Standing Orders for Vaccination: Cycle 2

MODEL FOR IMPROVEMENT   **Team Name: ABC Pediatrics**
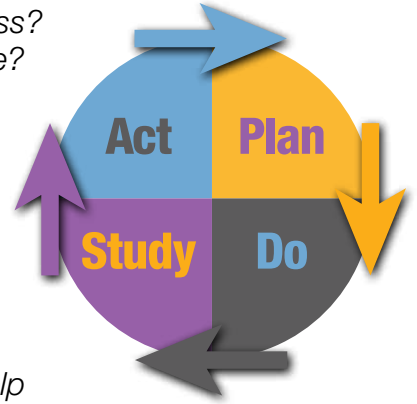
Plan a Test of Change   Cycle #:_____ Start Date: _____ End Date: _____

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 15 months, among our patients ages 18 to 24 months, as of today, we will increase:
- The percentage who are up-to-date on DTaP vaccine to 90%
- The percentage who are up-to-date on MMR vaccine to 90%
- The percentage who are up-to-date on the Combined 7-Vaccine series to 90%*

*Includes ≥4 DTaP doses, ≥3 Polio doses, ≥1 MMR dose, Hib full series, ≥3 HepB doses, ≥1 Varicella dose, and ≥4 PCV doses

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 hectic and often forget to order vaccines, especially when a child is not in for well care (but even sometimes when the purpose of the visit IS well care). We all agree with using the AAP immunization schedule, but slip up—especially during August when it's crazy busy with back to school visits and February when we are swamped with sick visits."

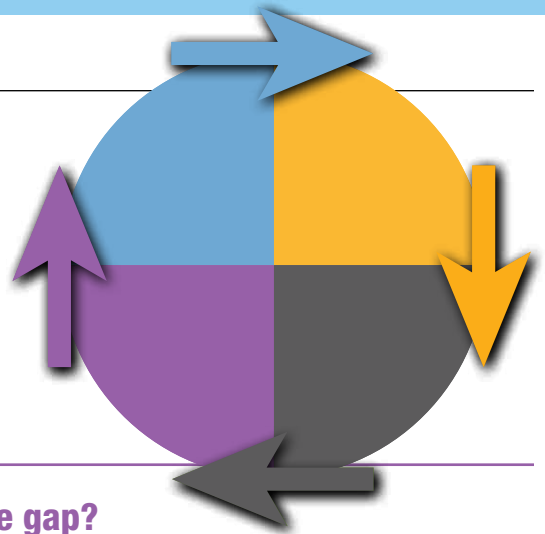| Up-to-date patents	Baseline Number of charts (percentage)	Cycle 1 Number of charts (percentage)	Goal Number of charts (percentage)
DTaP	14/20 (70%)	16/20 (80%)	18/20 (90%)
MMR	14/20 (70%)	17/20 (85%)	18/20 (90%)
Combined 7-Vaccine Series*	12/20 (60%)	13/20 (65%)	18/20 (90%)

*Includes ≥4 DTaP doses, ≥3 Polio doses, ≥1 MMR dose, Hib full series, ≥3 HepB doses, ≥1 Varicella dose, and ≥4 PCV doses

Idea for Test

Three MAs will use standing orders for immunizations. The MAs will be more thorough and vaccinate with all vaccines that are due or need to be caught-up on.

Barriers:

Cara's son is ill so she may need to take some PTO to stay home with him. That wouldn't hurt our trial, but it might also make it so all the MAs are especially busy.

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.

Really, it comes down to giving all the vaccines to every patient who is eligible at each visit. By having the MAs take direct responsibility for this (under licensed provider supervision) it seems like the physician can be a "double check" on the system. Fewer kids will slip through the cracks. This week three MAs will use standing orders (assuming Cara can stay at work).

Tasks and Tools

People	Tasks	Tools
Angie, CMA	Download contraindication and precautions list from CDC	https://www.cdc.gov/vaccines/hcp/acip-recs/general-recs/contraindications.html
Angie, CMA	Meet with all the MAs & train them on contraindications so they have a high degree of confidence	Put contraindication sheets in BOX so everyone has access
Dr B	Meet with all the MAs and talk about this plan—any questions or concerns. Also he'll talk about how to handle vaccine-hesitant parents	https://www.aap.org/en-us/advocacy-and-policy/aap-health-initiatives/immunization/Pages/vaccine-hesitant-parents.aspx
Ashley, RN	Review 20 charts, per cycle	Check records
Dr B **Aaron (project manager)** **Ashley, RN**	Measurement as described in Cycle 1	EMR/Paper charts
QI Team	Review the tally sheet—how many parents refused the MA, refused the physicians.	Colorful paper

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 see more change for the combined 7-series, since the MAs will be more thorough in administering vaccines.
- Last week, 4 parents wanted to talk to the doctor before immunization and of those 2 still ended up refusing the vaccine; this week we have just as many visits scheduled and 0 will refuse.

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.*

The doctors seem quite comfortable with using standing orders and the MAs are feeling a little more confident as well.

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, including the composite measure.
- We had a problem with MAs forgetting to mark it if a parent "refused" the vaccine. Knowing if a lot of parents are refusing is a good balancing measure.
- Having the licensed provider check the MAs made it so we discovered some problems with the needle lengths one of the MAs is using. We'll have to address that, too.

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 hold a short meeting to discuss proper vaccine administration techniques.
- *Consider:* We may need to change the measure to exclude refusers from the denominator.
- *Follow-up:* After two trials, we are ready to expand to 5 of our 6 MAs. The additional MAs will be trained as were Angie and Cara.

End of Cycle 2