

Thank you for joining

The presentation will
begin shortly



Rise to Immunize™ Monthly Webinar

**Equipping Providers and Staff with Baseline
Education on Adult Immunizations**

Kimberly Williams, MA, of Utica Park Clinic



Today's Webinar

Campaign Updates

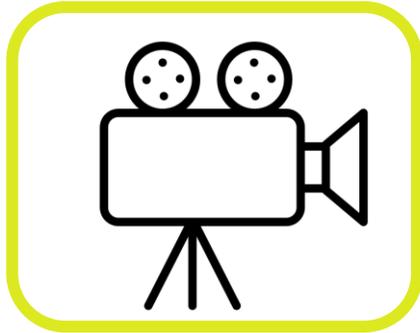
- RIZE Action Month
- Annual Survey Results

Equipping Providers and Staff with Baseline Education on Adult Immunizations

- Kim Williams, MA, of Utica Park Clinic

Q&A Session

Webinar Reminders



Today's webinar recording
will be available the week of
7/25

- 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

RIZE

Action Month

August 2022

RiseToImmunize.org/ActionMonth



RIZE Action Month Materials



- Staff Invitation Template
- Participation Guide
- “5 Strategies to Strengthen Your Vaccine Recommendations” Video and Factsheet
- PowerPoint
- Certificate Template
- Reimbursement Form





2022 RIZE Survey Results

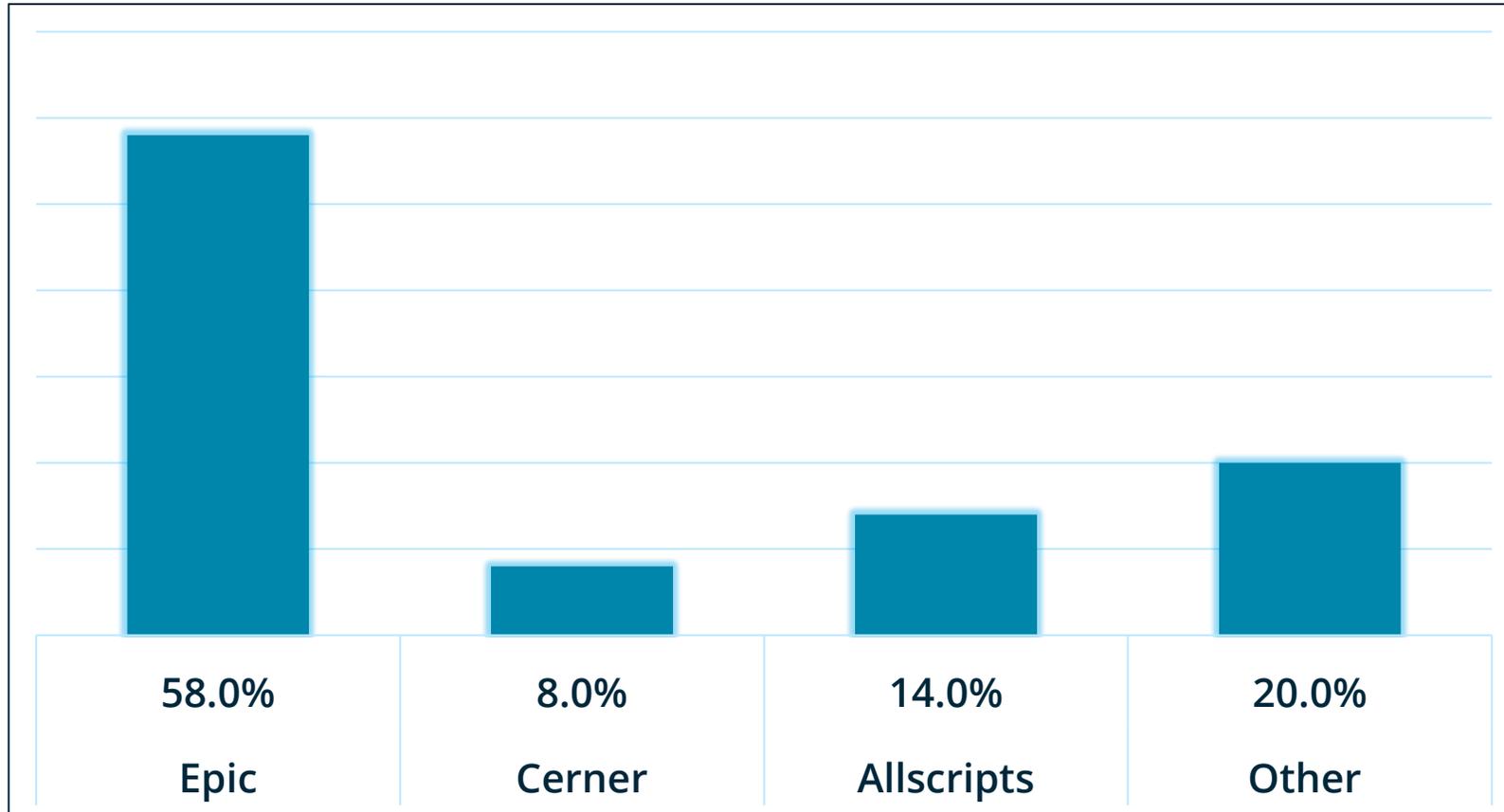




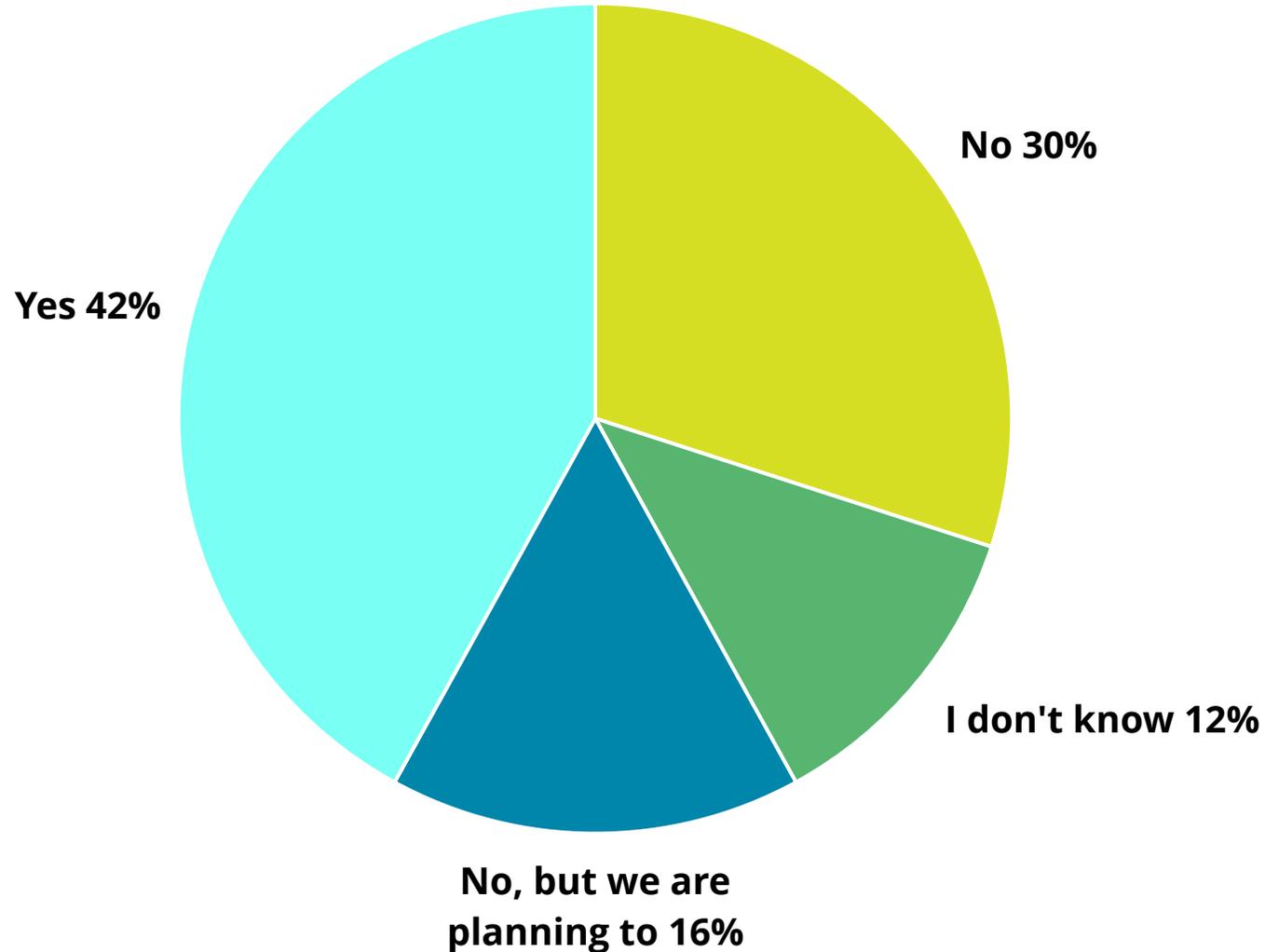
We heard from **46**
RIZE member groups, representing
84% of campaign participants

What electronic health record (EHR) does your organization use?

