



Massachusetts Department of Public Health

MIIS Annual Survey: Improving Provider Data Accuracy

AIRA National Meeting

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Massachusetts Immunization Information
System (MIIS)

Introduction



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Identifying the Problem

- MIIS established in 2011
- Over time, information for provider sites may have become outdated
 - Includes contact information, site address, EHR information
- Sites may not realize this or know how to make updates
- Creates a challenge when MIIS team needs to reach out to site
- Potential to cause reporting issues if electronic health record (EHR) is not up to date

Solution

- Create a survey that allows sites to update their information
- Simple for users to complete
- Addresses different aspects of site
 - Key contact information
 - Site information (name, address, phone number)
 - EHR information

Process

- MIIS team sends survey to provider sites. Sites must be:
 - Currently Active (has not been deactivated)
 - Administering vaccines
 - Live with MIIS 1+ years
 - Have not completed survey within past 10 months
- Survey is sent by MIIS on-demand
 - Sent annually by the interoperability team
 - Sent in late summer to avoid overwhelming sites with MIIS communication (avoiding respiratory season, school survey season)

Process

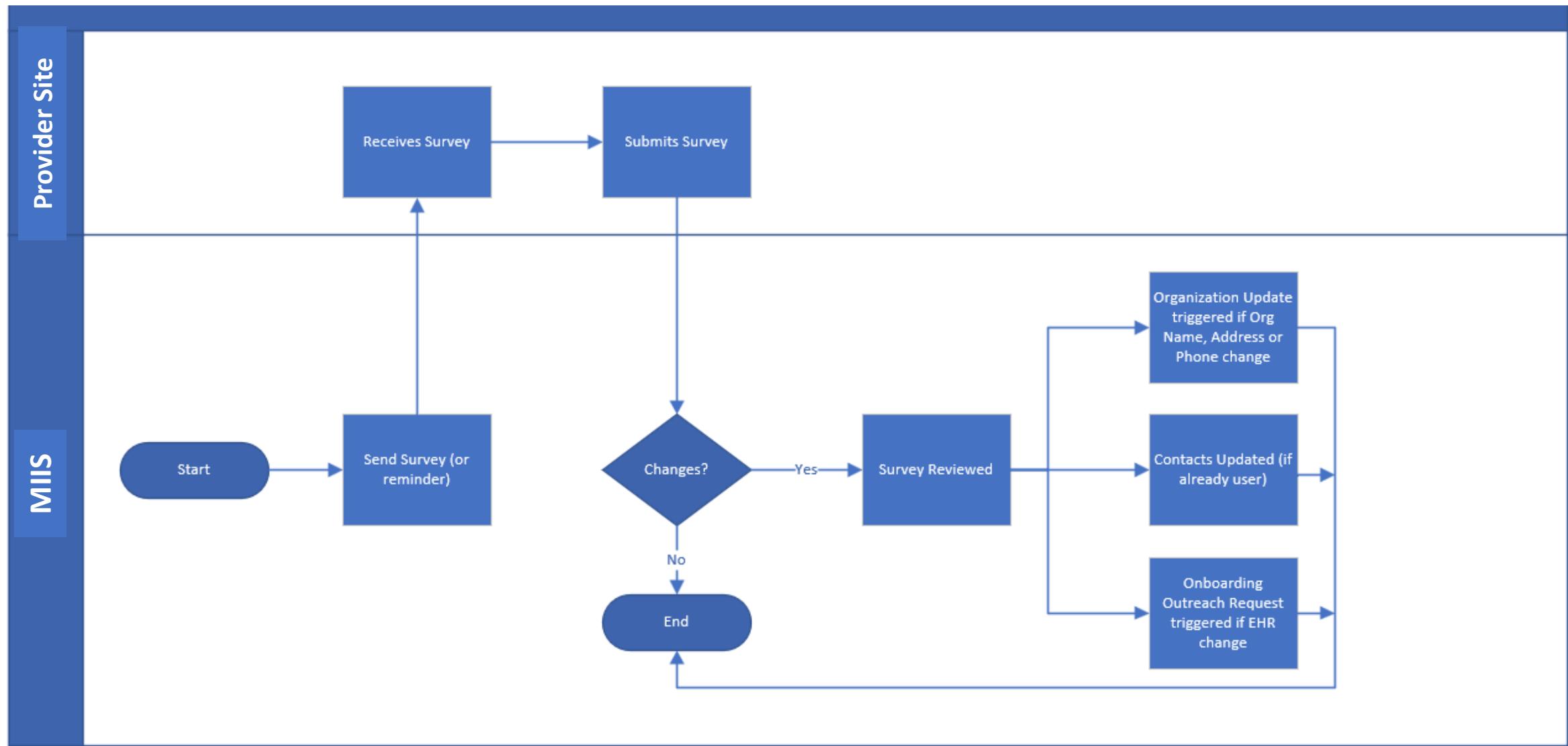
Who receives the provider survey?

