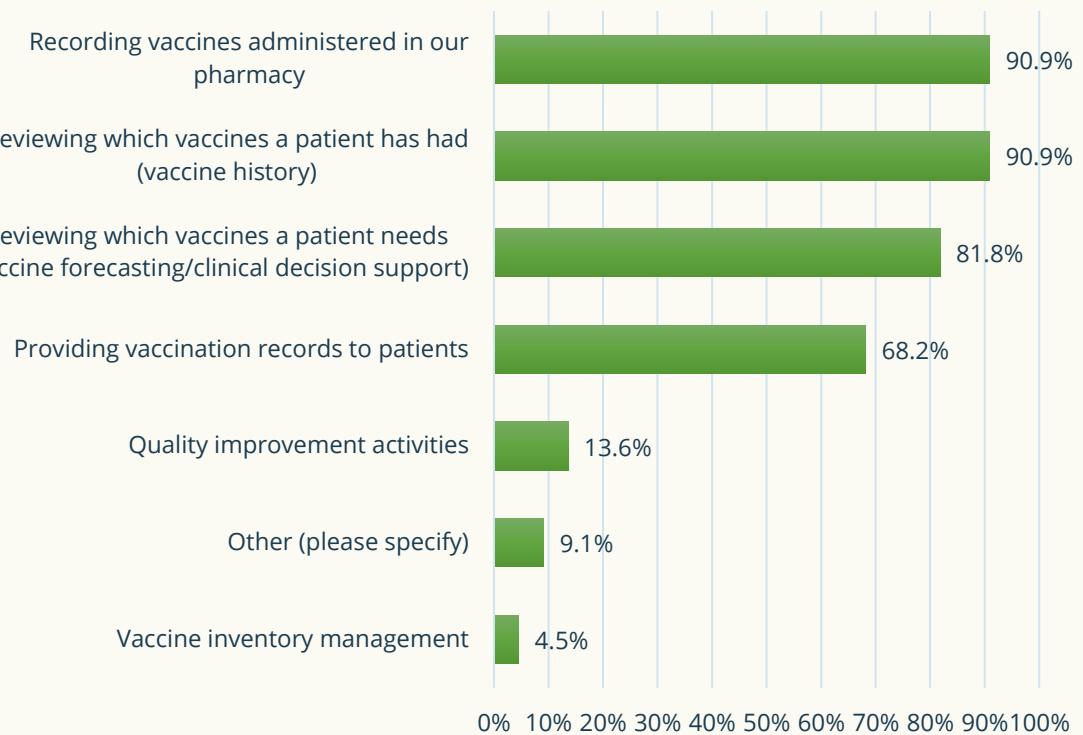
# Preliminary Findings: Challenges & Barriers

| Technical   | Operational   | Resources / Capacity   | Other   |
|---|---|--|---|
| <ul style="list-style-type: none"><li>• Bidirectional capabilities</li><li>• <b>Data quality-</b> demographics, addresses, impact on patient matching</li></ul> | <ul style="list-style-type: none"><li>• <b>Lack of direct relationships / contacts</b></li><li>• Slower communication</li><li>• Staff turnover</li><li>• Burden of requirements for onboarding more than one store location</li></ul> | <ul style="list-style-type: none"><li>• Limited staff</li><li>• <b>Costs</b></li><li>• Training-not pharmacy-specific</li><li>• 3<sup>rd</sup> party involvement masks who should receive training</li></ul> | <ul style="list-style-type: none"><li>• Appropriate use of query to balance volume restrictions</li><li>• Lack of visibility into facility level issues</li></ul> |

# Preliminary Findings: Value/Benefits

- Pharmacies primarily use IIS for reporting and viewing patient vaccine history
- Greatest value placed on more complete records to:
  - Support accurate clinical decisions & public health initiatives like coverage assessments
  - Identify new immunization opportunities
  - Avoid over-vaccination