(If you have more than one, choose the primary one used for ambulatory care.)

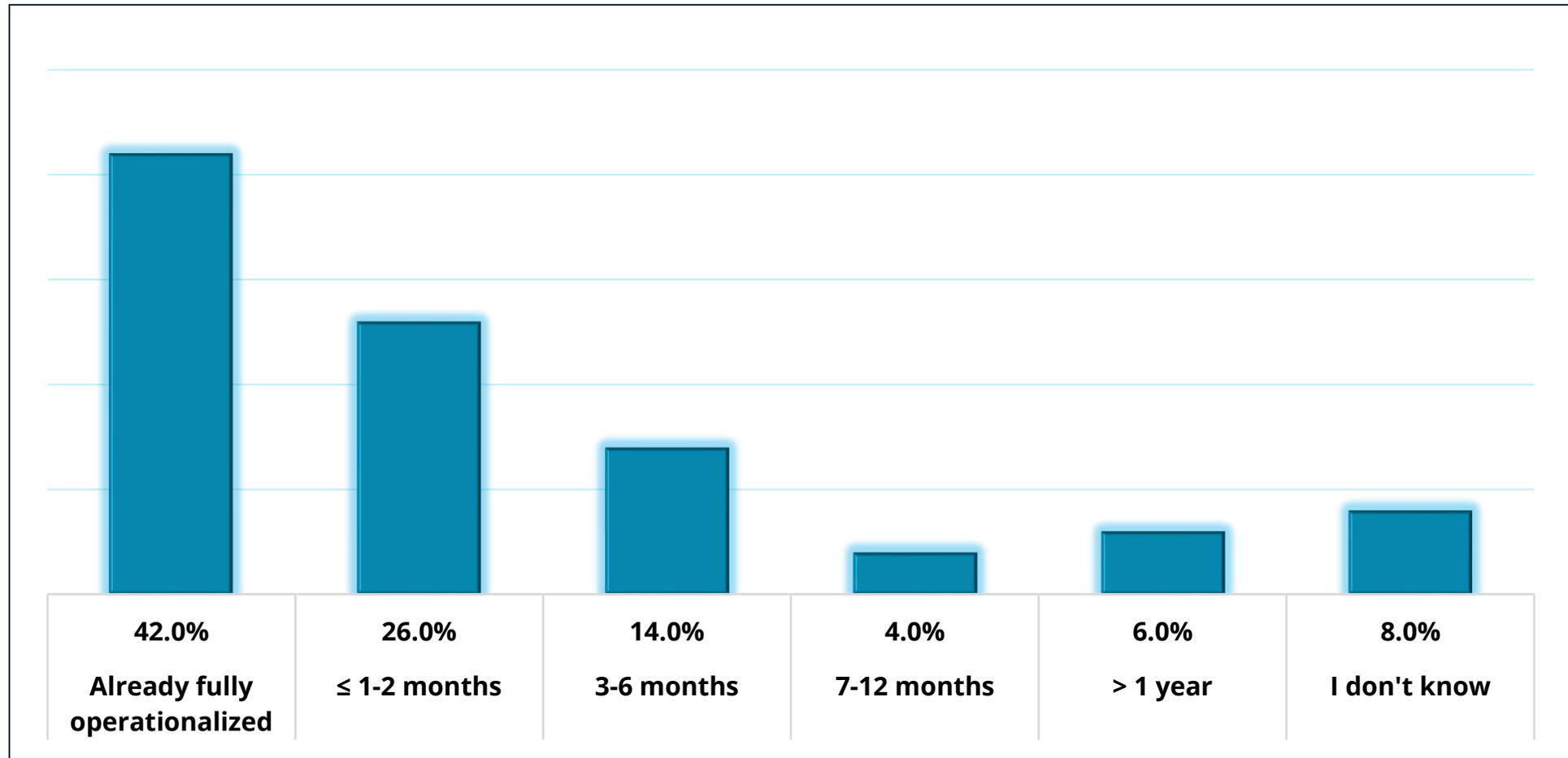


Do you currently stratify your immunization data by patient demographics such as race, ethnicity, age, insurance type?



What is your organization's timeframe for fully operationalizing the 2022 ACIP adult vaccine pneumococcal recommendations?

(e.g., full protocol 65+ and 19-64, EHR flags, etc.)



What topic(s) would you like to see featured on future RIZE Monthly Webinars?