- Sent to MIIS users following specific hierarchy
 - Goal is to connect with a contact that is most likely to be up to date
 - Start with Vaccine Coordinator and if none listed, works down the hierarchy of contacts
 - If no contacts listed, site is added back to our dashboard for further follow-up
- User at site receives link to survey via email
 - Requested to complete within 2 weeks
 - Survey link expires after 90 days

Process

- **If site does not complete survey:**
 - MIIS has ability to trigger reminder email
 - Typically sent approximately 1 month after initial survey
- **If site does complete survey:**
 - Once submitted, site can not make any further updates to the survey
 - No updates requested – survey is updated to provider profile, no review by MIIS necessary
 - Changes requested – MIIS team manually reviews changes

Process



Provider Survey Review - Snapshot

Site Information

This field shows what we currently have in MIIS

Original Value

This field shows the change that the site is requesting

Submitted Value

This field shows the update that MIIS has approved

Final Value

Label

Organization Name *

ABC Test Pediatrics

ABC Pediatrics

ABC Pediatrics

No Changes

DBA (Doing Business As)

✓ No Changes

Address 1 *

123 Boston Street

This checkbox indicates whether the site has requested a change from the given site information

Survey Questions

We confirm many site details, including:

- Site name
- Full site address
- Phone/Fax number
- Primary contact information
- Technical contact information
- Current EHR vendor
- EHR transition planned

Updating Site Information

MIIS Help Desk Team performs the first round of survey review

- Some requests triggered additional follow-up workflows, for example:
 - Site requesting the name of their organization be changed requires additional outreach
 - This triggers a new task to be created, as a name change requires documentation not collected during a survey

Updating Site Information

- Identify red flags and perform outreach for clarification before making updates
- For example:
 - Site updates most or all fields – could indicate a new site needs to register
 - Sites typing in miscellaneous notes such as "Site no longer needs MIIS access" requires additional outreach to confirm if site needs to be deactivated

Updating EHR Information

If any technical changes are requested, Help Desk assigns to interoperability team to review. If:

- EHR transition already occurred
 - New outreach task is created automatically to ensure new EHR is reporting correctly
 - Often means site transitioned EHR without following correct workflow and can result in issues with reporting

