

# Thrive by Five Collaborative

## Millvale Health Center



Shots for Tots:  
Improving  
Immunizations

# Team Millvale: Shots for Tots



TEAM MEMBERS		
Last Name	First Name	Role
Kanu	Hazel	Pediatrician
Leary	Kimberley	Pediatric RN
Britton	Keysha	Pediatric MA
*Daniels	Michelle	Site Manager
Ross	Alvenia	Admin Tech
Dunbar	Janicyn	PHN 3

*\*Team Leader*

SMART AIM
To increase the % of children age 0-27 months who are up to date with immunizations from 24% to 50% by 4/1/18.

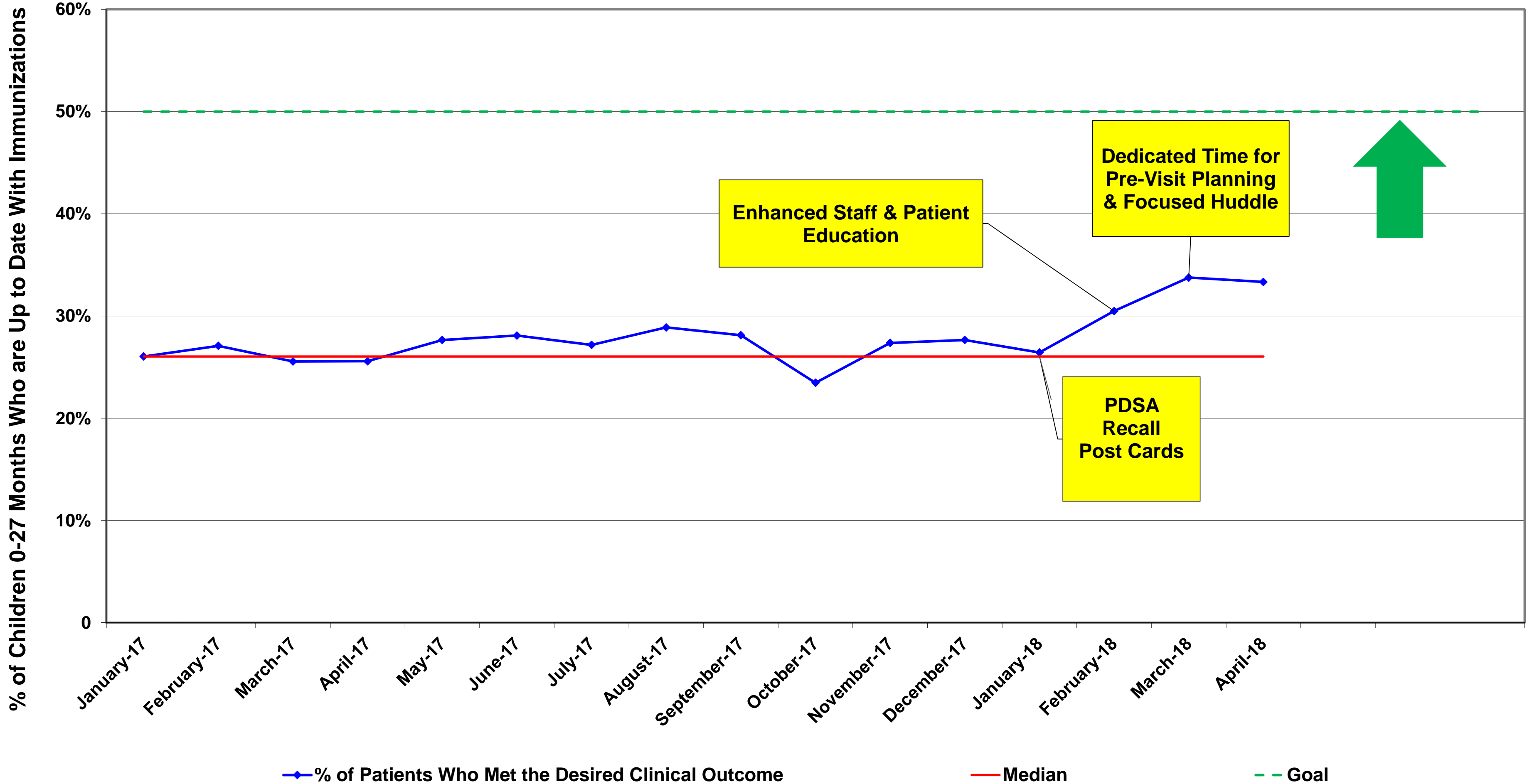
# Team Millvale: Run Chart



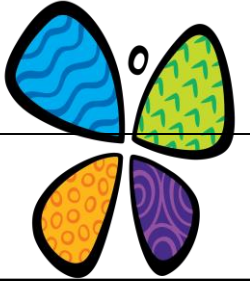
## % of Children 0-27 Months Who are Up to Date With Immunizations January 2017 - April 2018



\* Includes 2 Rotavirus and 2 Flu Vaccines



# Team Millvale: Key Driver Diagram (KDD)



## Global Aim

Help Cincinnati's 66,000 children be the healthiest in the nation through strong community partnerships

## SMART Aim

To increase the percent of children age 0-27 months who are up to date with immunizations from 24% to 50% by 4/1/18.

