

# Improving Vaccine Accountability: A Case Study of Group Health Cooperative



October 7-9, 2013

AIRA 2013 NATIONAL MEETING

**IIS & Public Health:**  
Opportunities, Integration  
and Sustainability

OCTOBER 7-9 | DENVER, CO  
EMBASSY SUITES DENVER



# The project

Improve vaccine accountability by completing all inventory reports using the WAIS (Washington State Immunization Information System)



# Objectives

## Project Background

- Describe background and landscape of WA State Immunization Program and Group Health

## The Business Need

- Why now?
- Group Health interested in streamlining staff inventory time
- WA State Immunization Program

## New Process

- What was implemented
- How we implemented it
- Results from locations

## Lessons Learned

- What worked
- What we learned
- What process improvements have taken place

# Background: Washington State Vaccine System

- Universal state
- 1,150 locations enrolled in the Childhood Vaccine Program
- 3,500 – 4,000 providers represented
- Optional to report to the IIS system
- Working toward implementing a completely online inventory management system in 2013 – 2014.

# Background: Group Health

Group Health Cooperative is a member-governed, nonprofit health care system that coordinates care and coverage. Founded in 1947 and based in Seattle, WA, Group Health and its subsidiary health carriers serve more than 600,000 residents of Washington and North Idaho

- 25 Ambulatory Care Medical Centers
- Over 122,000 vaccines given to children (0-18 yrs) annually
- \$5.2 million dollars in vaccines from the State Childhood Vaccine Program
- Epic Electronic Medical Record with a one-directional HL7 interface
- ~ 20% who are children are VFC eligible

# The Business Need



Streamline vaccine accountability and reporting

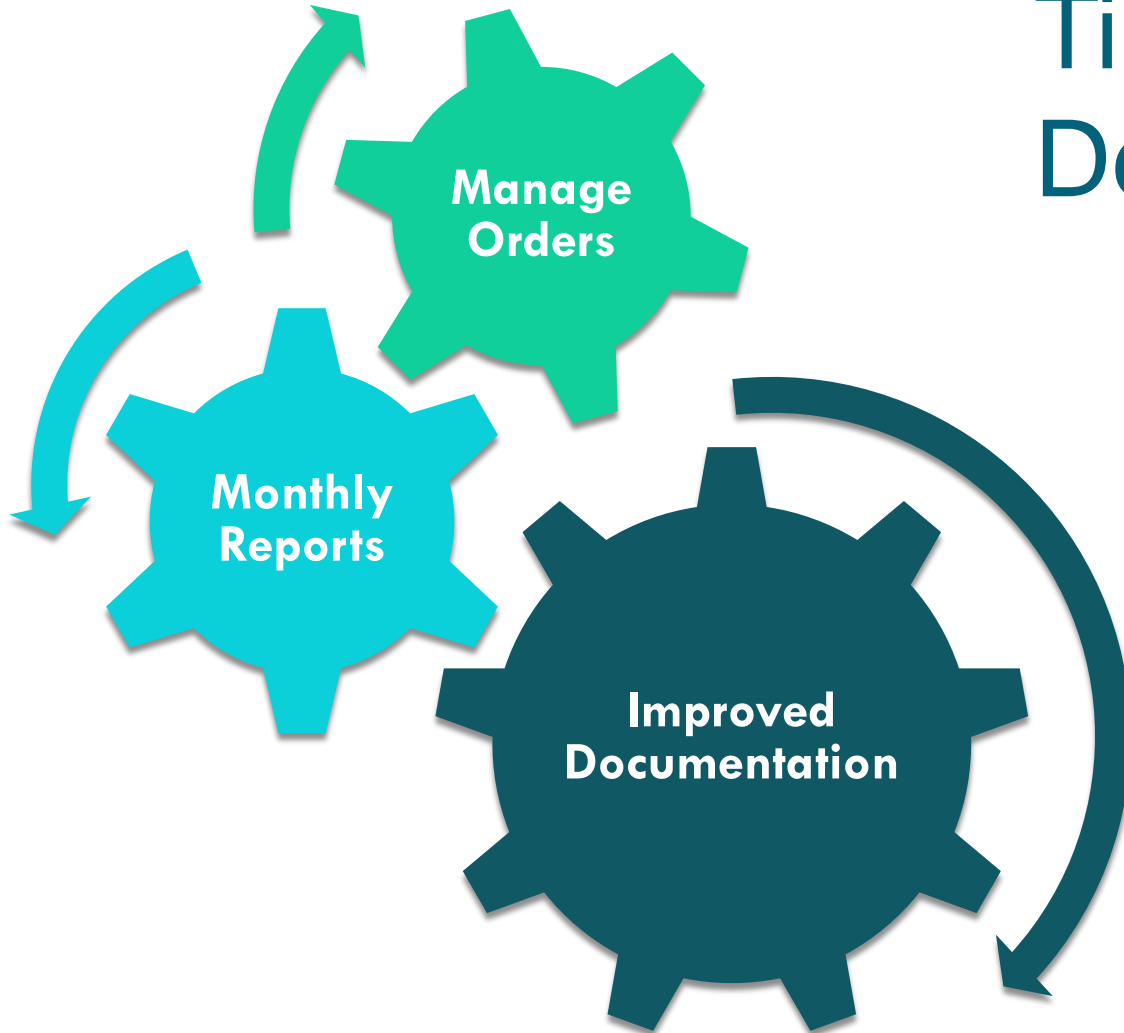
Save staff time while improving accurate documentation

