Thank you for joining

The presentation will begin shortly
Rise to Immunize™ Monthly Webinar

Preparation for 2022 Flu Season
Amy Sitapati, M.D., and Kris Henderson, RN, BSN, NE-BC
UC San Diego Health
Today’s Webinar

Campaign Updates
• RIZE Action Month
• Annual Survey
• Data Submission Reminder
• Acclaim Award
• IQL 2022
• AC 2023 Presentation Proposals

Preparing for 2022 Flu Season
• Amy Sitapati, M.D., and Kris Henderson, RN, BSN, NE-BC

Q&A Session
Today's webinar recording will be available the week of 6/20

- Will be sent via email
- Will be available on website

(RiseToImmunize.org → “Resources” → “Webinars”)

Ask questions during the webinar using the Q&A feature

- Questions will be answered at the end of the presentation
Annual Survey

Thank you for submitting!

We heard from 84% of RIZE groups
Data Submission: Reminder

Data submission due: **July 15th**

RiseToImmunize.org → Measurement → Data Submission

<table>
<thead>
<tr>
<th>Flu Season (Measurement Year)</th>
<th>Reporting Quarter</th>
<th>Report Due Date</th>
<th>Blinded Comparative Report Provided</th>
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<tbody>
<tr>
<td>2021</td>
<td>Q3 2021</td>
<td>Feb 15, 2022</td>
<td>Mar 29, 2022</td>
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<td>Q4 2021</td>
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<td>Apr 15, 2022</td>
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<td><strong>Jul 15, 2022</strong></td>
<td>Aug 26, 2022</td>
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<td>2022</td>
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<td>Q4 2022</td>
<td>Jan 17, 2023</td>
<td>Feb 28, 2023</td>
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<td>Q1 2023</td>
<td>Apr 14, 2023</td>
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AMGA’S Acclaim Award is Back!

*Does your medical group embody the Quadruple Aim?*

If so, consider applying for the 2023 Acclaim Award by submitting a one-page abstract detailing a recent effort your medical group underwent to align itself with the Quadruple Aim.

**Call for abstracts begins:** May 16, 2022  
**Abstracts due:** June 24, 2022

To learn more and to submit an abstract, visit  
[www.amga.org/acclaim](http://www.amga.org/acclaim)
Innovation, Quality & Leadership Conference

September 28-October 1, 2022
Grapevine, Texas
amga.org/IQL22
For more information, please visit: amga.org/ac23

Questions? carrazola@amga.org
Today’s Speakers

Amy Sitapati, M.D.
Chief Medical Information Officer of Population Health
UC San Diego Health

Kris Henderson, RN, BSN, NE-BC
Senior Director of Ambulatory Nursing Operations
UC San Diego Health
Kris Henderson, RN BSN NE-BC  
Sr. Dir. Of Ambulatory Nursing Operations  
UC San Diego Health  
Office:858-249-3442  
Preferred Pronouns: she, her, hers

Amy M. Sitapati, MD  
Chief Medical Information Officer of Population Health  
Clinical Professor, Department of Medicine  
Interim Chief, Division of General Internal Medicine  
Division of Biomedical Informatics  
Division of General Internal Medicine  
Investigator: California Integrated Vital Records, NIH All of Us  
Preferred Pronouns: she, her, hers
Agenda:
‘Making your flu shot performance outstanding!’

• Governance
• Action Items for Stakeholders
  • Infection Prevention/Pop Health Physician
  • Occ Med/Employee Health
  • Pharmacy
• Supply
• MyChart Patient reported self attestation
• Marketing
• Patient Access sites
• What about mix/match (COVID + Influenza)
• Equity
• Data integration
Governance: Committee, oversight and preparation

Multi-disciplinary Team

<table>
<thead>
<tr>
<th>Infection Prevention</th>
<th>Pop Health &amp; Vaccination Champions</th>
<th>Primary Care Physicians</th>
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<tbody>
<tr>
<td>Clinic Operations Leaders</td>
<td>Occ Med/Employee Health</td>
<td>Pharmacy-vaccinations</td>
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<tr>
<td>Supply Chain</td>
<td>Nursing/Nurse Educators</td>
<td>Epic/MyChart</td>
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<tr>
<td>Marketing/Communications</td>
<td>Coding/Billing</td>
<td>Care Navigation Hub</td>
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<tr>
<td>Facilities</td>
<td>Decision Support-Tableau</td>
<td>Inpatient Liason</td>
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- Weekly meetings start in June
- Standing agenda items by department
- Report out to Pop Health Quality
- Escalate barriers appropriately
Governance: Committee, oversight and preparation

