Objectives of this Session

- Identify current “snap-shot” of practice-level immunization rates for 2 yrs. old patients and opportunities for improvement.
- Develop a strategy for improving delivery of early childhood immunizations in a primary care setting
- Apply the Model for Improvement to test changes, using immunization-focused tools and resources
- Implement a measurement strategy to monitor changes made
NOW WHAT DO I DO??

It Takes an Effective Team to Do This Work!
- Members representing different kinds of expertise in the practice
  - Clinical Leader
  - Technical Expertise
  - Day-to-Day Leadership
  - Administrative Staff
  - Parent Partner
  - Project Sponsor
Model for Improvement

What are we trying to accomplish?
How will we know that a change is an improvement?
What change can we make that will result in improvement?

AIM

MEASURES

IDEAS

Act
Plan
Study
Do

Sample AIM Statement

By June 30, 2014, our practice team will improve immunization processes in our practice for infants and children so that:

- 95% of our patients seen for any type of visit will have their immunization status assessed.
- 95% of our patients will receive all vaccines for which they are eligible (based on ACIP recommendations) at a visit.
- 90% of our patients will have their current immunization information sent to the IIS (electronically or manually entered) within 7 days of vaccine administration.
- 95% of parents/guardians will receive a current immunization record for their infant/child each time vaccines are administered & as needed.
- 90% of our patients will receive appropriate immunizations reminders or recall notices.
- 90% of our 2-years old (24 months old) patients will be UTD with all ACIP recommended immunizations.

How will we know a change is an improvement?

- Requires measurement
- Build measurement into daily work routine
  - Data should be easy to obtain and timely
  - Small samples over time
- Use qualitative & quantitative data
  - Qualitative data is highly informative
  - Qualitative data is easy to obtain

One practice’s immunization status measurements...
The PDSA Cycle for Learning and Improvement

**Act**
- What changes are to be made?
- Next cycle?

**Plan**
- Objective
- Questions and predictions (why)
- Plan to carry out the cycle (who, what, where, when)
- Plan for data collection

**Study**
- Complete the analysis of the data
- Compare data to predictions
- Summarize what was learned

**Do**
- Carry out the plan
- Document problems and unexpected observations
- Begin analysis of the data

“What will happen if we try something different?”

“What’s next?”

“Let’s try it!”

“What did work?”

“Did it work?”

“Let’s try it!”

“Did it work?”

Task or Test?
- **Task**
  - To do’s
  - Meetings
  - Posters
  - Policy
  - Committees

- **Test**
  - Question
  - Prediction
  - Data
  - Usually involves patient

PDSA: Break it Down/Simplify...

**Plan** - Figure out the questions you want to answer, plan a way to answer the questions, and predict results

**Do** - “Just do it” (i.e. do the plan)

**Study** - What did you learn?
  - Did your prediction hold?
  - What assumptions need revision?

**Act** - What will you do with the knowledge you learned?
  - Adapt? Adopt? Abandon?

What do you want to do next?

Decrease the Time Frame for a PDSA Test Cycle

- Years
- Quarters
- Months
- Weeks
- Days
- Hours
- Minutes

*Drop down next “two levels” to plan Test Cycle!*
Overall Aim: Improving Immunization Coverage Rates (and Preventing Disease!)

- Assess Immunization status at every visit
- Elicit patient/family concerns
- Administer all eligible vaccines
- Conduct Reminders/Recalls

Model for Improvement

Objective for this PDSA Cycle

DO: CARRY OUT THE CHANGE OR TEST; COLLECT DATA AND BEGIN ANALYSIS.

DATE:____
CYCLE:____

PLAN:

QUESTIONS:

PREDICTIONS:

PLAN FOR CHANGE OR TEST: WHO, WHAT, WHEN, WHERE

PLAN FOR COLLECTION OF DATA: WHO, WHAT, WHEN, WHERE

DO: CARRY OUT THE CHANGE OR TEST; COLLECT DATA AND BEGIN ANALYSIS.

STUDY: COMPLETE ANALYSIS OF DATA; SUMMARIZE WHAT WAS LEARNED

ACT: ARE WE READY TO MAKE A CHANGE? PLAN FOR THE NEXT CYCLE.

Form for planning a PDSA cycle supports prediction and keeping one step ahead.

How teams get results

- Engage leaders
- Form team
- Assign responsibility for key tasks
- Meet
- Small tests of change
- Use of the IIS
- Use of best practices, tools and resources (i.e., in EQIPP Immunization Module!)

The Care Model for Child Health in a Medical Home

Community Resources and Policies

- Health Care Organization (Medical Home)
- Support, Integrated Community
- Timely & Efficient
- Evidence-Based
- Coordinated
- Functional and Clinical Outcomes
Questions/Comments?

Thank you!