## Population

Children 0-27 months seen at Millvale Health Center

## Key Drivers

Knowledgeable and Engaged Staff

Informed and Engaged Parents/Caregivers

Clear and Effective Communication amongst team

Kept appointment for patients age 0-27 months

Reliable follow-up and awareness of patients due or overdue for immunizations

Accurate and updated patient contact information

## Interventions (LOR #)

Provide staff with pediatric immunization tools and resources (LOR#1)

Develop protocol for front line staff to follow when scheduling appointments for patients in this age group (LOR#1)

Discuss with parents/caregivers the importance of timely immunizations at each visit and hand out simplified immunization schedule (LOR#1)

Establish a dedicated time for pre-visit planning and focused huddle to be done 100% of the time (LOR#1)

Front line staff will conduct reminder calls to patients 24 hours prior to scheduled appointment (LOR#1)

Patients 0-27 months who are seen for an appointment will be given the next appointment in the back by MA/RN (LOR#1)

Pediatric RN/MA to send immunization reminder post cards to patients who no show for scheduled appointments (LOR#2)

Pediatric RN/MA to send immunization reminder post cards to patients 0-27 months with missing immunizations from care gap list in EPIC (LOR#2)

Front desk staff to ensure patient contact information is updated at each visit (LOR#1)

### Legend

- Potential intervention
- Active intervention
- Adopted/Abandoned intervention

All Children Thrive Cincinnati  
**Note:** LOR # = Level of Reliability Number, e.g., LOR 1

# Team Millvale: PDSA Testing



## PDSA#1

Sending immunization reminder/recall post cards to patients who “no show” for scheduled appointments

### Cycle 1

- ❖ Using huddle sheet, RN/MA would send post card at end of day to patients due for immunizations
- ❖ Most days clinic ran over which did not allow time at end of day to send post cards

### Cycle 2

- ❖ Using huddle sheet, RN/MA would send post card at end of the week for patients due for immunizations
- ❖ Time constraints and lack of adequate staffing interfered with process

### Cycle 3

- ❖ Using huddle sheet, PHN 3 would send post card at end of day to patients due for immunizations

## Results:

- ❖ This final change in our process worked
- ❖ As of March 31<sup>st</sup> , 50 post cards were mailed
- ❖ 24 patients responded to post cards and received required immunizations
- ❖ 48% response rate to post cards
- ❖ **Process Adopted!**



Dear Parent,

Our records show that your child \_\_\_\_\_ may need these immunizations:


<input type="checkbox"/> <b>DTaP</b> (Diphtheria/Tetanus/Acellular Pertussis)	<input type="checkbox"/> <b>DT/Td</b> (Diphtheria/Tetanus)
<input type="checkbox"/> <b>HBV</b> (Hepatitis B)	<input type="checkbox"/> <b>Hib</b> (Haemophilus Influenza Type b)
<input type="checkbox"/> <b>MMR</b> (Measles/Mumps/Rubella)	<input type="checkbox"/> <b>OPV/IPV</b> (Polio-Oral/Inactivated)
<input type="checkbox"/> <b>VAR</b> (Varicella/Chicken Pox)	<input type="checkbox"/> <b>FLU</b> (Influenza)
<input type="checkbox"/> <b>PCV</b> (Pneucoccal)	<input type="checkbox"/> _____

Please call your Doctor at **513 352 3192**

Please call us if you have gone to another doctor or clinic so we can update our records.

**MILLVALE AT  
HOPPLE STREET  
HEALTH CENTER**

DPB-2 NEW 09/17



city of  
**CINCINNATI**  
HEALTH DEPARTMENT



## Here's what's working and what we are learning...

### What's Working?

- ❖ Nursing staff giving simplified immunization schedule to parents
- ❖ Back office scheduling next appointments for patients 0-27 months
- ❖ Patient pre-calling for visits

### What we are learning?

- ❖ How to work more efficiently as a team
- ❖ How to communicate with families regarding next steps in care
- ❖ The importance of pre-visit planning and focused huddles



## Here's what we are struggling with...

- ❖ Little time for immunization recall and follow up
- ❖ Figuring out how to engage parents
- ❖ Finding lost patients who have moved or gone elsewhere



The Black hole is a vicious cycle