The Immunization Program is implementing all vaccine management activities directly into the WAIS:

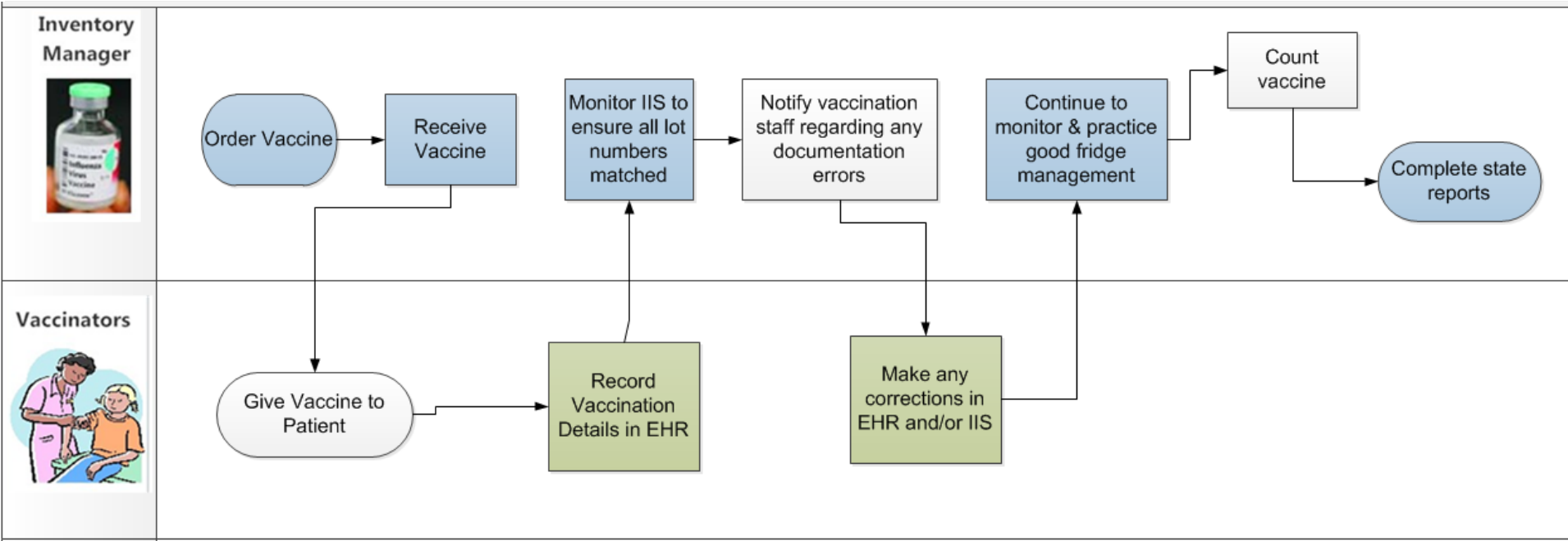
- Ordering
- Vaccine accountability & inventory management
- Reporting

