

*Using a Standardized Procedure to  
Enhance the Effectiveness/Outcome  
of AFIX Site Visits and Improve  
Provider Service Delivery*

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Paul R. LePage, Governor

Mary C. Mayhew, Commissioner



# Background

**Prior to 2010, the Maine Immunization Program (MIP) had no standardized procedure on how to conduct feedback during AFIX site visits**

- **MIP staff verbally identified to providers areas to be improved**
- **MIP did not track if providers were successful in implementing the suggestions**
- **MIP did not analyze the level of provider satisfaction regarding AFIX process**

# Background

**Lack of a standardized AFIX feedback procedure resulted in:**

- **No written feedback documentation provided**
- **No structured guidance provided to practices interested in implementing action steps to address areas of improvement**
- **The effectiveness of the AFIX process was not analyzed**

# Objectives

- **Revise AFIX site visit procedures**
- **Develop documentation of AFIX feedback**
- **Provide follow-up within six months of AFIX visit**

# Revise AFIX site visit procedures

- **Provide training to AFIX staff that includes:**
  - **Reviewing immunization assessment reports**
  - **Identifying steps practices could implement to enhance immunization delivery**
  - **Developing a Quality Improvement (QI) Workplan**

# Documentation of AFIX Feedback - 1

**Complete a Quality Improvement (QI) Workplan template that includes the following key information:**

- 1. Defined action steps to improve immunization practices;**
- 2. Staff member(s) responsible for implementation of the QI plan;**
- 3. Materials and/or training AFIX staff supplied to implement the improvement;**

# Documentation of AFIX Feedback - 2

**Complete a Quality Improvement (QI) Workplan template that includes the following key information:**

- 4. Date(s) for reassessment and measurement of intervention effectiveness;**
- 5. Follow-up to discuss the progress and/or outcome of the QI Workplan.**

# Provide QI Workplan Follow Up

- **Within six months of AFIX site visit, MIP staff follow up to discuss the progress and/or outcome of the QI Workplan**



# Methods - 1

- **Written QI Workplan\* developed during AFIX visit**
- **Provider receives written copy of QI Workplan**

\*Template of QI Workplan available as presentation handout

# Methods - 2

**Post site visit, provider received a satisfaction survey\***

- **Analyzed responses to evaluate the level of provider satisfaction with the AFIX process**

**Follow-up survey\* sent to providers asking for feedback related to their QI Workplans**

- **Analyzed responses to evaluate the quality and effectiveness of the QI Workplan process**

\*Template of survey available as presentation handout

# Site Visit Satisfaction Survey

- **Analyzed responses from the survey to identify the level of satisfaction Providers had with the AFIX process.**
- **Evaluation of site visit satisfaction survey responses showed majority of providers were satisfied with the AFIX process.**

# Results - Site Visit Satisfaction Survey- 1

**Providers strongly agreed or agreed that:**

- **Feedback was:**
  - **Constructive (99%)**
  - **Timely (92%)**
- **Staff knowledgeable (96%)**
- **Staff courteous and professional (98%)**

# Results - Site Visit Satisfaction Survey -2

**Providers strongly agreed or agreed that:**

- **Materials provided were useful (90%)**
- **Assessment reports were informative (87%)**
- **Beneficial to participate in AFIX visit (83%)**

# QI Workplan Survey\*

**Used to obtain feedback from providers regarding:**

- **AFIX site visit process**
- **QI Workplan**
- **Level of success in implementing QI Workplan**
- **Barriers during implementation of QI Workplan**
- **Provider satisfaction regarding QI Workplan**

\*Template of QI Workplan Survey available as presentation handout

# Top Three Responses to Selected QI Workplan Survey Questions

**During your AFIX site visit, what suggestions were made to address issues specific to your practice regarding immunization rates?**

- **Reviewing records to identify patients that have MOGED (Moved or Gone Elsewhere): 65.9%**
- **Following up with parents/guardians who missed scheduled appointments: 61.5%**
- **Running Reminder/Recall: 59.3%**

# Top Three Responses to Selected QI Workplan Survey Questions

Of the suggestions made during your AFIX site visit, which were easiest to implement?

- Following up with parents/guardians whom miss scheduled appointments: **46.6%**
- Reviewing records to identify patients that have MOGED (Moved or Gone Elsewhere): **43.2%**
- Calling to remind parents/guardians of upcoming appointments: **40.9%**



# Top Three Responses to Selected QI Workplan Survey Questions

Of the suggestions made, which were the most difficult to implement?

