

## Recall for Overdue Vaccination: Cycle 2

### MODEL FOR IMPROVEMENT

Team Name: ABC Pediatrics

### Plan a Test of Change

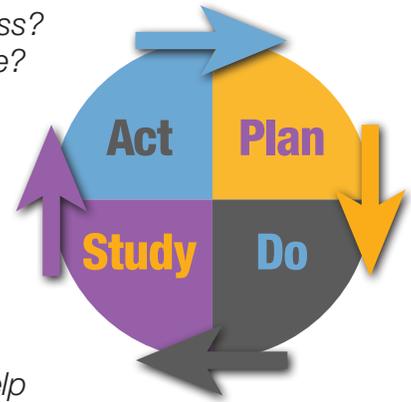
Cycle #: \_\_\_\_\_ Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

**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 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 with at least one immunization, in order to decrease the percentage of 24 month old patients who are overdue to 10% or less.

## 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

Our providers are very pro-vaccination, but we are a busy practice and rely on parents to bring their children in. We haven't had any system to check for vaccinations that are overdue and to bring patients back in.

### Idea for Test:

With updated patient records in the both the EMR and the IIS, we can run a new query and begin recalling families with overdue patients. Our recent assessment revealed our rates of up-to-date patients isn't as high as we'd like.

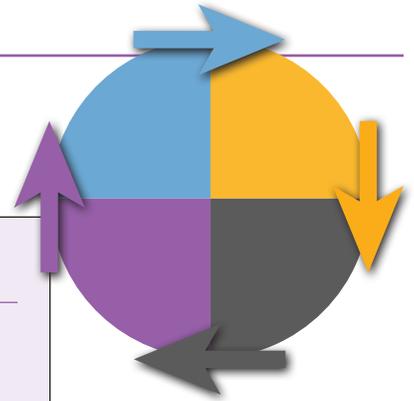
### Barriers:

A bit of enthusiasm was lost, as it took much longer to reconcile the records than anticipated. We are starting the actual recall a few weeks later than planned.

## 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.**



	Baseline	After data clean up	Goal
<b>Current patients age 19–23 months in the IIS who are 30+ days overdue for vaccinations</b>	150*	107 <sup>†</sup>	60
<b>Overdue patients who received a recall</b>			
<b>Number</b>	0/150	0/107	32/107
<b>(Percentage)</b>	(0%)	(0%)	(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.

<sup>†</sup>Just by cleaning up patient records, we have closed the gap between to our goal by about half.

## Tasks and Tools

People	Tasks	Tools
<b>Dr B.</b>	Designate when we start.	
<b>Jan</b>	Run a query for all patients ages 19–23 months old who are 30+ behind on vaccination. Since records are reconciled this can be done in the IIS or the EMR.	The IIS or the EMR
<b>Jan</b>	Call, families on the list and ask them to schedule an appointment to receive overdue vaccinations.	Telephone access IIS new query list Practice schedule
<b>Dr B.</b>	Vaccinate the children who come in for vaccine-only visits to catch up.	

## Predicted outcome:

This cycle will go a lot smoother. We have just reconciled all the records, so our list should be clean and accurate when we run our query. Once we have the list, we can start calling families to schedule appointments.

## 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.*

Jan had an accurate list of patients ages 19-23 months who were at least 30 days late for one or more immunizations. The list included phone numbers for their families and she was able to spend 30 minutes per day making calls.

# Study

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

- There was a big change in the lists between this cycle and the last cycle. Reconciling the patient lists made a big difference in the information quality.
- Jan and Dan spent a lot less time looking over the list.
- Jan spent 30 minutes per day making calls, so she was able to make 55 calls.

# 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.**

- *Train:* The QI Team will give staff regular reminders about keeping patient records up-to-date, in both the EMR and the IIS.
- *Consider:* We may want to expand the ages of children we call, in subsequent cycles.
- *Follow-up:* We will continue a 3rd and 4th cycle with the same parameters and see where we can get our measures.



## End of Cycle 2

