Vaccine Recommendations: Cycle 2

MODEL FOR IMPROVEMENT
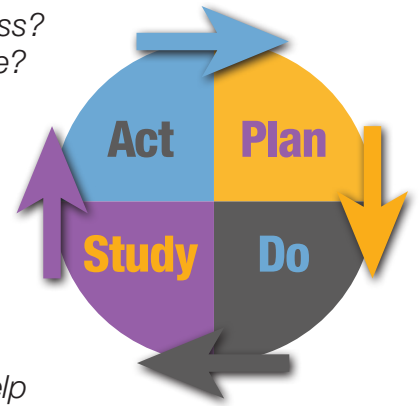**Team Name: ABC Pediatrics**

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, doctors in our practice will start using a presumptive recommendation* for vaccines, aiming to reduce the number of parents who delay or refuse vaccines by 50%.

*For the purpose of this test, present the vaccine recommendation(s) with the presumption that they will be accepted and administered; present all recommended vaccines together.

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 practice recently assessed our immunization rates, and learned they were lower than expected—64% of children were up-to-date (UTD) on all vaccinations. When reviewing charts we noticed vaccines were refused and/or delayed in 20% of all charts. Dr B, our Practice Improvement Lead, dug some more into his own patient files, and learned that in the past 6 months, 75% of his patients were UTD on vaccinations, and 20% of his patients had refused or delayed at least 1 vaccine.

Idea for Test:
Our trial for test will be to have Dr B. to continue using the presumptive vaccine recommendation and to start rotating Emily into rooming Dr B's patients.
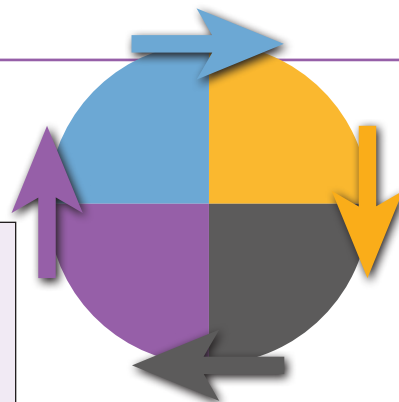
Barriers:
- This will be new for Emily, and just like the other medical assistants (MAs), she may be focused on other tasks and forget to record the recommendation.

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 Number	Cycle 1	Goal Number
Percentage of visits during which a vaccine is due, and Dr B makes a presumptive recommendation.	0%	65%	80%
Percentage of all patients seen by Dr B, who refused or delayed a vaccine.	20%	15%	10%
Percentage of patients seen by Dr B, who are now UTD on vaccines.	75%	78%	85%

Tasks and Tools

People	Tasks	Tools
Dr B	Designate when we start.	
Abby, Sarah & Emily	Review all patients charts before visits and flag which (if any) immunizations are due. Write "strong presumptive recommendations" along with the vaccine flag.	Patient charts
Dr B	Approach parents and patients with a presumptive vaccine recommendation at every visit, during which a vaccine is due.	These articles on the effectiveness of presumptive recommendations are helpful The Influence of Provider Communication Behaviors on Parental Vaccine Acceptance and Visit Experience (login may be required) The Architecture of Provider-Parent Vaccine Discussions at Health Supervision Visits (login may be required)
Abby, Sarah & Emily	Document vaccine recommendation type, according to Dr B; whether questions were asked; and whether all recommended vaccines were administered, in the patient record.	Patient charts
Dr B	Review the patient records and record outcomes in project log.	Project log

Predicted outcome:
We think this week will go even smoother than last week. Dr B is getting the hang of making a presumptive recommendation. Emily will have to remember to flag the charts and to keep up with the extra documentation.

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.*

Dr B, Abby and Sarah continued as they had done the cycle prior. Emily started rooming patients for Dr B as well. A few times she forgot to ask whether a presumptive recommendation was made, when Dr B left it off the order.

Study

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

- This process is now a habit for Dr B, Abby, and Sarah. Emily is getting the hang of it.
- Some of the other MAs made a comment about Abby, Sarah and Emily taking too long with Dr B's patients' charts.

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 Practice Improvement Team will give a presentation at the next practice meeting. Agenda items will include:
  - o What are our practice's immunization rates?
  - o Why are immunization rates important?
  - o What is the Practice Improvement Team's approach to vaccine hesitancy?
- *Consider:* We may want to start fostering a culture of immunization in the practice, by training all staff on how to communicate about vaccines.
- *Follow-up:* We will continue a 3rd and 4th cycle.

End of Cycle 2