Vaccine hesitancy

Patient & provider education

Patient outreach & engagement

Best practices from peers

Improving vaccination rates during COVID

Clinic workflows

Marketing resources

Vaccine safety

Addressing health disparities

Data capture and sharing

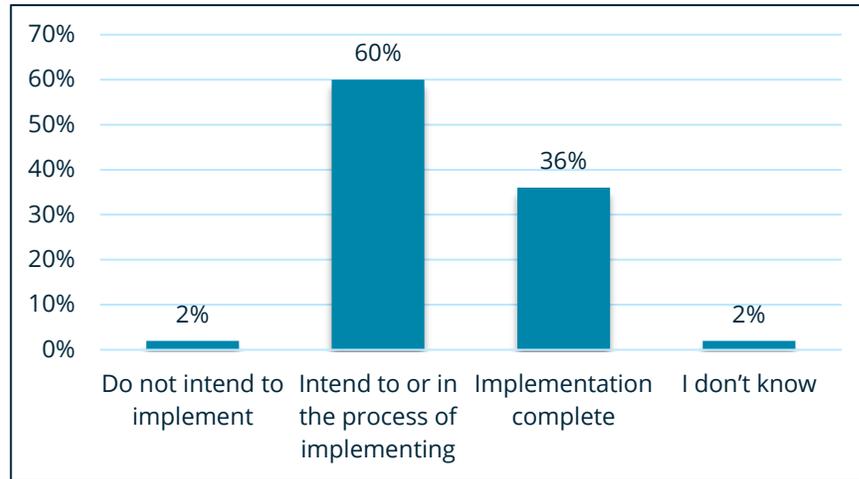
Operationalizing immunization schedules

Gap reports & POC alerts

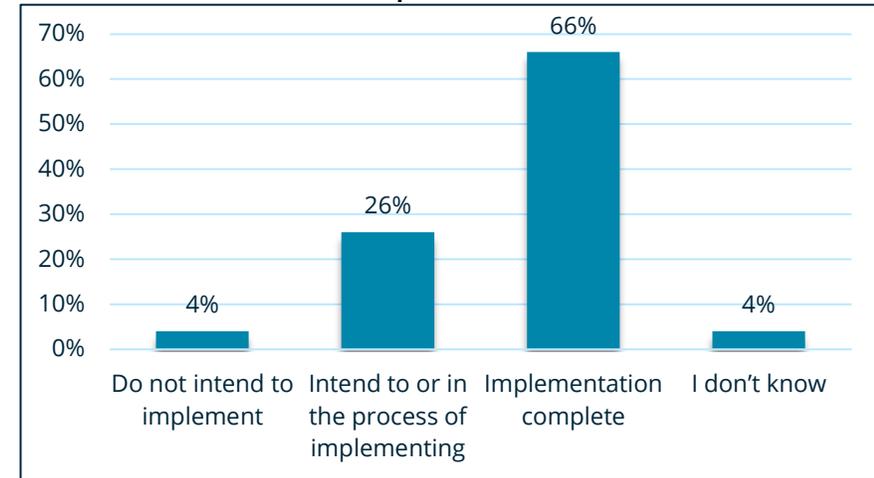
Provider & Staff Education



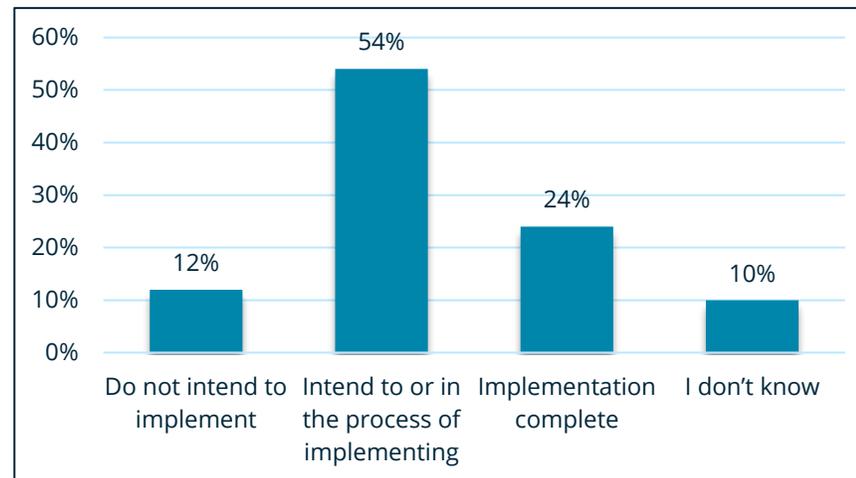
Level 1: Evaluate and provide baseline education



Level 2: Establish immunization protocols for practice



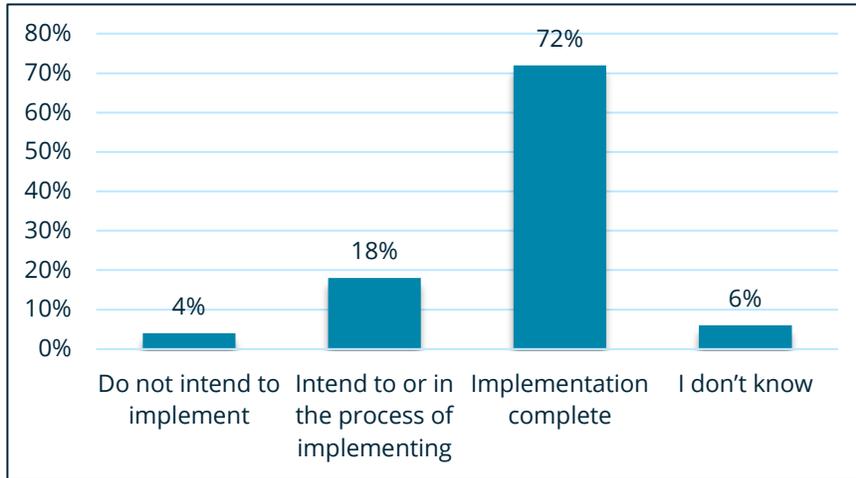
Level 3: Expand organization's vaccination expertise



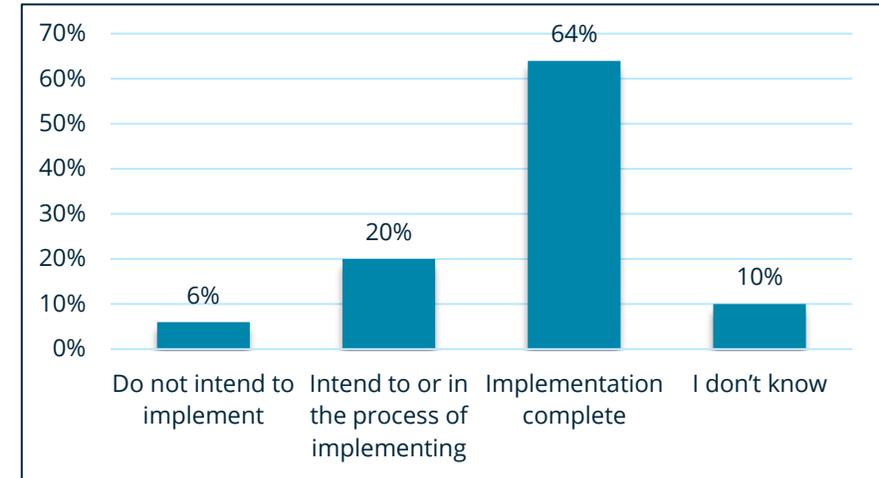
Clinical Support



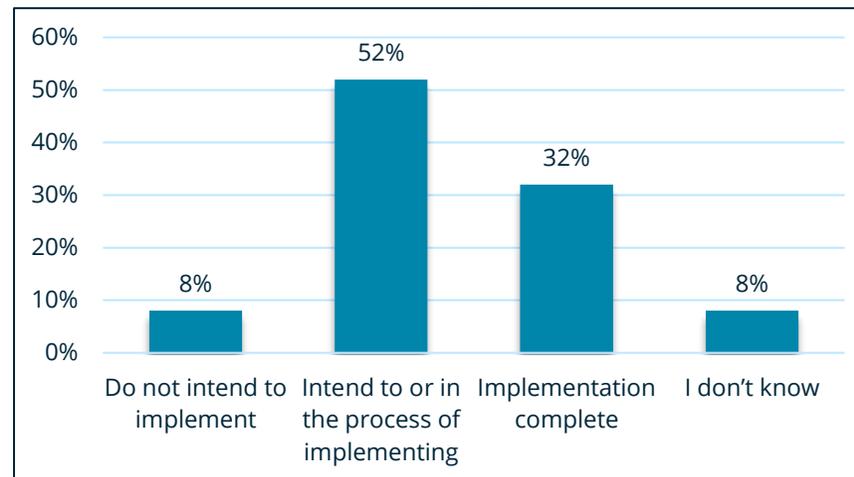
Level 1: Build infrastructure for ample vaccine supply and distribution



Level 2: Equip staff with standing orders



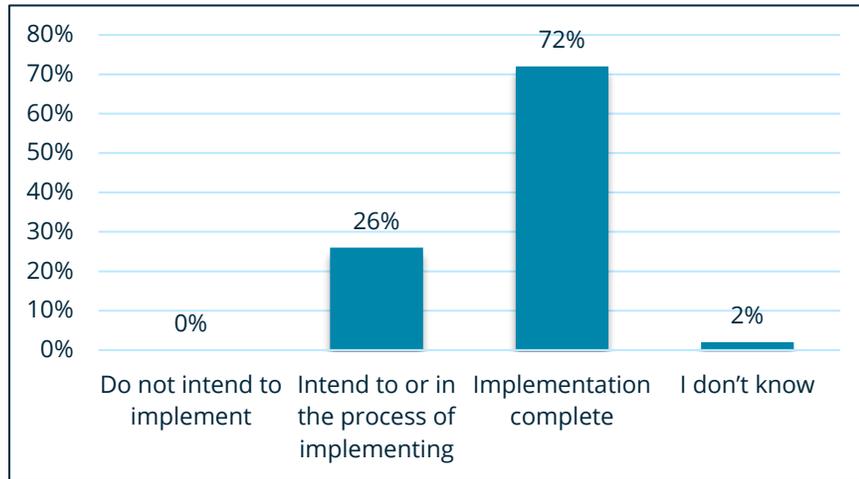
Level 3: Expand opportunities for administering vaccines



