

An aerial photograph of a vast, dense forest of evergreen trees, likely spruce or fir, covering a mountainous landscape. The trees are tightly packed, creating a textured green canopy. The lighting is soft, suggesting a misty or overcast day, with some areas appearing slightly darker than others.

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

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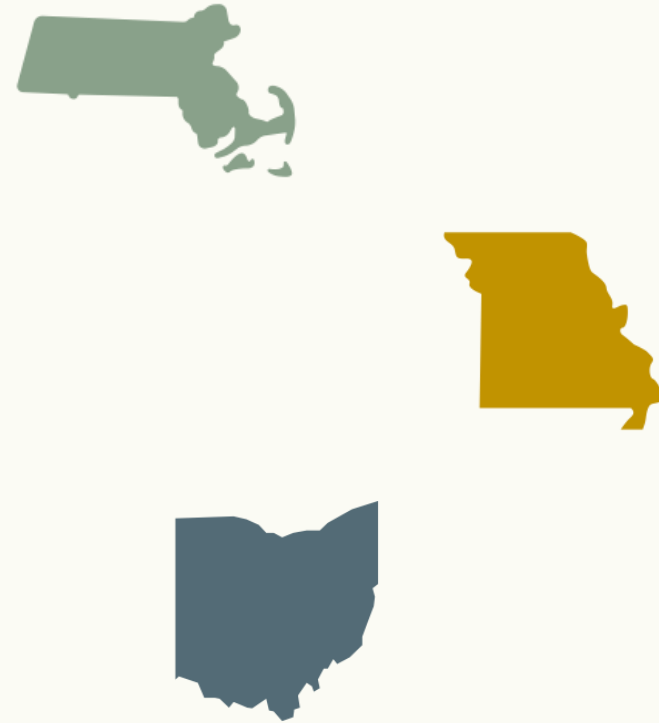
- Assessing the onboarding process for multiple pharmacies of varying sizes
- Increasing pharmacy and IIS data exchange through education

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 3rd 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.

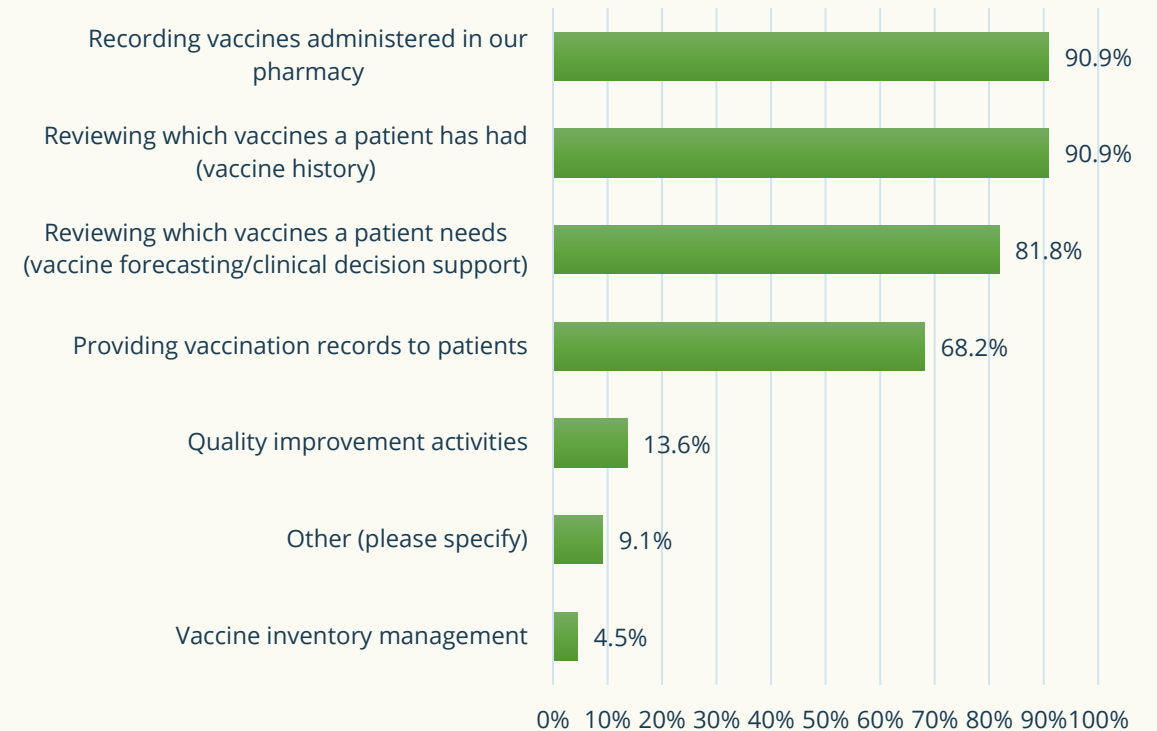
Preliminary Findings: Challenges & Barriers