- Why was the committee formed?
- How did we choose who should be the person to lead the efforts? Nursing-Project lead
- How has the process changed over multiple flu seasons?
- What are the lessons learned, recommendations for success?
  - Key stakeholder group is larger than you’d think
  - Redundancy is a good thing
<table>
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<th>Occ Health/Employee Health</th>
<th>Pharmacy</th>
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<tr>
<td>CDC/State/County</td>
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<tr>
<td>Vaccination Start</td>
<td>Peer to Peer Program</td>
<td>Vaccine order in spring based on predicted need</td>
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<tr>
<td>Standing vac orders for peds, adults, geriatrics</td>
<td>Mass flu clinics for employees/students</td>
<td>Vaccine Information Sheets, vaccine cost information, and vaccine matrix updated</td>
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<td>Covid included</td>
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<td>Stock Pyxis machines inpatient/outpatient</td>
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<td>Determine Pharmacy vaccine appointment schedules</td>
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<td>Oversee vaccine delivery timeline</td>
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<td>Update info for vaccine ordering for clinics</td>
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UC San Diego Health
IS/Epic/MyChart

- Standing Vaccine Order build with correct Coding/Billing Information
- Epic Tip Sheet updates inpatient/ambulatory
- Update Inpatient orders and inpatient Communication
- Mychart Bulk Message dates/content
- Self Scheduling Set up
- Tableau Reports with Decision Support
- Downtime procedures

Occ Health/Employee Health

- Ambulatory Nursing/Inpatient Staff Education updated (Includes VIS, vaccine administration, needle size selection chart, EPIC tip sheet, Standing orders, standard work(Appendix)
- Ambulatory Flu Website updated
- Drive through staff training planned
- Flu vaccination webinars scheduled

PC Operations

- Determine drive up locations, operating hours
- Ensure staffing, partner with Facilities to ensure set up supplies for drive ups
- Release nurse visit templates for in clinic vaccinations
MarComm & Patient Experience

- External/internal website updated
- Signage for lobbies, drive ups ordered/deployed
- Media/Social Media
- Hold message for call center recorded and start date determined

Procurement/Facilities

- Verify Clinics doing vaccinations
- Outreach to other clinics to enable stocking to occur if possible
- PDSA

Pop Health

Outreach to high risk populations, home visits to vaccinate
Nursing students trained to assist in phone outreach to managed care patients
<table>
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<tr>
<th>Nursing Education</th>
<th>Flu Workgroup</th>
<th>Maintenance</th>
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<tr>
<td>• Ambulatory Leadership team education</td>
<td>• Validate list of specialty clinics doing vaccination</td>
<td>• PDSA weekly!</td>
</tr>
<tr>
<td>• Flu education assigned to all RNs/LVNs/MAs</td>
<td>• Talk with individual operations leaders in clinics where vaccines are not stocked to work through barriers</td>
<td>• Record all lessons learned for next season</td>
</tr>
<tr>
<td>• Training and observation of Drive Up/MVU staff</td>
<td>• Determine when to send bulk MyChart /Well messaging-initial and reminders</td>
<td>• Gantt chart helpful</td>
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<tr>
<td>• Flu Webinars</td>
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<td>• Trust your subject matter experts</td>
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<tr>
<td>• Work with Inpatient Liason to update inpatient education</td>
<td></td>
<td>• Learn from national best practices</td>
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<tr>
<td>• Ambulatory website updated</td>
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**UC San Diego Health**
Clinic based activation: 1 patient at a time (primary care, specialty)

- Flu Workgroup reach out to clinics to update list of who stocks vaccine, encourage all specialties to consider stocking
- **Every** patient’s vaccination status is reviewed, **BPA checked**:
  - Have they already received vaccination?
  - Was vaccination received elsewhere? Ensure it is recorded?
  - Is patient refusing to be vaccinated at visit? Postpone vaccination and give patient information on how to be vaccinated in the future.
Clinic based activation: 1 patient at a time (primary care, specialty)