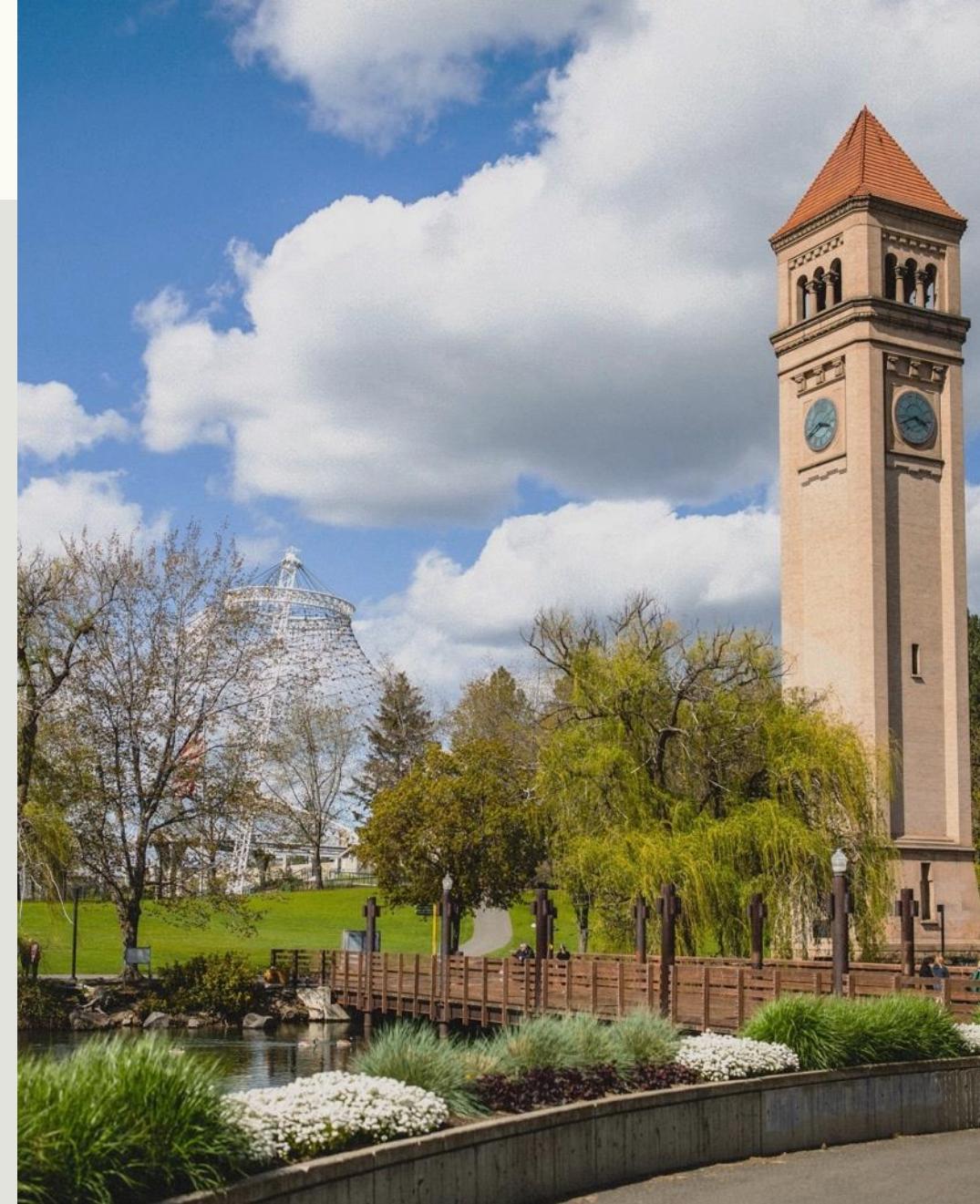
**Purposes for IIS Utilization among Pharmacies (n=22)**