# Confirm the following benefits through the pilots

Time Saving &  
Decision Tools



# New IIS Process





# Training Process – 2 Online Sessions

## Overview of Process

- Review and familiarize with the IIS and functionality

## Inventory

- Reconcile
- Inactivate
- Add

## Monitoring

- Monitor Inventory – What that means
- Troubleshoot
- Fix Errors

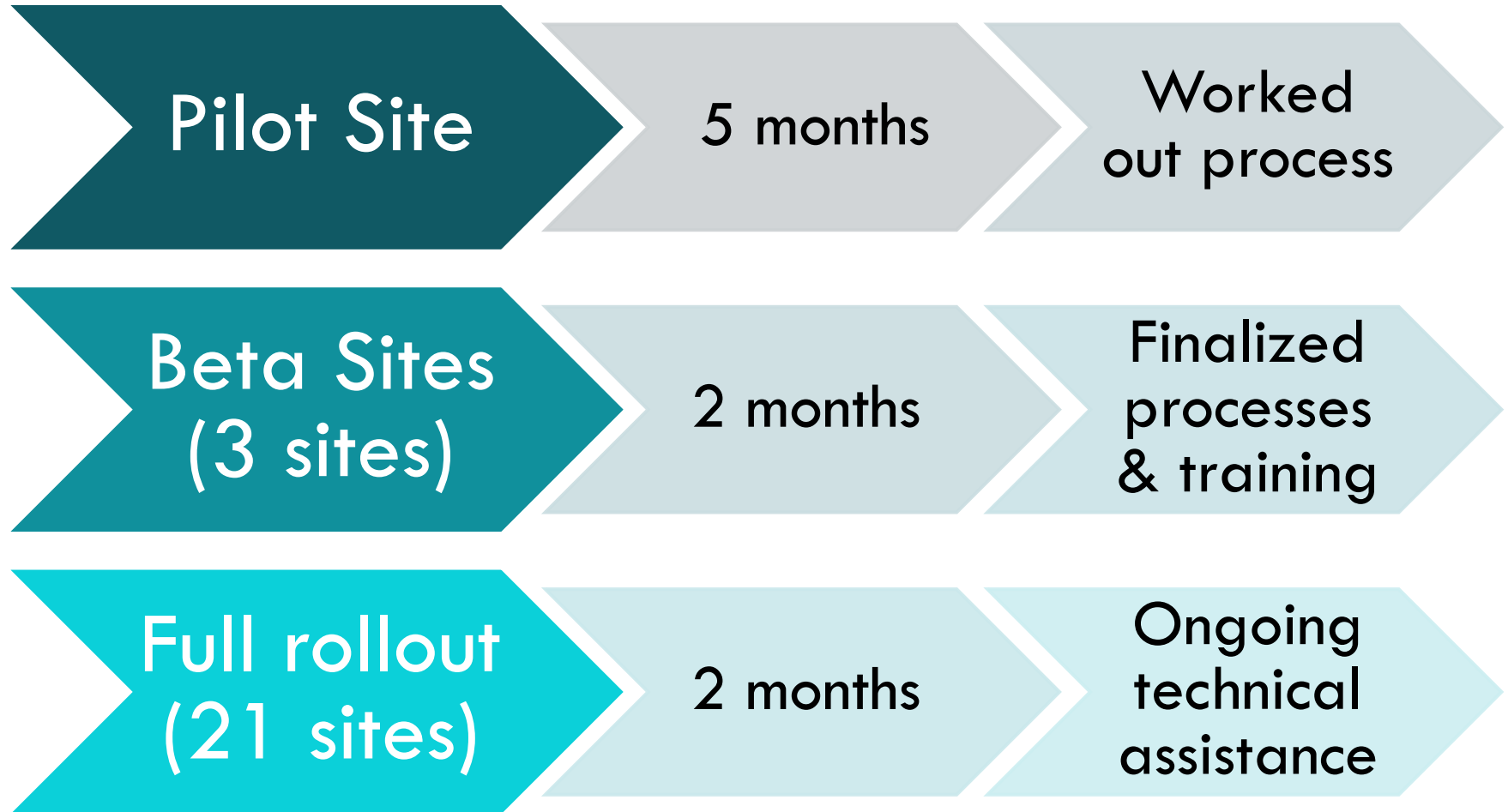
## Q & A

- Check in and review

## Monthly Reports

- Process for doing counts
- Running monthly reports

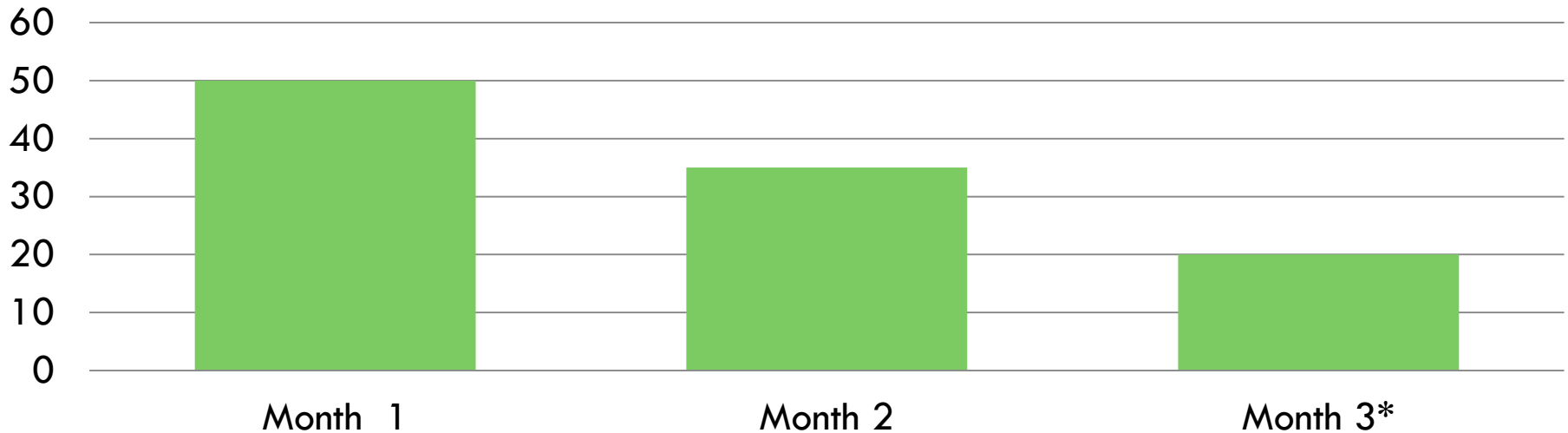
# How it was implemented



# Veradale Results: chart base ~6600

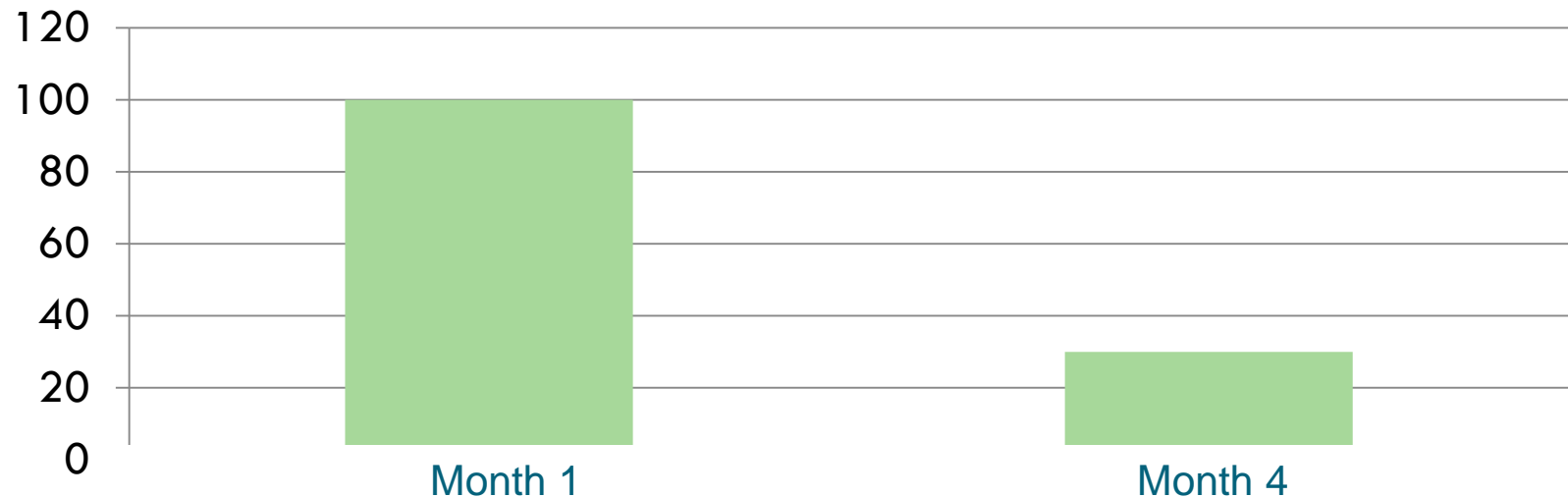
- Saves 6 – 10 hours per month conducting state accountability reports
- More accurate documentation