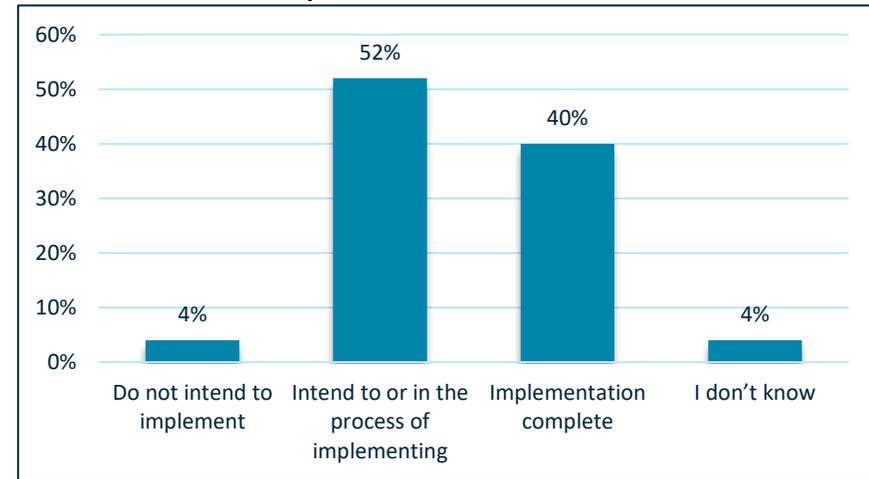
IT/Documentation



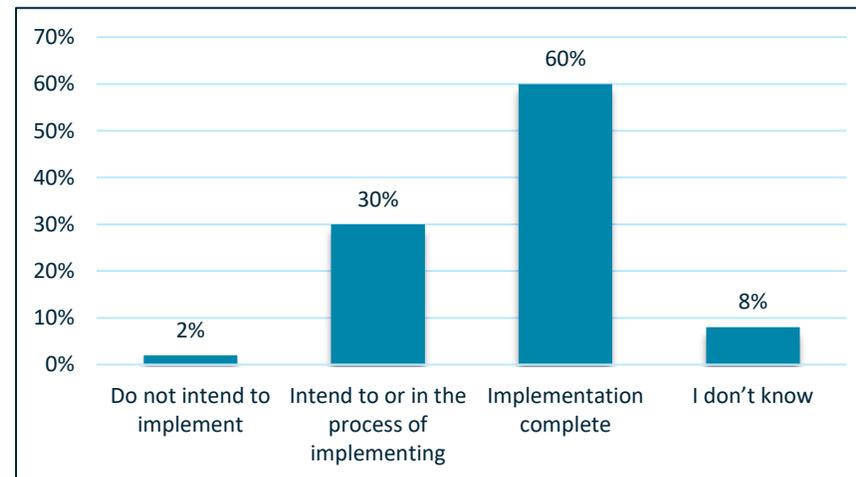
Level 1: Standardize documentation in EHR



Level 2: Create gap reports and POC alerts to indicate patient vaccination needs



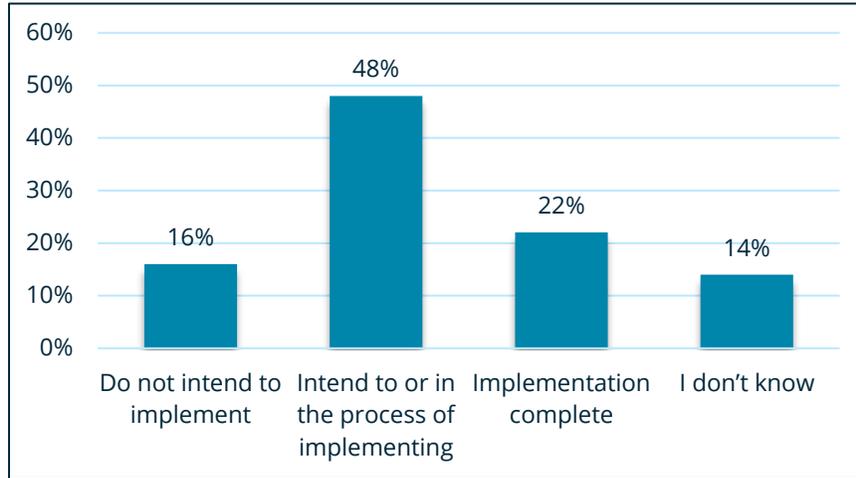
Level 3: Utilize immunization registry & data-sharing options



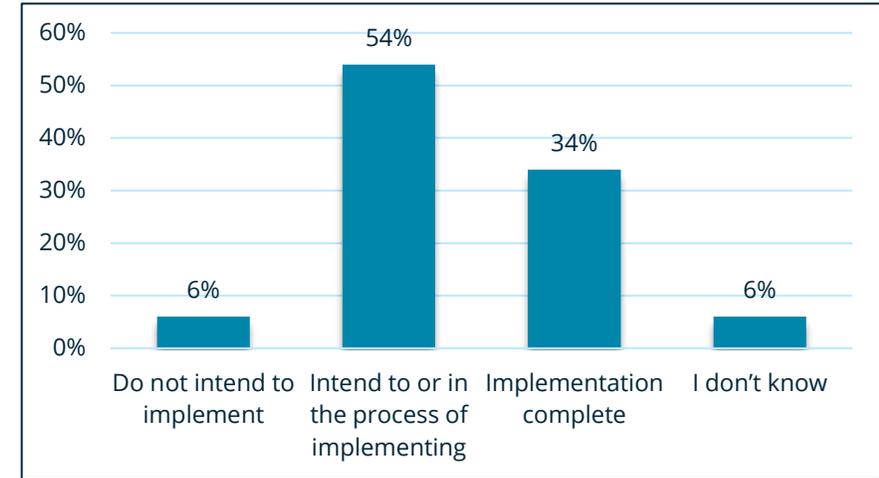
Patient Education



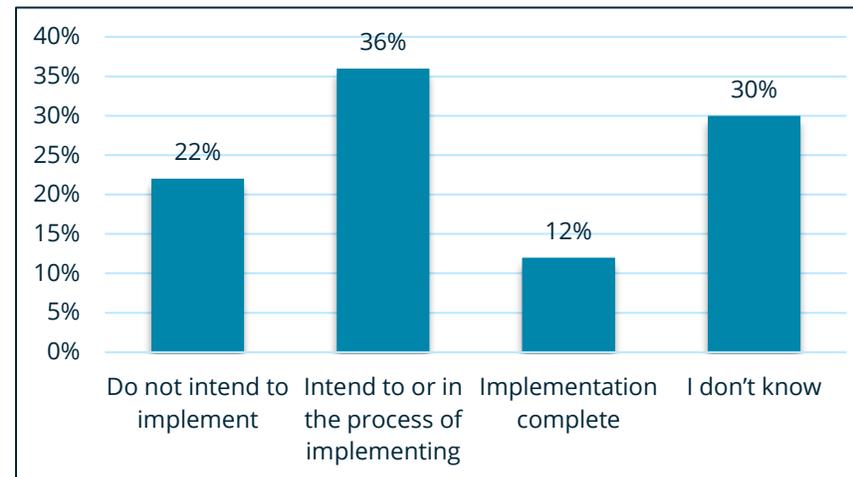
Level 1: Develop in-office marketing materials



Level 2: Conduct proactive outreach to patients



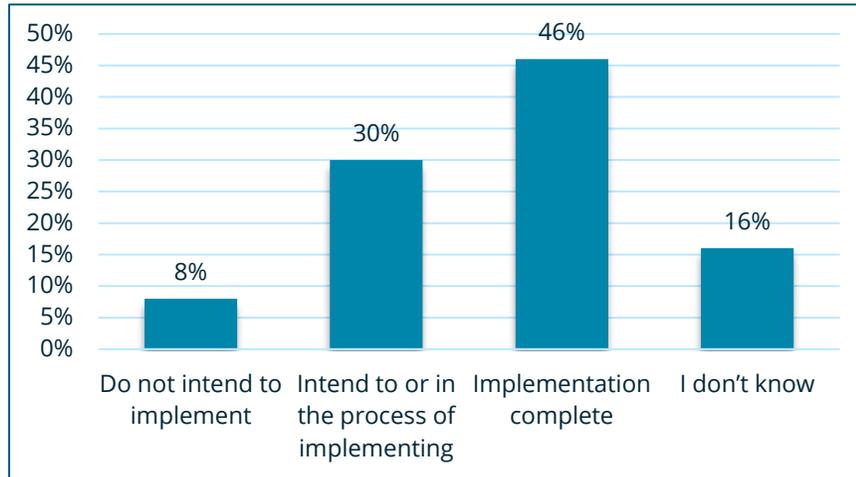
Level 3: Implement advanced marketing tactics