- Running Reminder/Recall: **31.9%**
- Following up with parents/guardians whom miss scheduled appointments: **26.1%**
- Flagging charts to identify missing immunizations: **15.9%** (*tied*)
- Reviewing records to identify MOGED patients: **15.9%** (*tied*)

# Top Three Responses to Selected QI Workplan Survey Questions

What do you feel has been the biggest barrier for your practice when trying to implement improvement strategies?

- Parent/guardian refusal to vaccine: 57.6%
- Missed appointments: 51.1%
- Staff time: 44.6%

# Top Three Responses to Selected QI Workplan Survey Questions

Do you feel that the outcome of this initiative has been worth the staff time/costs incurred?

- Yes: 56.5%
- Don't Know: 34.8%
- No: 8.7%

# Top Three Responses to Selected QI Workplan Survey Questions

**How strongly do you agree that the action steps outlined in your QI Workplan has helped to improve your service delivery?**

- **Neutral: 39.1%**
- **Agree: 37.0%**
- **Strongly Agree: 20.7%**
- **Disagree: 3.3%**

# RESULTS

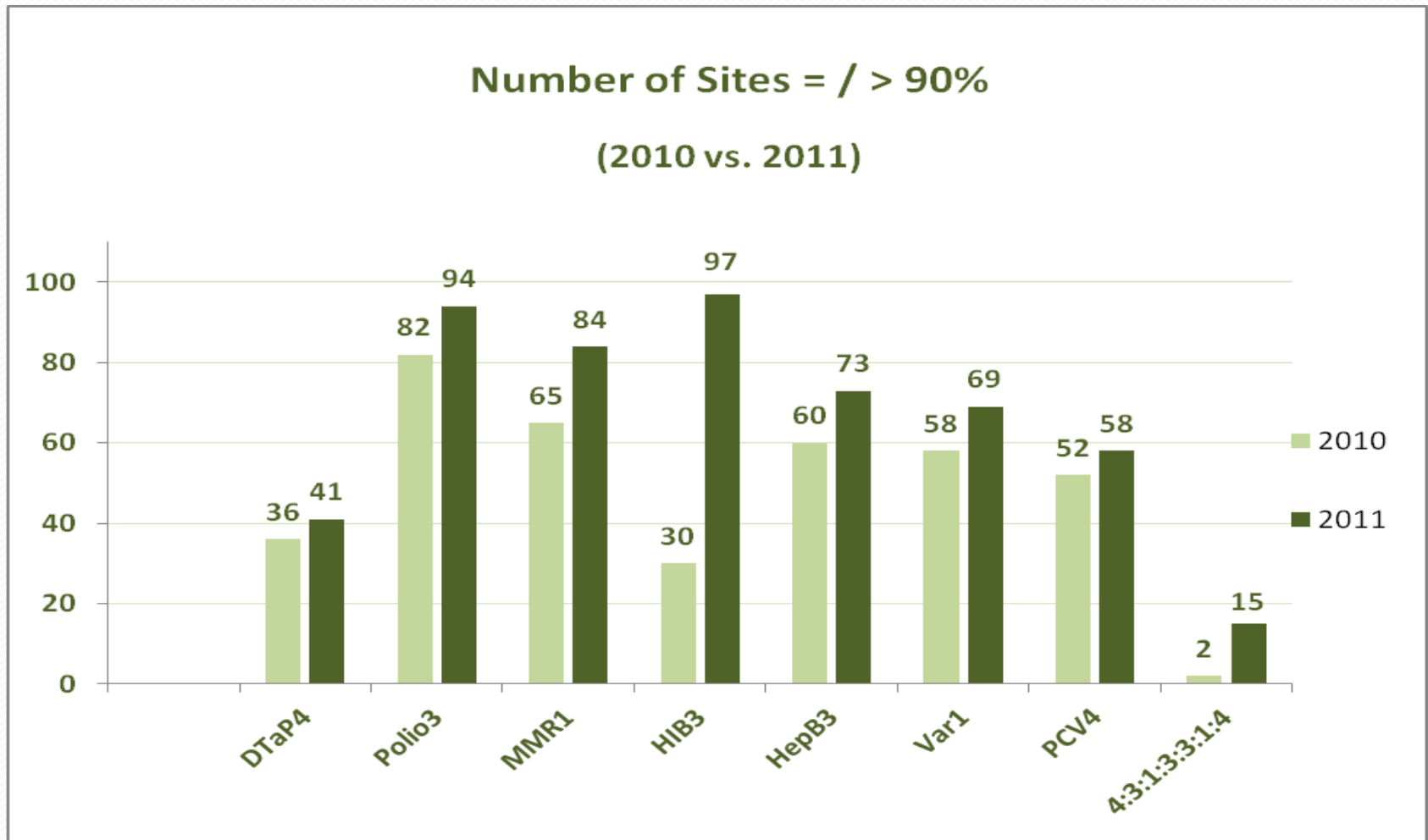
## Assessment of immunization rates

	<u>Pre-Workplan</u>	<u>Post-Workplan</u>
# assessed	4647	6191
Up-to-date*	49%	69%

\* Up-to-date rates for: 4DTaP 3Polio 1MMR 3HIB 3HepB 1Var 4PCV

# RESULTS –

## Pre-QI Workplan vs. Post-QI Workplan



# RESULTS

## *QI Workplan vs. no QI Workplan*

Using a comparison group helped MIP address the question of whether this initiative is “making a difference.”

Immunization rates of providers that had a 2010 QI Workplan developed were compared with immunization rates of providers that did not have a 2010 QI Workplan developed.

# RESULTS

## *QI Workplan vs. no QI Workplan*

- Providers who did develop a QI Workplan increased their rates by **41%\***
- Providers who did not develop a QI Workplan increased their rates by **19%\***

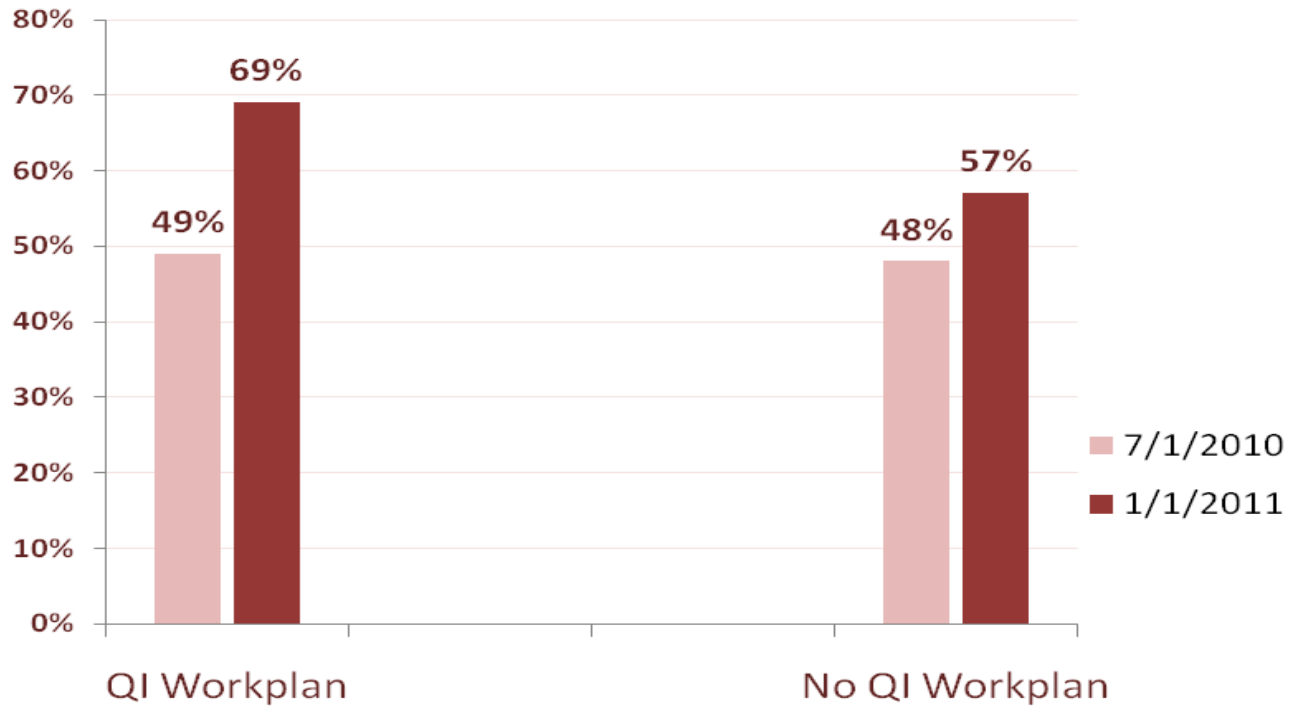
\*Up-to-date rates for 4DTaP 3Polio 1MMR 3HIB 3HepB 1Var 4PCV