- Every patient’s vaccination status is reviewed every time during flu season, BPA checked:
  - Have they already received vaccination?
  - Was vaccination received elsewhere? Ensure it is recorded?
  - Is patient refusing to be vaccinated at visit? Postpone vaccination and give patient information on how to be vaccinated in the future.
Peer to Peer program: Employees & occupational health

Info on Occ Health/Employee Health website:

• Why get the vaccine
• Where do I get my flu vaccine
• How to get your flu shot at UC San Diego Health
• How to attest to getting your flu shot outside UC San Diego Health
• What if I’m declining the flu shot?
• FAQ’s for employees, patients
Peer to Peer program: Employees & occupational health

- Peer to Peer PowerPoint Zoom trainings, recorded version
- How to request vaccines-order just what you need, indicate how many high dose vaccines are needed
- Designate a flu champion in each clinic
- Receiving, storage and documentation of vaccines
- Review of administering vaccine in deltoid
- Skill checkoff document
- Epic Tip Sheet for Peer to Peer Documentation-includes attestation and documentation if received outside UC San Diego Health in MyChart
- Review of dashboard for employee vaccine compliance
- Helpful links to all info
Mass outreach reminders: bulk My Chart messaging (August, December, February)

Criteria for messaging:

1. Patient is alive
2. Patient is $\geq$ 18 yrs of age
3. Service Area in EMR is UCSD
4. Health Maintenance topic influenza AND is due (criteria 4) AND Return date is $\geq$ 8/1/21 [date is hard coded each year!]
5. Has UCSD PCP
6. Patient’s Mychart status is active
7. Patient does not have allergy in any of the following AND allergy status is active
MyChart Message
2021 Flu Vaccine Reminder
FINAL: 12.2.21

SUBJECT LINE: Reminder: Get your flu shot this season

Dear Patient,

Your health is important to us, which is why we are sending you this message. According to our records, you have not received your 2021-22 flu vaccination yet. We are still in the midst of flu season, and we want to remind you that the flu shot can help protect your health.

**Schedule Your 2021 Flu Shot Appointment**

Drive-up flu shot appointments are available and a convenient way to get vaccinated against the flu. To make an appointment using your MyUCSDChart account, go to Visits, then select "Schedule an Appointment" and "Flu Vaccine (Drive Up)." Unscheduled arrivals will **not** be accepted.

More information about flu vaccine options is available by visiting [Get Your 2021 Flu Shot](#).

**Keep Your Flu Vaccine Status Updated on MyUCSDChart**

If you received your flu shot from a provider outside UC San Diego Health, please update your MyUCSDChart account using one of the options below so your doctor knows you’re protected from the flu this season:

- You can also reply to this message confirming that you received the vaccine and the approximate date it was received.

If you are not interested in receiving the flu vaccine this season, please reply to this message stating that you are declining the flu vaccine so we can update your records.

Thank you for choosing UC San Diego Health and for the opportunity to care for you.

Be well,

__________________, MD
Professor of Clinical Medicine
Department of Family Medicine
UC San Diego Health
If you received your flu shot from a provider outside of UC San Diego Health, please let your doctor know you are vaccinated by updating your records in MyUCSDChart using one of the options below:

- **MyUCSDChart for desktop or mobile app** – From the main page, go to “Menu” and select “Preventive Care.” Find “Influenza Vaccine,” then select “Mark as complete” and enter your vaccination date on the next screen.

- **Send your doctor a MyUCSDChart message** -- Let them know you received the vaccine and the approximate date you were vaccinated. If you are declining being vaccinated this season, please let your doctor know with a message as well.
Access sites: Drive ups!
(COVID testing/vaccine/influenza)

• 3 Drive ups across San Diego County
  • Hours 8-6pm Mon-Saturday
  • Observation areas with RN, Emergency Kit
• LVNs and lead RN at each site
• Self-scheduled nurse visits in Primary Care Clinics, Pharmacies
Marketing and Communications

- Patient facing website
- MyChart
- In office communications
- Automated reminder
- Media
- Photos of drive ups
- Social Media
- Internal communications: All staff messages, internal website, Town Halls, Physician Updates, Human Resources Newsletter
Amy Sitapati
What about **mix/match** (COVID + Influenza)

- Initially, our mass vaccination approach to Influenza
- Then, merged to combination sites for vaccine delivery with drive through options
Data integration: pharmacy data & state registry