Updating EHR Information

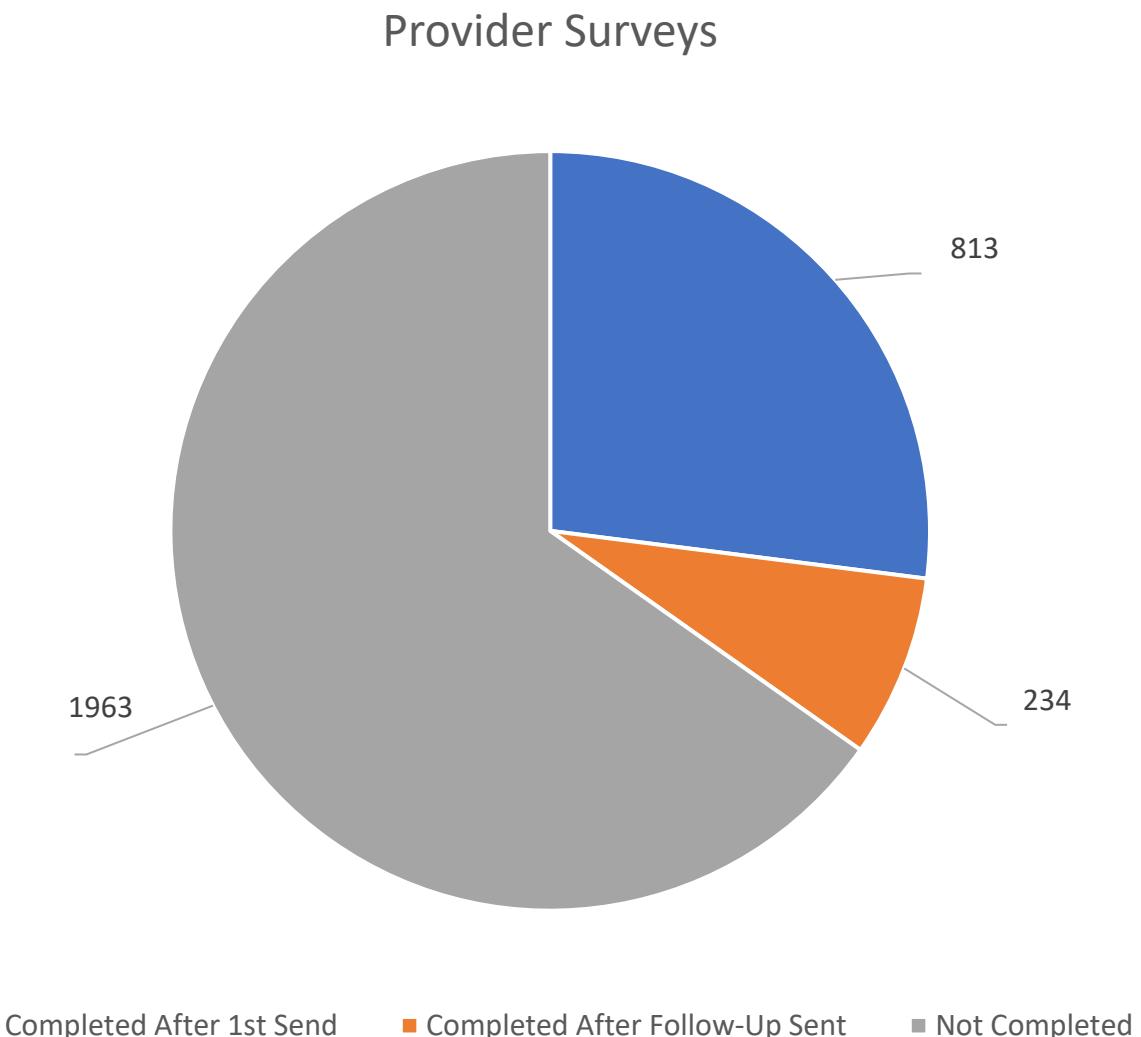
- EHR transition expected in the future
 - Site can indicate if they plan to transition EHRs within next 12 months
 - MIIS performs outreach to educate site on EHR transition process
- Technical contact updated
 - New technical contact is added to Constant Contact email list to receive technical updates
 - Ensures their site will begin receiving technical updates that are sent out

Results

- Survey initially sent to providers July 2024
- Reminder email sent August 2024
- Survey closed November 2024
- Survey sent to **3,010 provider sites**