**Average number of documentation errors per month**



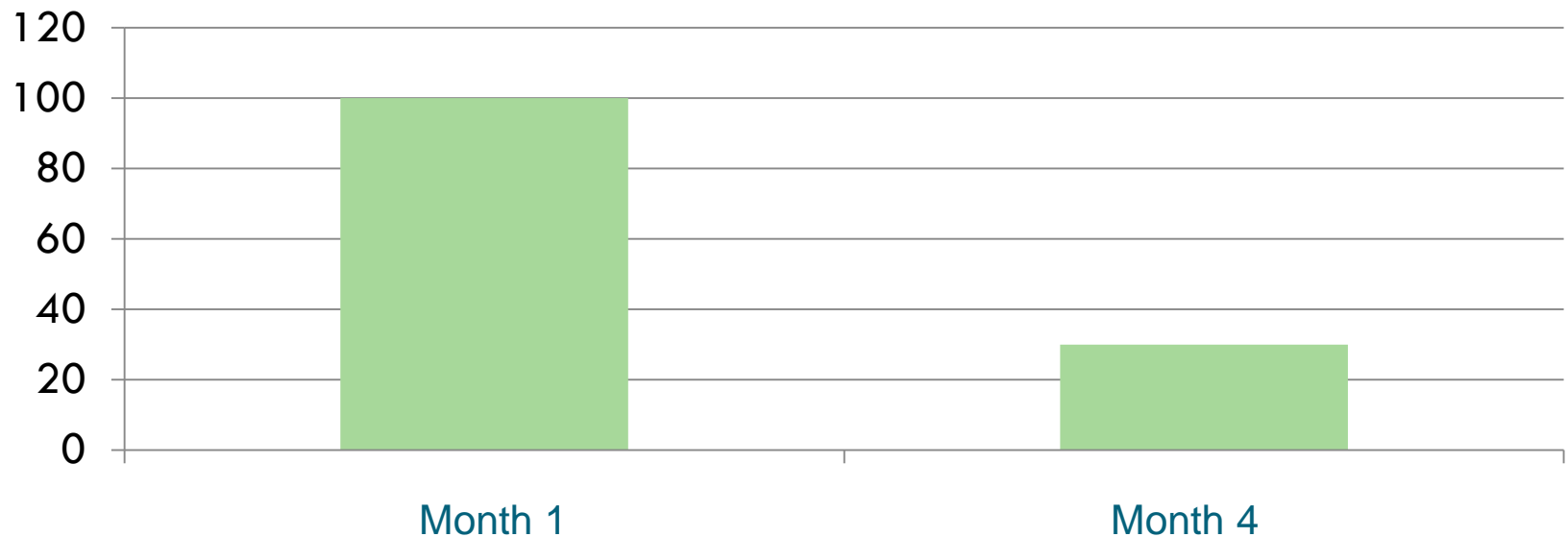
# Tacoma Results chart base ~13,600

- Reporting time: about the same (3-4 hours) as staff are still implementing the new protocols
- More accurate documentation



# Olympia Results chart base 39,500

- Reporting time: Was 24 hours per month  
Now 11 hours per month
- More accurate documentation



# Poulsbo Results chart base ~5600

- Smaller clinic
- Spending more time due to researching every documentation discrepancy (in some cases spending 6 hours looking for one error)
- The lesson learned: for some sites it is important to set expectations regarding reports and that it is “okay” to mark one or two as unaccountable.

# Overall

## Errors and issues found so far

- All human errors so far
- Found that some vaccines were not being documented at all (this is probably the biggest reason for the reporting time length)
- Getting immediate feedback on errors, saving time. Running every day and only takes about 5-10 mins
- When asked if it is working like they expected, she said “We were pleased...very pleased”

# Lessons Learned

- Discovered undocumented vaccines
- One clinic too fussy about small inventory discrepancies
- Important to have tight collaboration between the immunization program and implementing agency
- Led to additional improvements to the HL7 interface & IIS functionality
  - For example the same lot number in both the private and public supply
- Staff have a greater appreciation for complete, accurate documentation



# Conclusions

- It works!
- Organizational policies and procedures:
  - Pilot locations within the larger agency is key
  - Rollout changes as an organizational policy
- IIS and Immunization Program training materials are a must