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

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

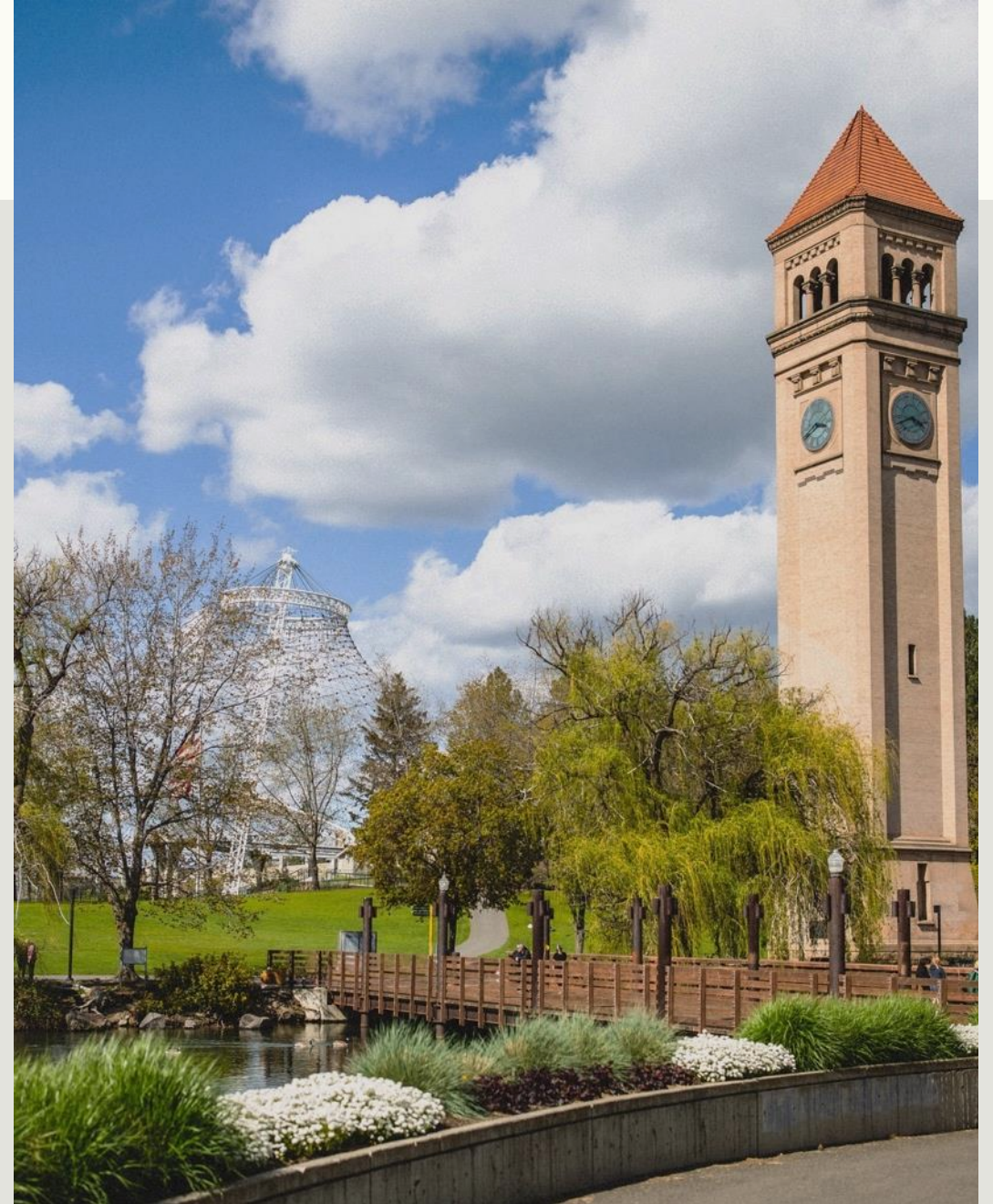
Purposes for IIS Utilization among Pharmacies (n=22)