# RESULTS

## *QI Workplan vs. no QI Workplan*

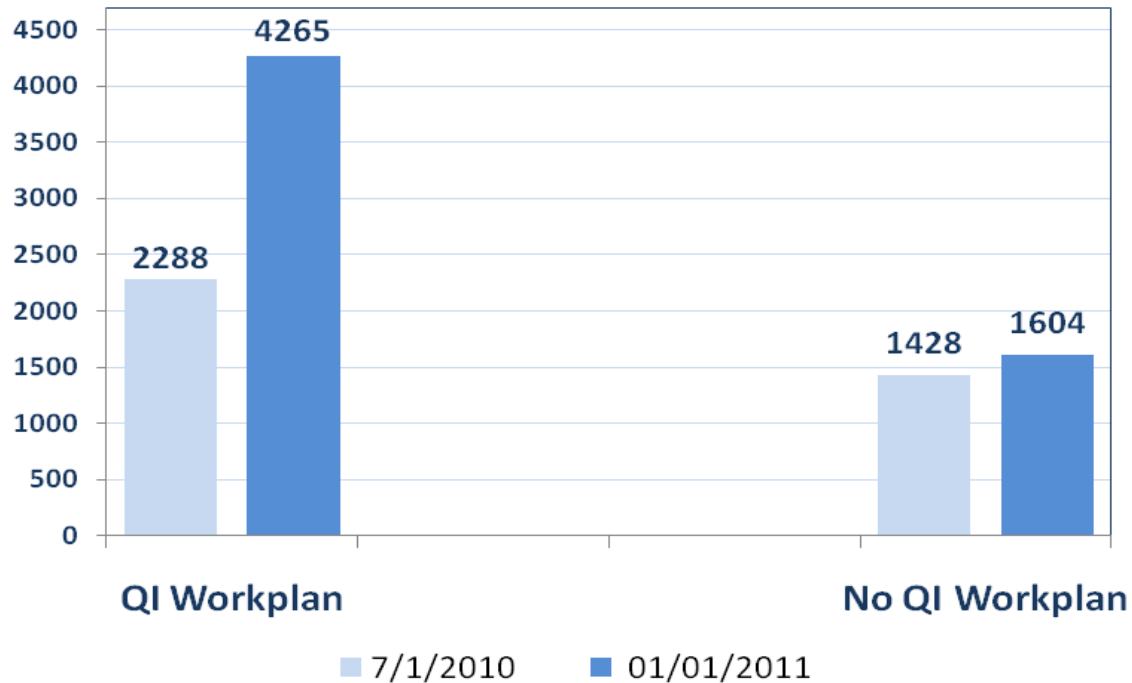
**Percent of Children Up-to-Date (100%) 4:3:1:3:3:1:4**



# RESULTS –

## *QI Workplan vs. no QI Workplan*

Total # of Children Up-to-Date (100%) 4:3:1:3:3:1:4



# Conclusions

**Utilizing a standardized procedure for AFIX site visits increased MIP's ability to identify areas for improvement and jointly design with providers strategies to successfully address areas; resulting in strengthened service delivery.**

# Conclusions – Evaluation Results

**Evaluation of this standardized procedure revealed a high degree of satisfaction with the new AFIX process.**

# Future MIP Efforts

- **Focus on promoting known successful strategies**
- **Identify ways to eliminate barriers**
- **Continue to utilize the AFIX QI Workplan**

# Handouts\*

- **2010 Quality Improvement (QI) Workplan**
- **2010 AFIX Site Visit Satisfaction Survey**
- **2010 AFIX Quality Improvement Workplan Survey**

\*Handouts are available for download through the NIC Online Poster Presentation Link. Also available upon request to the author.

# Additional Information

An electronic copy of the full Quality Improvement evaluation report can be found at:

<http://www.maine.gov/dhhs/boh/ddc/immunization/index.shtml> (under “Links of Interest” in right hand column).

Please feel free to contact the individual below if you would like more information regarding this project.

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