# Preliminary Findings: Opportunities

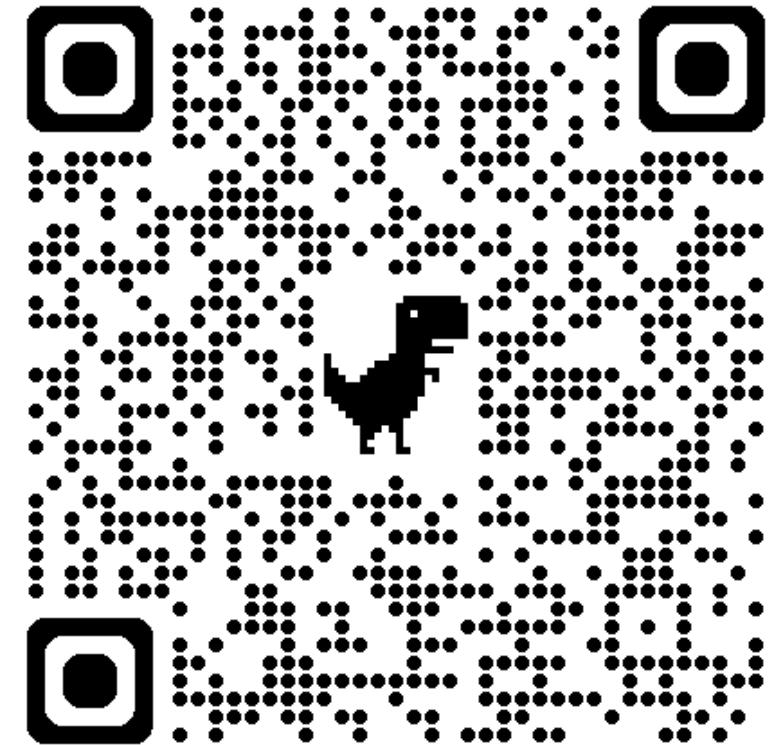
| Facilitators to onboarding & data exchange:   | Opportunities to improve:  |
|---|--|
| <ul style="list-style-type: none"><li>• Policy/reporting requirements</li></ul>   | <ul style="list-style-type: none"><li>• Bidirectionality</li></ul>   |
| <ul style="list-style-type: none"><li>• System alignment with standards</li></ul>   | <ul style="list-style-type: none"><li>• Data quality monitoring</li></ul>  |
| <ul style="list-style-type: none"><li>• Automation, 3<sup>rd</sup> party relationship reduces burden and saves time</li></ul> | <ul style="list-style-type: none"><li>• Use of query and other IIS functionality (e.g. forecasting)</li></ul>                    |
| <ul style="list-style-type: none"><li>• Ability to identify additional vaccine opportunities, revenue generation</li></ul>    | <ul style="list-style-type: none"><li>• Increased awareness and relationships through training and quality improvement</li></ul> |
| <ul style="list-style-type: none"><li>• VFC enrollment for some pharmacies</li></ul>  |  |

# Group Discussion



# Instructions

- Organize into small groups (5-6 people is ideal)
- Identify a note taker
- Discuss each question for ~6 mins
- Take notes about your discussion (scan the QR code!)
- Pick someone to report out to the large group at the end



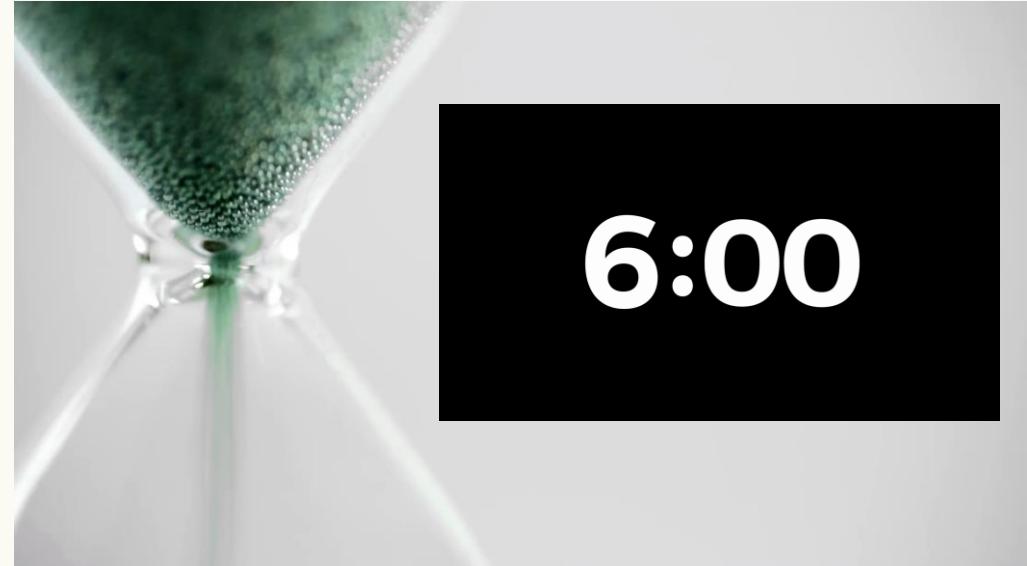
# Question #1

What is the **top challenge** your jurisdiction has experienced related to onboarding and/or exchanging data between pharmacies and IIS?