Preliminary Findings: Opportunities

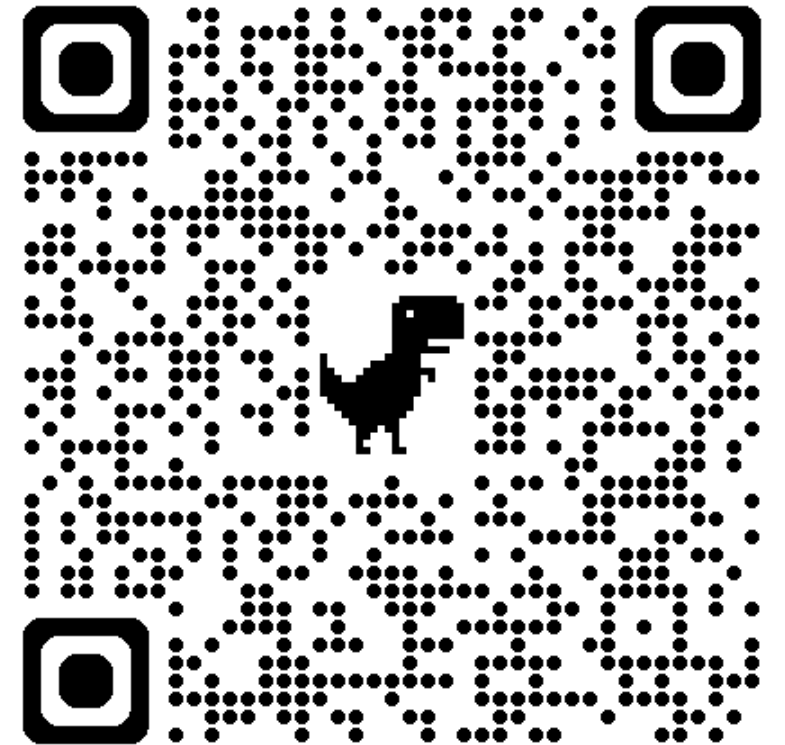
Facilitators to onboarding & data exchange:	Opportunities to improve:
<ul style="list-style-type: none">• Policy/reporting requirements	<ul style="list-style-type: none">• Bidirectionality
<ul style="list-style-type: none">• System alignment with standards	<ul style="list-style-type: none">• Data quality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

