

Project Charter

Project Name	Recall for Overdue Vaccination
Lead Staff/Physician	Dr. B
Project Manager	Jan
Project Start Date	

Project Aim

What are you trying to accomplish? Every aim will require multiple small tests of change Plan-Do-Study-Act cycles (PDSAs).

Aim statement: (An aim statement should be measurable and have a timeline.)

Over the next 6 months, our practice will recall patients 19-23 months of age who have a record in our jurisdiction's immunization information system (IIS) or our practice's electronic medical record (EMR), who are 30 days or more behind schedule on at least one Immunization, in order to decrease the percentage of 24 month old patients who are overdue to 10% or less.

Performance Gap

What is the problem and why are you addressing it?

Our providers are very pro-vaccination, but we are a busy practice and rely on parents to remember to bring in their children. We haven't used any system to check for vaccinations that are overdue and to bring patients back in. Our recent assessment revealed our rates of up-to-date patients isn't as high as we'd like.

Project Deliverables

What are the tangible things that the project will produce to enable the aim to be achieved?

- Clean, current, accurate patient records in the EMR and IIS.
- A list of current patients aged 19–23 months, who are at least 30 days late for 1+ immunization(s).

Barriers

What are potential barriers and how will you overcome them?

- Staff are usually busy at this practice and this project is adding another task to their plates. We are starting it in April, as flu season is winding down, and kids aren't coming in for school physicals yet.
- There may be a lot of discrepancies between the IIS records and the practice's records. Rectifying these can be very time consuming.
- There are many recall methods to choose from (phone calls, robocalls, letters, postcards, email, texts, etc).



Measures

What measures will determine success?

To determine the success of our project, Jan will record the number of patients on the list (of current patients ages 19-23 months who are at least 30 days behind on at least 1 vaccine). She will then log how many calls were made to families each week.

The number of overdue patients whose families received a recall, over the total number of overdue patients, will determine the percentage of overdue patients who's families received a recall.

Measure	Operational Definition	Baseline	Goal
Overdue patients	Current patients age 19–23 months in the IIS or practice EMR who are 30+ days overdue for 1+ vaccination(s).	150*	60†
Overdue patients who received a recall	Current patients age 19–23 months in the IIS or practice EMR who are 30+ days overdue for 1+ vaccination(s) who received a recall.	0 (0%)	45 (30%)

*Some practices may be able to get a denominator from their IIS or EMR, if so, feel free to include it in your measure and include a rate in your goal. If that's not possible in your practice, simply use a numerator, and aim for a decrease.

†Our original baseline denominator was 600, and our goal is to reduce overdue patients to 10% of our original baseline denominator.

Project Scope

In Scope	Out of Scope
Active patients, ages 19–23 months who are at least 30 days overdue for 1+ vaccine(s)	Patients 18 months or younger Patients 2 years or older Patients who are up-to-date on all vaccines Former patients who have left the practice

Project Team Roles and Responsibilities

Team members	Roles	Responsibilities
Dr. B	Physician Lead	Communicate with physicians, explain project and provide updates to all staff at staff meetings.
Jan	Project Manager	Run the IIS and EMR queries, pull patient files, recall patients. Reconcile and update patient records in the IIS and the EMR.
Dan	LPN	Reconcile and update patient records in the IIS and the EMR.

Other

Ground rules, decision making process, etc.

- Stay focused on the long-term. Reconciling the patient records will be onerous, but it's necessary to have accurate immunization records.
- This project will require a team approach. All staff input and ideas are welcome (no wrong ideas).
- Stay positive (change can be hard).

Stakeholders

Stakeholder Name	Impact on Project (High, Medium, Low)	Strategies to Communicate and Gain Support
Pediatricians	Medium	Dr B will meet with the physicians and share the practice rates of overdue patients, to emphasize the need for this project.
MAs	High	If this results in a lot of vaccination-only visits, the Medical Assistants (MAs) will be taking those and vaccinating with Standing Orders. Dr B will also address the MAs and explain the practice rates of overdue patients and why being overdue leaves children at risk.
Parents	Low	Communicate to parents that patients will be recalled when they are overdue.

Senior Leadership Signature/Approval

Printed Name

Dr. B

Signature



Date

1/15/2018