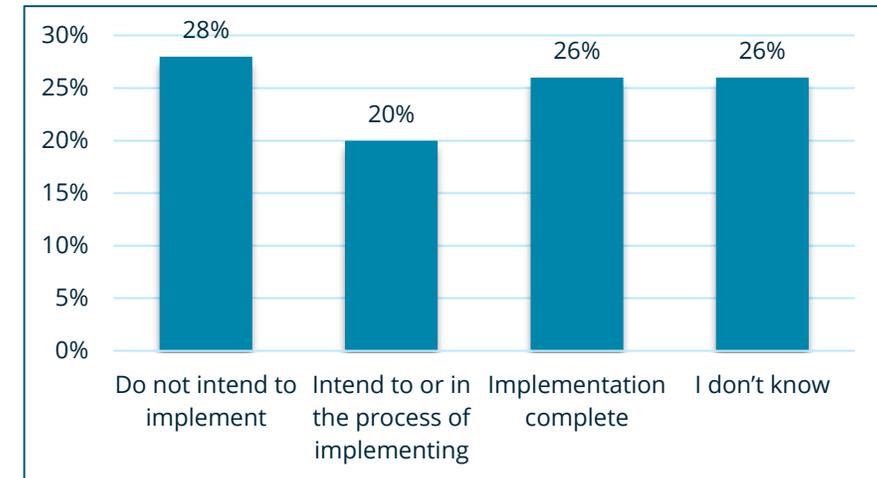
Financial Management



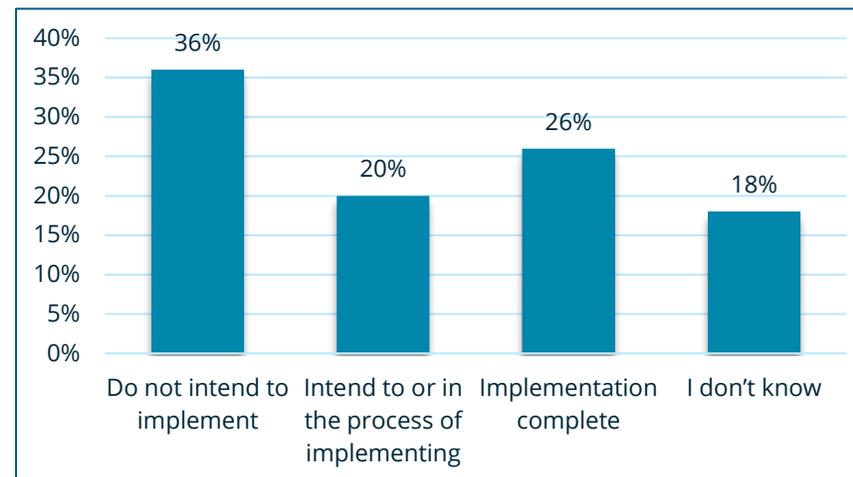
Level 1: Provide billing and coding education and tools to staff



Level 2: Develop and distribute revenue cycle reports to relevant departments



Level 3: Align compensation with performance on immunization metrics



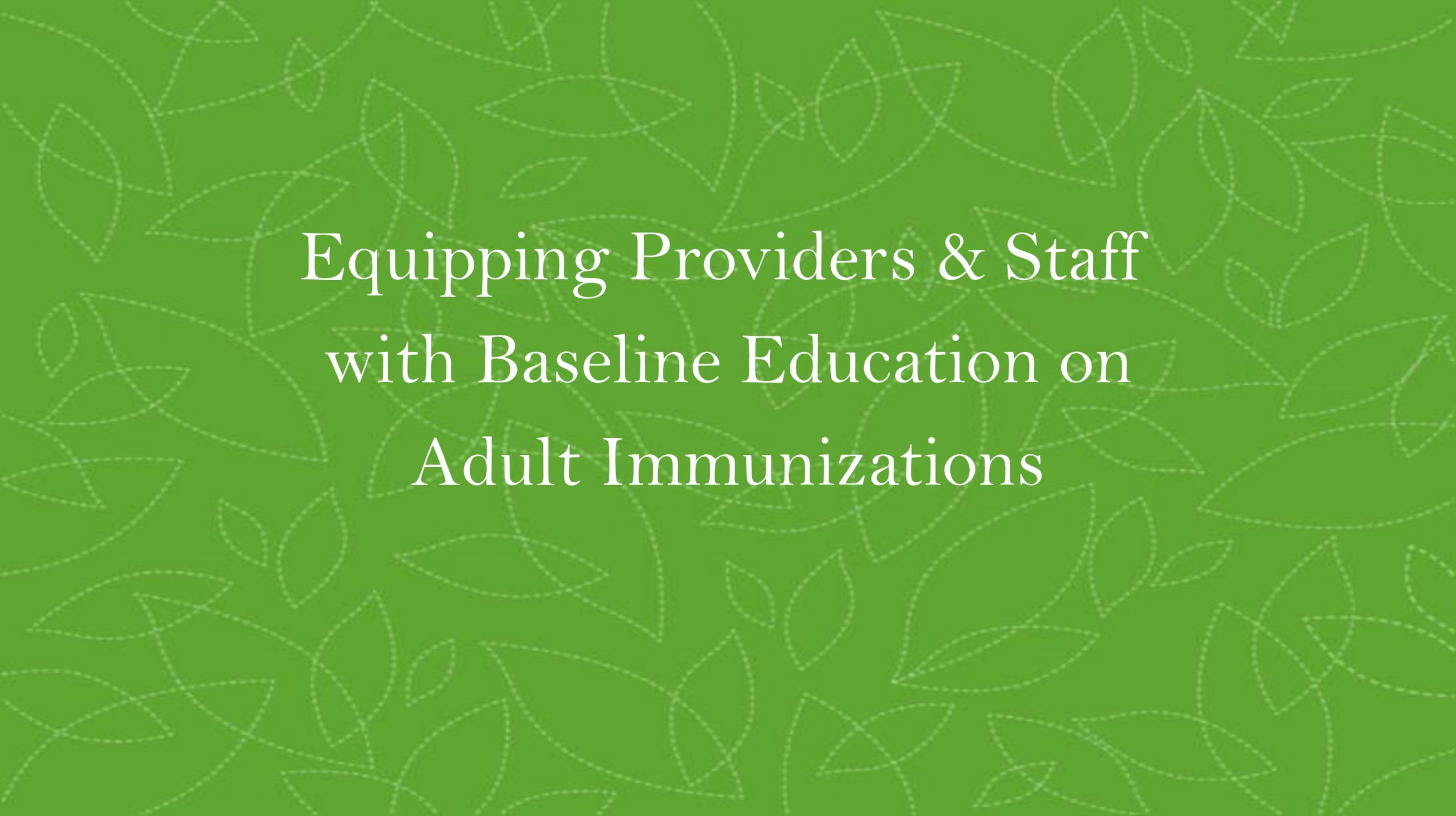
Today's Speaker



Kimberly Williams, MA

Quality Coordinator, Vaccines

Utica Park Clinic



Equipping Providers & Staff
with Baseline Education on
Adult Immunizations



Our well-established and recognized healthcare providers within the group have a loyal patient base who consistently report high satisfaction scores. As an expansive network of healthcare facilities, we take great pride in a collective and individual commitment to quality. The quality of care provided draws the attention of peer review and is proud for being consistently recognized as leaders in the field.

Our population includes over 220,000 patients, logging more than 550,000 outpatient visits annually. More than 70 local and rural clinic locations are throughout the northeast Oklahoma region. It employs over 300 Physicians and Advanced Practice Providers, including primary care, which accounts for approximately 60%, and more than 20 specialty groups, including a renowned cardiology group.



Utica Park Clinic

“With over 250 providers in more than 20 specialties, over 70 clinics in Oklahoma and same-day appointments available, we are the premier health care provider for you and your family.”

Oklahoma Heart Institute

“From comprehensive diagnostics to open heart surgery and cardiac rehabilitation, Oklahoma Heart Institute combines recognized cardiovascular physicians with the region's most advanced technology.”



Organization Structure



Onboarding Process

Employee Education & New Hire Process

- Vaccine Requirements
 - MMR
 - Varicella
 - COVID
 - Flu
 - Hepatitis B (Not required, but offered)
 - Tdap (Not required, but offered)

Skills Checklist for Vaccine Administration

During the COVID-19 pandemic, the CDC recommends additional infection control measures for vaccination (see www.cdc.gov/vaccines/pandemic-guidance/index.html).

The Skills Checklist is a self-assessment tool for healthcare staff who administer immunizations. To complete it, review the competency areas below and the clinical skills, techniques and procedures outlined for each area. Score yourself in the Self-Assessment column. If you check **Needs to Improve**, you indicate further study, practice, or change is needed. When you check **Meets or Exceeds**, you indicate you believe you are performing at the expected level of competence, or higher.