Group Discussion



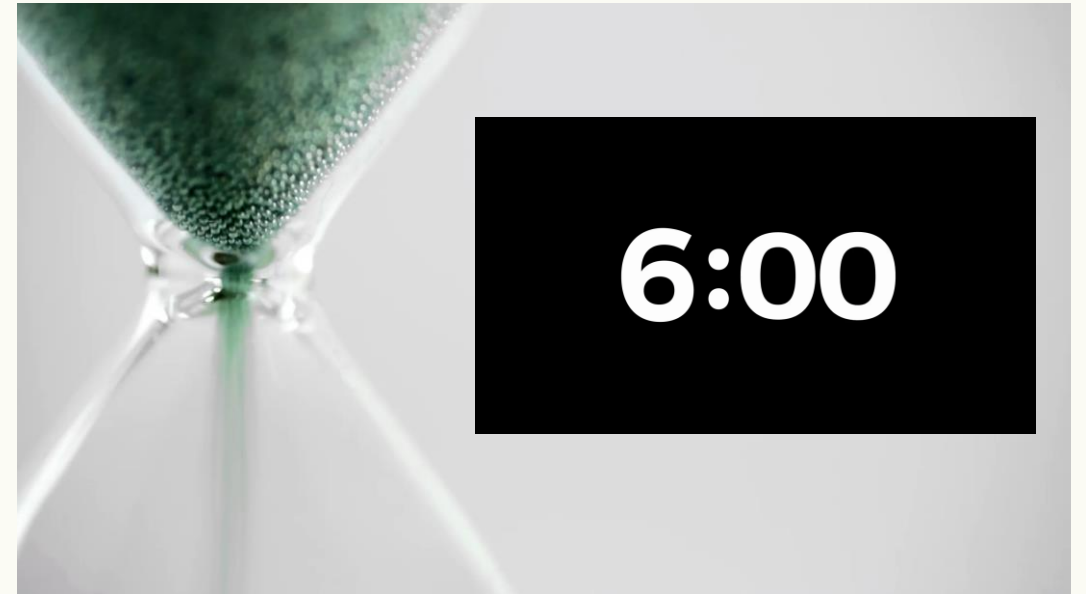
Instructions

- 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



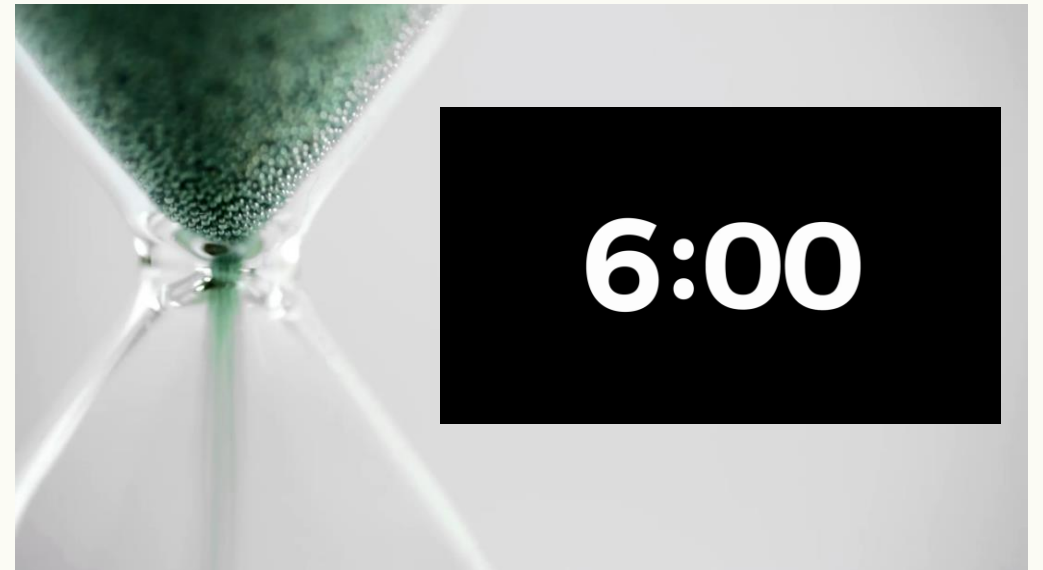
Question #1

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



