Using the Vaccine Information Statements: Cycle 1

MODEL FOR IMPROVEMENT Team Name: ABC Pediatrics

Plan a Test of Change Cycle #:___________ Start Date: ___________ End Date: __________

**Plan**  Describe the proposed test. What performance gap will it address? What idea will you test? What barriers will you need to overcome? What do you predict will happen?

**Do**  Try your change with a few patients over a short period of time. Collect data that can be measured. Describe what happened when you ran the test.

**Study**  Describe how the results from the data collected compare to the predicted outcome.

**Act**  How will you modify the plan in the next test cycle based on “learnings” from this cycle? Or, describe a new idea to test to help you achieve your aim.

**Aim of this project**  Describe the aim of this project. What are you trying to accomplish? Every aim will require multiple small tests of change.

Over the next 3 months our practice will provide each patient/family with the appropriate and current Vaccine Information Statement(s) (VIS) for review, prior to immunizing at least 95% of our patients.

**Plan**

Describe the proposed test. What performance gap will it address? What idea will you test? What barriers will you need to overcome? What do you predict will happen?

**Performance Gap**
Providing the VIS is a component of informed consent and quality care. A federal law requires that parents/families are given a VIS that describes each vaccine for which administration is anticipated. Busy providers sometimes forget this, especially if children are not receiving their first dose of a vaccine, and fail to provide the VIS. Other times, there is confusion about who in the office (MA, nurse, physician, etc.) is distributing the VIS.

**Idea for Test**
For all children, seen by Dr B (for cycle 1) we will do the following:
1. Aaron (project manager) will put copies of current VIS forms in folders (for each vaccine type, in English and Spanish) in drawers in the Exam Room 3 (used by Dr B).
2. Dr B will give each patient/family seen in Room 3, who is being immunized, all necessary VIS forms to review prior to the medical assistant (MA) administering immunizations.
3. Dr B will note “VIS given” as part of the vaccine order.
4. The MA will continue to record the date of each VIS form in the patient’s record when she records the vaccine administration information, including the date that the VIS was provided and other information as required by law (https://www.cdc.gov/vaccines/hcp/vis/about/required-use-instructions.html).
5. Aaron will check the VIS inventory in Room 3 each week and restock as needed.
Barriers:
- We won’t automatically have updated VISs; we must keep our eye out for when the VIS gets updated. Aaron receives several immunization newsletters, so that may help alert him.
- Some doctors may not see the need to provide VISs if they aren’t familiar with the requirements under the National Childhood Vaccine Injury Act (NCVIA) or they may anticipate that explaining the VIS will take additional time from the busy office visit.

Measures

What is the desired goal that will close the performance gap?
*Describe the specific measures that will determine a successful outcome for the test.*

How we will measure our rates:
- Each week, Aaron will review the records of patients seen by Dr B, in Room #3, who received immunizations.
- He will record total # of patients immunized and the number of those records with “VIS given” noted by Dr B.
- Aaron will divide the number of records with “VIS given” noted, by the total number of patients immunized to determine the rate.

The table shows our current situation and our goal.

<table>
<thead>
<tr>
<th>Patients seen by Dr B (in Room 3) who were given a VIS</th>
<th>Number (percentage)</th>
<th>Goal; (percentage)</th>
</tr>
</thead>
<tbody>
<tr>
<td>14/22 (63%)</td>
<td>95%</td>
<td></td>
</tr>
</tbody>
</table>

Tasks and Tools

<table>
<thead>
<tr>
<th>People</th>
<th>Tasks</th>
<th>Tools</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aaron (project manager)</td>
<td>Download current VIS for all routinely administered vaccines (in English and Spanish)</td>
<td>VISs CDC: <a href="https://www.cdc.gov/vaccines/hcp/vis/current-vis.html">https://www.cdc.gov/vaccines/hcp/vis/current-vis.html</a> Translations available from IAC: <a href="http://www.immunize.org/vis/">http://www.immunize.org/vis/</a></td>
</tr>
<tr>
<td>Aaron (project manager)</td>
<td>Place VISs in labeled folders in the drawer in Exam Room 3</td>
<td>VISs CDC: <a href="https://www.cdc.gov/vaccines/hcp/vis/current-vis.html">https://www.cdc.gov/vaccines/hcp/vis/current-vis.html</a> Translations available from IAC: <a href="http://www.immunize.org/vis/">http://www.immunize.org/vis/</a></td>
</tr>
<tr>
<td>Aaron (project manager)</td>
<td>Add a notation field/spot on charts to mark if the VIS was given for each vaccine administered</td>
<td>EMR or paper charts</td>
</tr>
<tr>
<td>Dr B</td>
<td>Provide all VISs needed to patients/families</td>
<td>VIS (in folder)</td>
</tr>
<tr>
<td>Allison, CMA</td>
<td>Administer vaccines ordered per Dr B</td>
<td></td>
</tr>
<tr>
<td>Allison, CMA</td>
<td>Record in patient chart revision date of each VIS provided, and all other information as required by law</td>
<td>EMR or paper charts <a href="https://www.cdc.gov/vaccines/hcp/vis/about/required-use-instructions.html">https://www.cdc.gov/vaccines/hcp/vis/about/required-use-instructions.html</a></td>
</tr>
<tr>
<td>Aaron (project manager)</td>
<td>Measure the number of patients who received the proper VIS(s)</td>
<td>By reviewing patient charts</td>
</tr>
</tbody>
</table>
Predicted outcome: Predict what will happen when the test is carried out? Describe your plan for change. List the tasks and tools needed to perform the test.

- We will find that some of our copies of VISs are out-of-date.
- We will find that we have provided all the current VIS forms for at least 95% of our patients prior to receiving immunizations.

Do

Make a change! Try your change with a few patients over a short period of time. Collect data that can be measured. Describe what happened when you ran the test.

This was a very manageable change since we tried it with only one provider, in one room, and one MA. Dr B got a little confused and frustrated when she was in room 6 with Abby, because not all the VISs were up-to-date, and they weren’t as well organized. Those weren’t part of our test, but she wants to do the right thing will all patients.

Study

Did the change lead to the desire improvement?
Describe how the measured results compare to the predicted outcome.

- We saw some improvement, but not as much as we had hoped for this first cycle.
- VIS folders in the drawer are not easily accessible.
- Appropriately, parents used VIS form to ask Dr B additional questions.
- Need easy access to VIS forms in other languages.

<table>
<thead>
<tr>
<th>Patients seen by Dr B (in room 3) who were given a VIS.</th>
<th>Baseline Number (percentage)</th>
<th>Cycle 1 Number (percentage)</th>
<th>Goal (percentage)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>14/22</td>
<td>20/25</td>
<td>95%</td>
</tr>
<tr>
<td></td>
<td>(63%)</td>
<td>(80%)</td>
<td></td>
</tr>
</tbody>
</table>

Act

Describe how you will modify the plan. In the next test cycle based on “learnings” from this cycle. Or, describe a new idea to test to help you achieve your aim.

- Measure: We will continue with the same measures.
- Train: We hope to get more providers on board for the next cycle. Since Dr C mentioned that he doesn’t understand why VISs need to be distributed; Dr B will provide some education. The CDC has great information and the Immunization Action Coalition has a great resource that can help.
- Motivate: We decided that all the staff need to see the info on office rates so everyone will see and remember why we are doing this. Aaron is going to post the chart every Monday morning.
- Follow-up: We will have a team huddle on Monday mornings after the chart is posted to discuss specific concerns or goals for the week.

End of Cycle 1