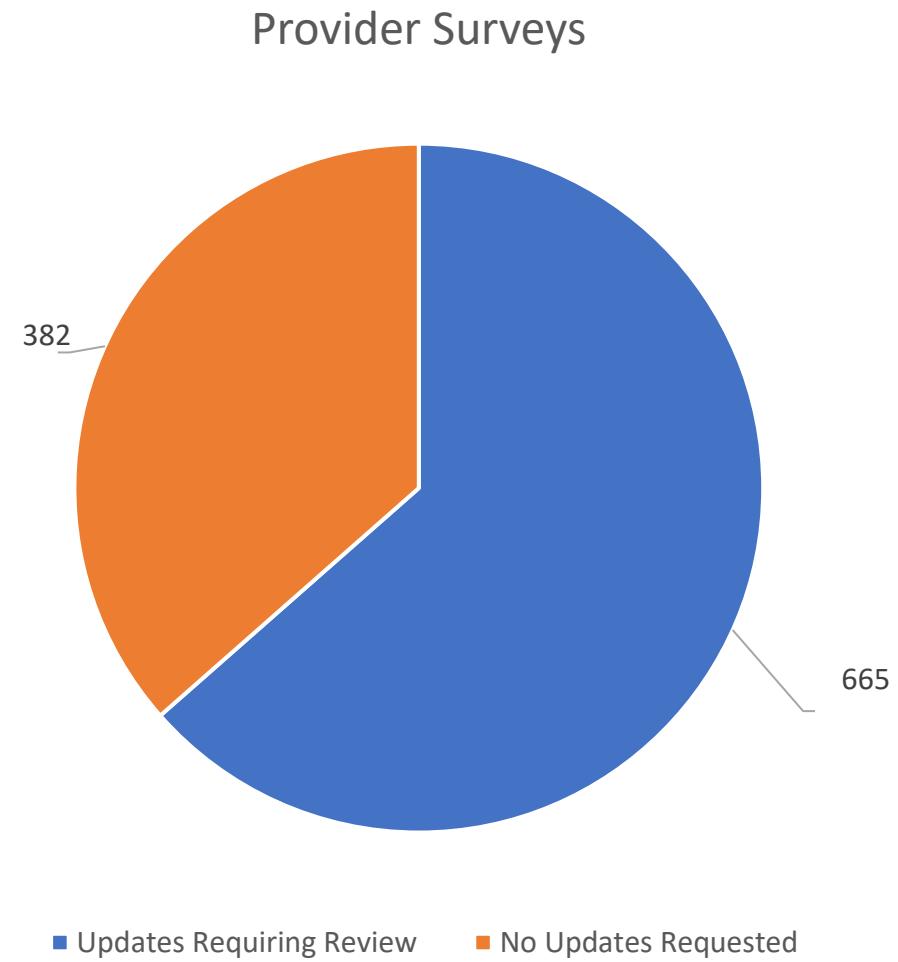
Results

- **813 sites (27%)** completed survey after initial survey link sent
- Additional **234 (8%)** provider sites responded after reminder link sent
- Total of **1,047 (35%)** completed survey



Results

- 665 surveys required additional review by MIIS
 - Involved updates to site information, contacts, and technical changes



Challenges

- Sites not responsive to survey
- Lack of responsiveness to follow-up after survey completion
- Sites with incorrect contacts
 - Survey can be manually re-sent to correct contact
 - Opportunity to update site information
- Sites with no contacts
 - Opportunity for outreach as this is issue for effectively communicating with site
- Difficult for large organizations to manage surveys for all of their affiliated sites

Making Improvements

- Added additional questions to resolve conflicts that occurred in first round of survey
 - This included asking for NPI/Tax ID, as leaving this field blank potentially caused conflicts with our follow-up workflow
 - Adding these additional questions should reduce amount of outreach that is needed
- Continue to refine internal workflow regarding follow-up and tasks that are triggered from the completion of this survey

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