• San Diego Immunization Registry: SDIR
• California Immunization Registry: CAIR
• SureScripts [Pharmacy]
Rise to Immunize™
Blinded Comparative Report
May 25, 2022

Influenza (M1)

Q4 2021

Q1 2022

Not vaccinated  Vaccinated

UC San Diego Health
Equity:
Community service with mobile vaccine unit

• Mobile Unit funded by donor
• Focus on Lowest Quartile of the Healthy Places Index

Figure 1: UCSDH Mobile Vaccine Unit, by Healthy Places Quartile, internal data March 2022
Anti-racism: Health Disparities & Inequities Workstream

Long-COVID and COVID Prevention

Mobile Vaccine Unit is Back! 11/8/21

119 Events

Over 40K Vaccinated

60 Organizations

17 Schools

56 Community Partners

Mobile Vaccine Unit

Over 40K Maquiladora Workers

26,414 Maquiladora Workers

A coalition of six United States suborning companies have sponsored a COVID-19 mobile clinic to vaccinate 10,000 maquiladora workers employed in Baja California, Mexico.

"We started, six to eight months ago, talking to the private sector on how to help our people with their health and the economy of our state. We have to accelerate..."
Futures

• Enhance Governance to include a subcommittee from Pharmacy and Therapeutics just for immunizations
The UCSDH Teams:

**Nursing Team**
Kris Henderson
Stacie Banister
Quinn Quackenbush
Carin Hotelling
Amy Markley
Laura Dibsie
Annie Horton

**IS Team**
Dean Pham
Allan Tran
Jeff Pan
Eugene Lee
Jennifer Holland
Tracy Magee
Divya Reddy

**Facilities**
Nicole Henry
Juanita Casanova

**PHSO**
Kathleen Rice
Victoria Harris
Eileen Haley
Amy Sitapati

**Immunization Team**
Betsy Rosenblum, MD

**Infection Prevention**
Francesca Torriani, MD

**Executive Team**
Brian Clay, CMIO
Marlene Millen, CMIO
Josh Glandorf, CIO
Chris Longhurst, CMO
Patty Maysent, CEO

**PC Operations**
Stefan Tica
Matt Satre

**MarComm/Experience**
Eileen Silva
Stacy Rayle
Kathrina Bidwell

**Quality**
Heather Erwin

**Pharmacy**
Nancy Yam
Danielle Kulischak
Quynh Trinh

**Occ Med/Emp Health**
Marcia Isakari, MD
Yvonne Zazueta
Melissa Craig

**Images approved license:**
Envato Element
Appendix

Contact Information:  Kris Henderson at k6henderson@health.ucsd.edu

Infection Prevention:
WD1159 Adult Seasonal Influenza Standing Order 9.2021:  
https://www.dropbox.com/s/i8uzlp0c8ruw3qm/WD1159%20Adult%20seasonal%20influenza%20standing%20order%209-2021.pdf?dl=0

WD1158 Pediatric Influenza Standing Order 8.2021:  

Occ Med/ Employee Health:
Peer to Peer Training Powerpoint 9.2.2021:  
https://www.dropbox.com/s/b6genglmpgr8iqc/Peer%20to%20Peer%20Training%20Powerpoint%209.2.2021%20abbreviated.pdf?dl=0

Pharmacy:
FLU Vaccine Ordering Options 2021-2022:  
https://www.dropbox.com/s/o12uune4zy76ran/FLU%20Vaccine%20Ordering%20Options%202021-20%202022.pdf?dl=0

Appendix

Education:
2021-2022 Influenza Ambulatory Education Webinar: https://www.dropbox.com/s/84f64bizy7bs2tr/2021%20-%202022%20Influenza%20Ambulatory%20Education%20Webinar%20abbreviated.pdf?dl=0

Flu Vaccine Standard Work May 2021:

Patient Seasonal Influenza Vaccination Options Flyer 2021-2022:
https://www.dropbox.com/s/et1gbuqzybvij7wz/Patient%20Seasonal%20Influenza%20Vaccination%20Options%20Flyer%202021-2022.pdf?dl=0

Marketing/Communication:
Upcoming Webinar

Topic: Equipping Providers and Staff with Baseline Education on Adult Immunizations

Date/ Time: Thursday, July 21 at 2pm ET

Presenter: Kim Williams, MA, of Utica Park Clinic
Questions?

Submit your questions using the **Q&A feature** at the bottom of the screen.