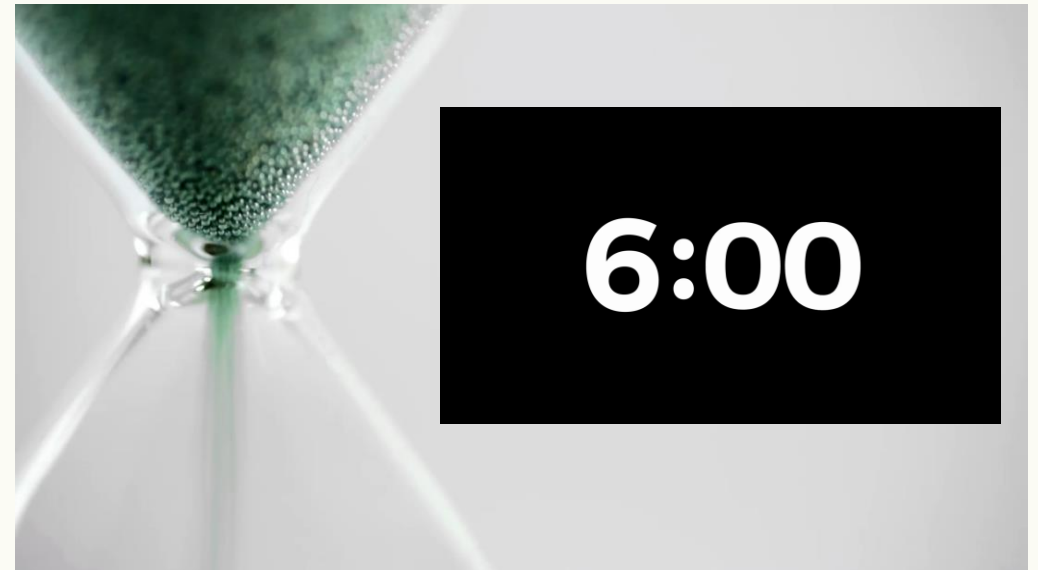
Question #2

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?



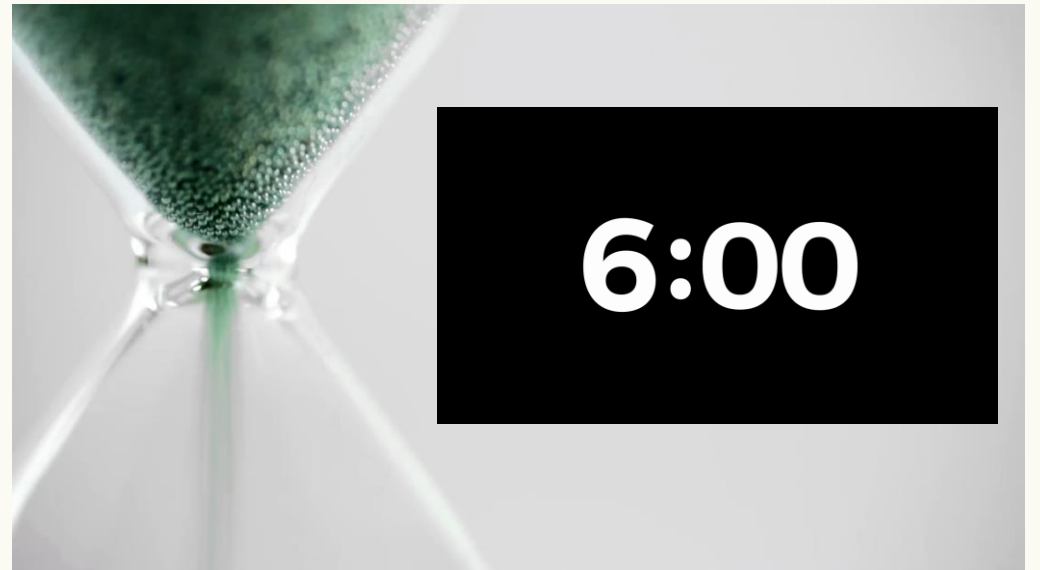
Question #3

- What has been your jurisdiction's experience with 3rd 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