Supervisors: Use the Skills Checklist to clarify responsibilities and expectations for staff who administer vaccines. When you use it to assist with performance reviews, give staff the opportunity to score themselves in advance. Next, observe their performance as they

administer vaccines to several patients, and score in the Supervisor Review columns. If improvement is needed, meet with them to develop a Plan of Action (see bottom of page 3) to help them achieve the level of competence you expect; circle desired actions or write in others.

The video "Immunization Techniques: Best Practices with Infants, Children, and Adults" helps ensure that staff administer vaccines correctly. (View at www.youtube.com/watch?v=WZGNEijfI or order online at www.immunize.org/dvd/.) Another helpful resource is CDC's Vaccine Administration eLearn course, available at www.cdc.gov/vaccines/hcp/admin/resource-library.html.

COMPETENCY	CLINICAL SKILLS, TECHNIQUES, AND PROCEDURES	Self-Assessment		Supervisor Review		
		NEEDS TO IMPROVE	MEETS OR EXCEEDS	NEEDS TO IMPROVE	MEETS OR EXCEEDS	PLAN OF ACTION
A Patient/Parent Education	1. Welcomes patient/family and establishes rapport.					
	2. Explains what vaccines will be given and which type(s) of injection(s) will be done.					
	3. Answers questions and accommodates language or literacy barriers and special needs of patient/parents to help make them feel comfortable and informed about the procedure.					
	4. Verifies patient/parents received Vaccine Information Statements (VISs) for indicated vaccines and has had time to read them and ask questions.					
	5. Screens for contraindications (if within employee's scope of work).					
	6. Reviews comfort measures and aftercare instructions with patient/parents, and invites questions.					
B Medical and Office Protocols	1. Identifies the location of the medical protocols (e.g., immunization protocol, emergency protocol, reporting adverse events to the Vaccine Adverse Event Reporting system [VAERS], reference material).					
	2. Identifies the location of epinephrine, its administration technique, and clinical situations where its use would be indicated.					
	3. Maintains up-to-date CPR certification.					
	4. Understands the need to report any needlestick injury and to maintain a sharps injury log.					
	5. Demonstrates knowledge of proper vaccine handling (e.g., maintains and monitors vaccine at recommended temperature and protects from light).					

CONTINUED ON THE NEXT PAGE ►

Adapted from California Department of Public Health, Immunization Branch

IMMUNIZATION ACTION COALITION Saint Paul, Minnesota • 651-647-9009 • www.immunize.org • www.vaccineinformation.org | www.immunize.org/catg.d/p7010.pdf • Item #P7010 (2/21)

Every New Hire is required to go through our Back Office training session, this includes Injection training.

COMPETENCY	CLINICAL SKILLS, TECHNIQUES, AND PROCEDURES	Self-Assessment		Supervisor Review		PLAN OF ACTION
		NEEDS TO IMPROVE	MEETS OR EXCEEDS	NEEDS TO IMPROVE	MEETS OR EXCEEDS	
C Vaccine Preparation	1. Performs proper hand hygiene prior to preparing vaccine.					
	2. When removing vaccine from the refrigerator or freezer, looks at the storage unit's temperature to make sure it is in proper range.					
	3. Checks vial expiration date. Double-checks vial label and contents prior to drawing up.					
	4. Prepares and draws up vaccines in a designated clean medication area that is not adjacent to areas where potentially contaminated items are placed.					
	5. Selects the correct needle size for IM and Subcut based on patient age and/or weight, site, and recommended injection technique.					
	6. Maintains aseptic technique throughout, including cleaning the rubber septum (stopper) of the vial with alcohol prior to piercing it.					
	7. Prepares vaccine according to manufacturer instructions. Inverts vial and draws up correct dose of vaccine. Rechecks vial label.					
	8. Prepares a new sterile syringe and sterile needle for each injection. Checks the expiration date on the equipment (syringes and needles) if present.					
	9. Labels each filled syringe or uses labeled tray to keep them identified.					
D Administering Immunizations	1. Verifies identity of patient. Rechecks the provider's order or instructions against the vial and the prepared syringes.					
	2. Utilizes proper hand hygiene with every patient and, if it is office policy, puts on disposable gloves. (If using gloves, changes gloves for every patient.)					
	3. Demonstrates knowledge of the appropriate route for each vaccine.					
	4. Positions patient and/or restrains the child with parent's help.					
	5. Correctly identifies the injection site (e.g., deltoid, vastus lateralis, fatty tissue over triceps).					
	6. Locates anatomic landmarks specific for IM or Subcut injections.					
	7. Prep the site with an alcohol wipe, using a circular motion from the center to a 2" to 3" circle. Allows alcohol to dry.					

CONTINUED ON THE NEXT PAGE ►

IMMUNIZATION ACTION COALITION Saint Paul, Minnesota • 651-647-9009 • www.immunize.org • www.vaccineinformation.org | www.immunize.org/catg.d/p7010.pdf • Item #P7010 (2/21)

COMPETENCY	CLINICAL SKILLS, TECHNIQUES, AND PROCEDURES	Self-Assessment		Supervisor Review		PLAN OF ACTION
		NEEDS TO IMPROVE	MEETS OR EXCEEDS	NEEDS TO IMPROVE	MEETS OR EXCEEDS	
D Administering Immunizations (continued)	8. Controls the limb with the non-dominant hand; holds the needle an inch from the skin and inserts it quickly at the appropriate angle (90° for IM or 45° for Subcut).					
	9. Injects vaccine using steady pressure; withdraws needle at angle of insertion.					
	10. Applies gentle pressure to injection site for several seconds (using, e.g., gauze pad, bandaid).					
	11. Uses strategies to reduce anxiety and pain associated with injections.					
	12. Properly disposes of needle and syringe in "sharps" container.					
	13. Properly disposes of vaccine vials.					
E Records Procedures	1. Fully documents each vaccination in patient chart: date, lot number, manufacturer, site, VIS date, name/initials.					
	2. If applicable, demonstrates ability to use state/local immunization registry or computer to call up patient record; assess what is due today, and update computerized immunization history.					
	3. Asks for and updates patient's vaccination record and reminds them to bring it to each visit.					

Plan of Action

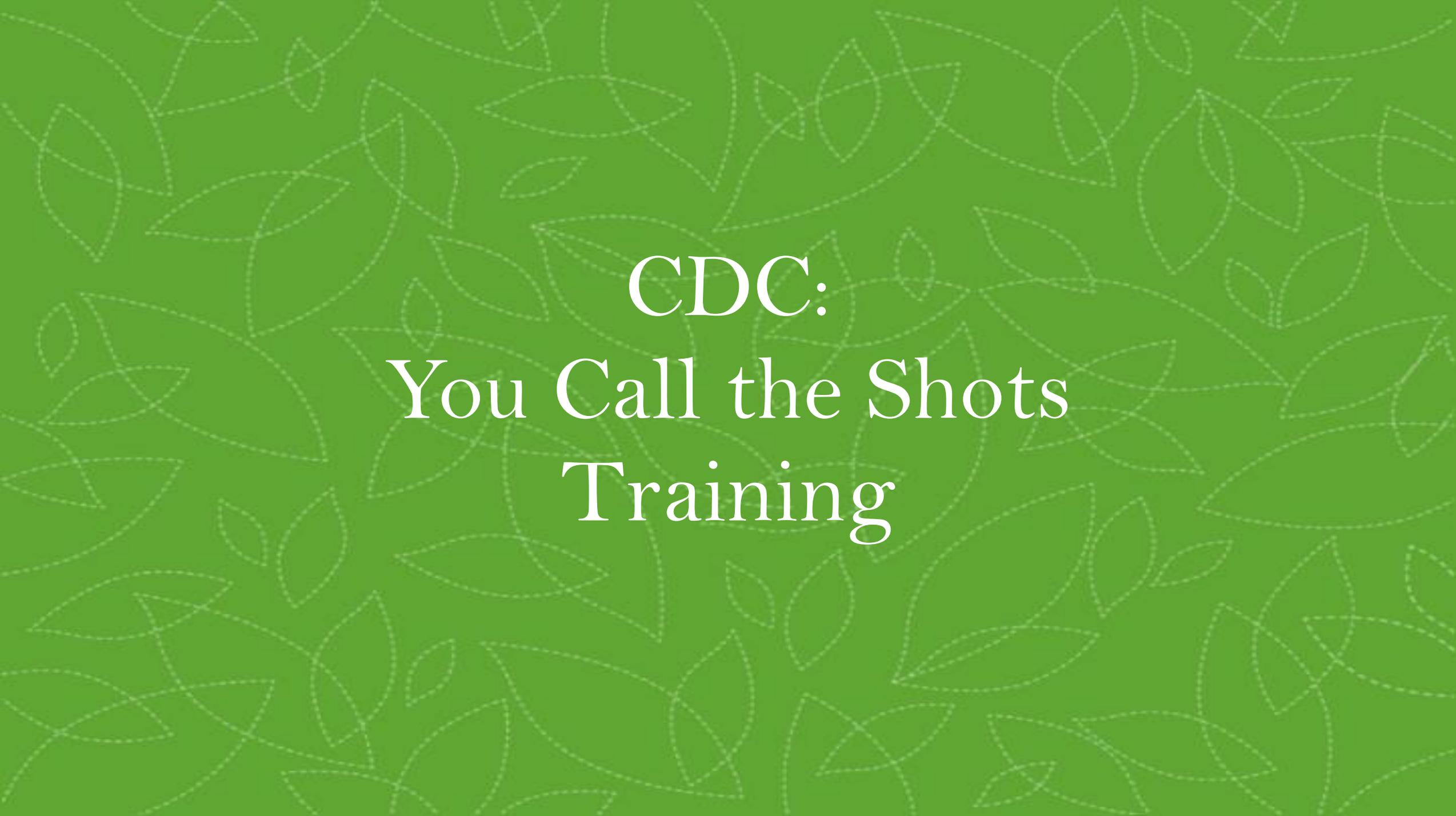
Circle desired next steps and write in date for the follow-up performance review.