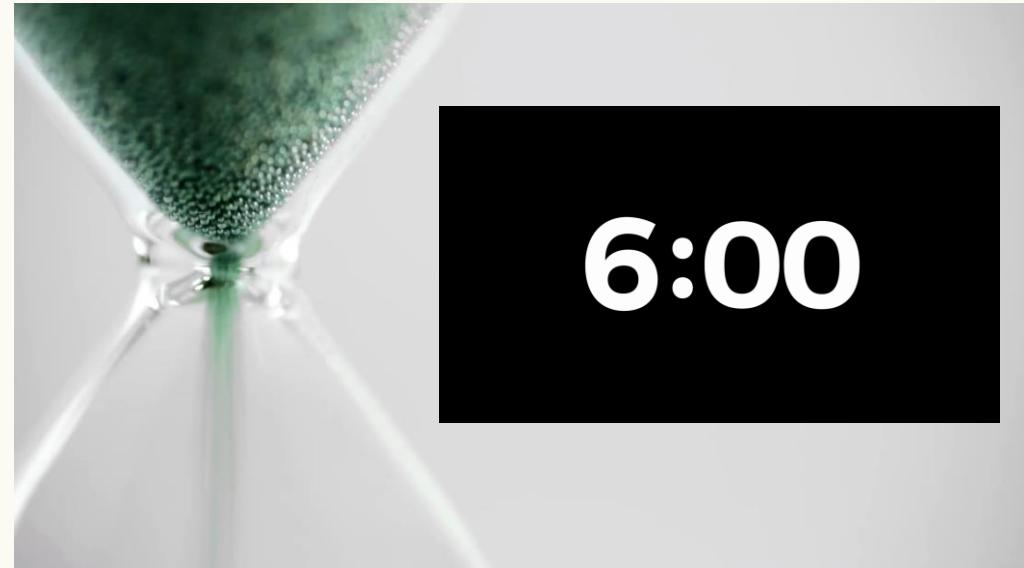
## Question #2

What has been the **greatest success** your jurisdiction has experienced that may address the challenges or offer opportunities for the broader community related to pharmacy onboarding and data exchange?



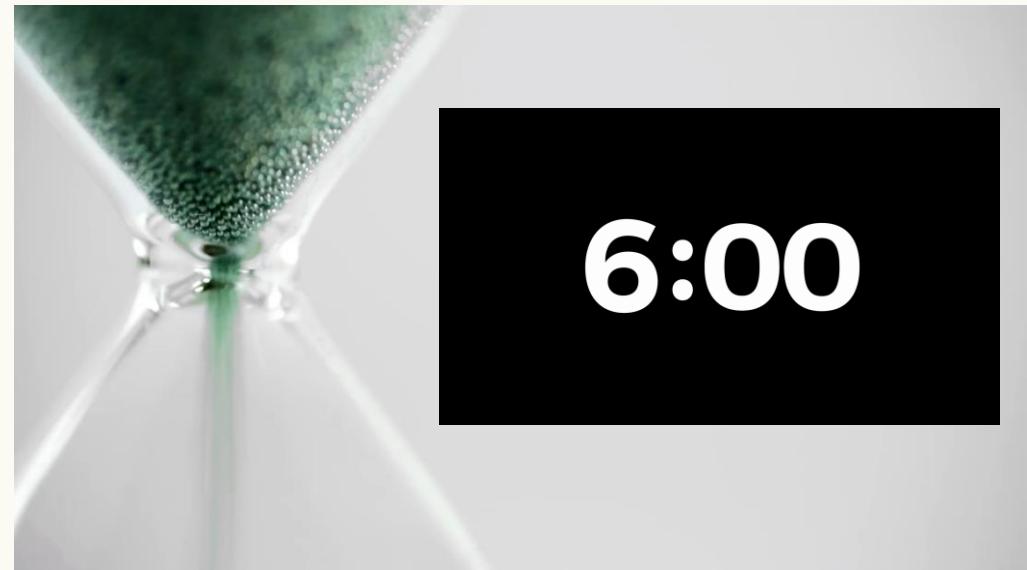
# Question #3

- What has been your jurisdiction's experience with 3<sup>rd</sup> party vendors supporting pharmacy onboarding and data exchange?
- What have been the **greatest pros and cons?**



# Question #4

What **recommendations** do you have to improve onboarding and data exchange between pharmacy and IIS?





# Discussion Highlights

