Using the Vaccine Information Statements: Cycle 2

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 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.

<table>
<thead>
<tr>
<th>Patients seen by Dr B (in room 3) who were given a VIS.</th>
<th>Baseline (percentage)</th>
<th>Cycle 1 (percentage)</th>
<th>Goal (percentage)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>14/22 (63%)</td>
<td>20/25 (80%)</td>
<td>95%</td>
</tr>
</tbody>
</table>
Idea for Test:
This cycle we will continue testing with Dr B and Allison in Room 3. Dr C will also try the new procedure, with Amy (the MA in Room 4). Room 6 (the room Abby uses) will also have the materials in case Dr B and/or Dr C see patients in that room.

Barriers:
- Dr C is skeptical that we need to be doing this. If he finds it difficult, he may not give the VIS.
- The doctors may be giving VIS, but forgetting to record it. Aaron can add a check box to patient records, so the doctors don’t have to write it.

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.*

- Each week, Aaron will review the records of patients seen by Dr B & Dr C, in Rooms 3, 4, & 6, who received immunizations.
- He will record total # of patients immunized and the number of those records with “VIS given” noted by Dr B and Dr C.
- Aaron will divide the number of records with “VIS given” noted, by total number of patients immunized to determine the rate.

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>Place VISs in labeled folders in the drawer in exam rooms 4 and 6,</td>
<td>VIsS</td>
</tr>
<tr>
<td></td>
<td>restock in room 3</td>
<td>CDC: <a href="https://www.cdc.gov/vaccines/hcp/vis/current-vis.html">https://www.cdc.gov/vaccines/hcp/vis/current-vis.html</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>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 check box to patient records to indicate the VIS was given</td>
<td>EMR or paper charts</td>
</tr>
<tr>
<td>Dr B &amp; Dr C</td>
<td>Provide VIS to patients/families</td>
<td>VIs (in folder)</td>
</tr>
<tr>
<td>Dr B</td>
<td>Educate Dr C and other office staff on why distribution of the VIS for every vaccine is necessary</td>
<td>CDC: <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>Allison, CMA; Amy, CMA;</td>
<td>Administer vaccines ordered per Dr B &amp; Dr C</td>
<td></td>
</tr>
<tr>
<td>and Abby, CMA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Allison, CMA; Amy, 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</td>
</tr>
<tr>
<td>and Abby, CMA</td>
<td></td>
<td><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 receive the proper VIS</td>
<td>By reeviewing patient charts</td>
</tr>
</tbody>
</table>

Predicted outcome: *Describe your plan for change. List the tasks and tools needed to perform the test:*

- Our rates will continue to rise.
- Dr C will find this less onerous than he expects.
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.

Adding 1 more doctor and 2 rooms went well. Since Dr B and Dr C see nearly all their patients in those 3 rooms, we should be getting most of their patients the proper VIS.

Study

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

- We did see a little more change this week.
- Neither of the doctors like digging through the drawer to find what they need, but the rates are climbing.

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<th>Cycle 2 (percentage)</th>
<th>Goal (percentage)</th>
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<tr>
<td>14/22 (63%)</td>
<td>20/25 (80%)</td>
<td>67/77 (87%)</td>
<td>95%</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.

- Consider: Since getting the VIS from the drawer continues to be a barrier, Aaron will find a desktop accordion file and show the doctors how they can use it to easily find the VIS they need. Another option is to have the MA or nurse give the patient/family the VIS.
- Follow-up: We may add a 3rd doctor and another 1-2 exam rooms for the third cycle.

End of Cycle 2