- a. Watch video on immunization techniques and review CDC's Vaccine Administration eLearn, available at www.cdc.gov/vaccines/hcp/admin/resource-library.html.
- b. Review office protocols.
- c. Review manuals, textbooks, wall charts, or other guides (e.g., Key Vaccination Resources for Healthcare Professionals at www.immunize.org/catg.d/p2005.pdf)
- d. Review package inserts.
- e. Review vaccine storage and handling guidelines or video.
- f. Observe other staff with patients.
- g. Practice injections.
- h. Read Vaccine Information Statements.
- i. Be mentored by someone who has demonstrated appropriate immunization skills.
- j. Role play (with other staff) interactions with parents and patients, including age appropriate comfort measures.
- k. Attend a skills training or other appropriate courses/training.
- l. Attend healthcare customer satisfaction or cultural competency training.
- m. Renew CPR certification.
- Other _____

File the Skills Checklist in the employee's personnel folder.

PLAN OF ACTION DEADLINE _____
 DATE OF NEXT PERFORMANCE REVIEW _____

EMPLOYEE SIGNATURE _____ DATE _____
 SUPERVISOR SIGNATURE _____ DATE _____



CDC:
You Call the Shots
Training

CDC: You Call the Shots

What is You Call the Shots?

“You Call the Shots is an interactive, web-based immunization training course. It consists of a series of modules that discuss vaccine-preventable diseases and explain the latest recommendations for vaccine use. Each module provides learning opportunities, self-test practice questions, reference and resource materials, and an extensive glossary.”

- All staff complete that following modules:
 - Vaccine Storage and Handling
- Medical Assistants, LPNs, and RNs complete the following modules:
 - Understanding the Basics: General Best Practices Guidelines for Immunization
 - Vaccine Administration
 - Pneumococcal Disease and Vaccine
 - Influenza
 - Vaccine for Children (If applicable)

All employees complete the You Call the Shots during our New Hire process and annually.

CDC: You Call the Shots

(Continued)

Pros

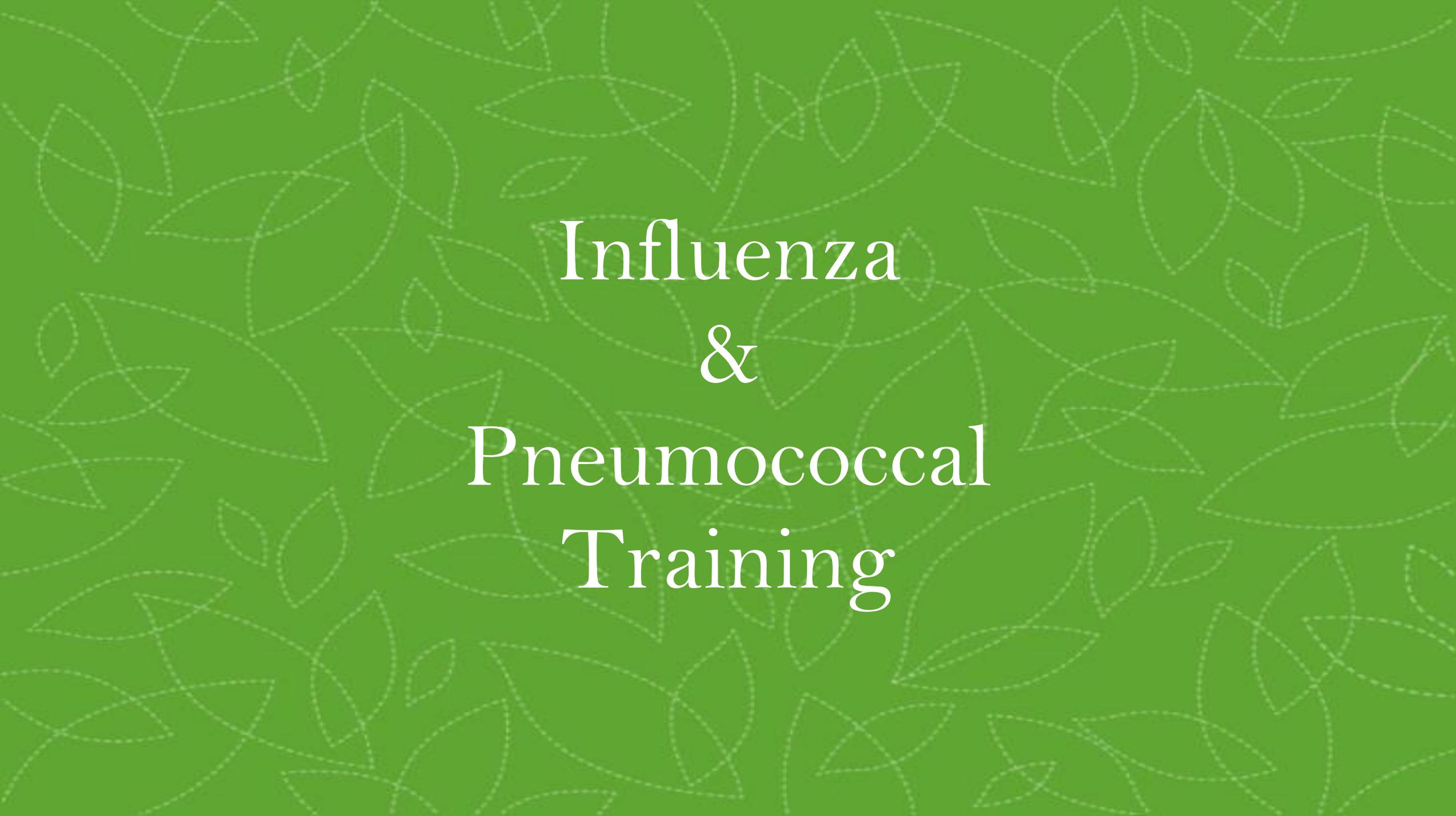
- Very in-depth training and informative.
- CEUs can be earned from completing this training.

Cons

- Time Intensive.
- CEU website can be difficult at times to navigate.

We have dedicated 4 hours of our New Employee Orientation time for this process, and we have also created a step-by-step tutorial video on how to navigate the modules and the CEU website.

We are currently working with Immunization Services to be included in a yearly training that will cover the same basic information in the You Call the Shots training, but it is not as time consuming.



Influenza
&
Pneumococcal
Training

Influenza Vaccine

On average we start our Flu season in August/September which involves Employee Health, Purchasing, and our Corporate office by:

- Developing annual trainings
- Matrix
- Techniques
- Documentation

2021-2022 Flu Matrix



2021-2022 Flu Vaccine Matrix



Version 1 (08/26/2021)

	Age	CPT (Modifier)	Vaccine Description	Name Brand	Epic Proc Code	Amount	Lot Mgr ID & IMM Activity ID	Admin Code With Counseling	Admin Code Private Ins	Admin Code Medicare or Medicare Replacement	Admin Code Without Counseling SoonerCare & Medicaid	ICD-10	Outer Carton NDC	Vial/Syringe NDC	Cash Price (includes admin fee)
Vaccines For Children (VFC)	2yrs - 49yr	90672 (SL)	Flu vaccine, quad, live, intranasal	Flumist	IMM146	0.2ml	146	90460 Counseling component admin code billed with provider visit only if indicated by the provider. 18yrs & under only.	N/A	N/A	90473	Z23	66019-308-10	66019-308-01	N/A
	6 mo +	90686 (SL)	Flu vaccine, quad, split virus, PF, 0.5ml, IM	Fluarix-PFS	IMM22	0.5ml	127				Z23	58160-887-52	58160-887-41		
	6 mo +	90686 (SL)	Flu vaccine, quad, split virus, PF, 0.5ml, IM	Flulaval-PFS	IMM22	0.5ml	127				Z23	19515-818-52	19515-818-41		
	6mo+	90686 (SL)	Flu vaccine, quad, split virus, PF, 0.5ml, IM	Fluzone-SDV	IMM22	0.5ml	127				Z23	49281-421-10	49281-421-58		
	6 mo+	90686 (SL)	Flu vaccine, quad, split virus, PF, 0.5ml, IM	Fluzone-PFS	IMM22	0.5ml	127				90471	Z23	49281-421-50	49281-421-88	
	4 yrs & older	90674 (SL)	Flu vaccine, quad, cell cultures, subunit, PF, antibiotic free, 0.5ml, IM	Flucelvax-PFS	IMM31	0.5ml	31				Z23	70461-321-03	70461-321-04		
Private Stock	6mo +	90686	Flu vaccine, quad, split virus, PF, 0.5ml, IM	Flulaval QIV-PFS	IMM22	0.5ml	127	90471	G0008	N/A	Z23	19515-818-52	19515-818-41	\$40	
	6mo +	90686	Flu vaccine, quad, split virus, PF, 0.5ml, IM	Fluarix QIV-PFS	IMM22	0.5ml	127				Z23	58160-887-52	58160-887-41		
	65 yrs & older	90694	Flu vaccine, quad, inactivated, adjuvanted, PF, 0.5mL, IM	Fluad QIV-PFS	IMM14801	0.5ml	148	N/A	N/A	Z23	70461-121-03	70461-121-04			
	2yrs - 49yrs	90672	Flu vaccine, quad, live, intranasal	Flumist QIV	IMM146	0.2ml	146	90460	90473	90473	N/A	Z23	66019-308-10	66019-308-01	\$60

**SoonerCare & Adult Medicaid - use NDC from vial. All other payers use NDC from outer carton.

Pneumonia Vaccine

1 of the 4 Quality Critical Indicators for Ardent

		22 Goal	22 Actual	PY 2021
CMS 127- Pneumococcal Vaccination	Min	81.5%	72.3%	81.23%
	Goal	81.7%		
	Max	82.0%		

Pneumonia Vaccine

Reconciling Information for Care Gaps

- Pull any information from outside records
- Patient History forms
- Medicare Wellness packets
- New Patient packets
- Pharmacy Data
- Flu Consent

Pneumonia Vaccine

(Continued)



Flu Vaccine Administration Record

Please Print

Last Name

First Name

Middle Initial

____/____/____
Date of Birth

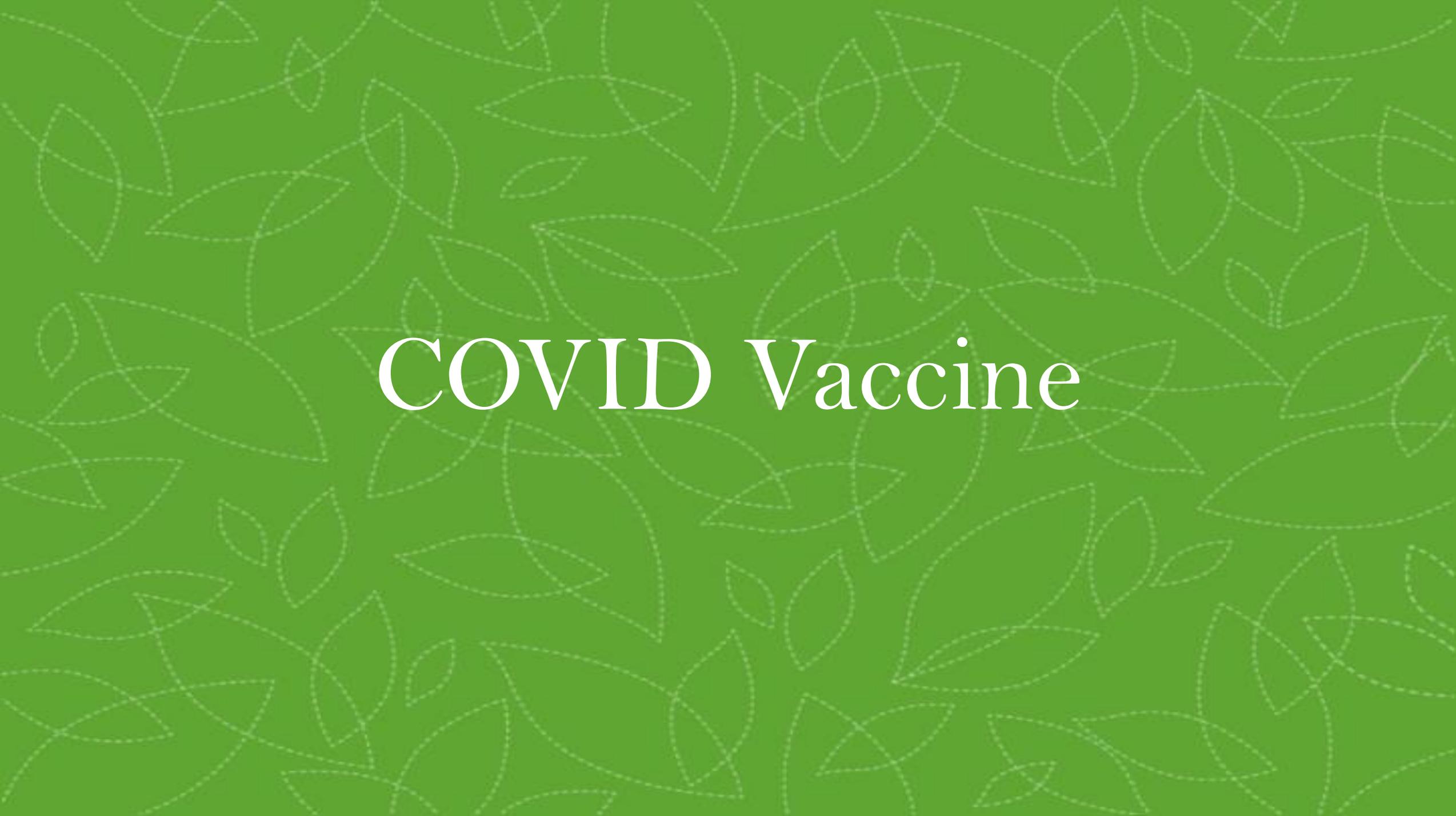
Medical Record Number

Signature

Today's Date

Please answer the following questions by circling YES or NO

1. Are you sick today? or Do you have a fever today ? YES or NO
2. Have you had wheezing in the last 12 months? YES or NO
3. Do you have a serious allergic reaction after eating (ingesting) eggs (e.g., trouble breathing or anaphylaxis) ? YES or NO
4. Have you ever had a serious allergic reaction after receiving a vaccine (e.g., trouble breathing or anaphylaxis) ? YES or NO
5. Have you ever had Gullain Barre Syndrome ? YES or NO
6. If you are over 65 years of age, have you ever had a Pneumonia vaccination? YES or NO
 - a. If yes, when? (month / year) _____
 - b. If no, would you like to get one today? _____

The background is a solid green color with a repeating pattern of white, stylized leaf outlines. The leaves are arranged in a dense, overlapping manner, creating a textured effect.

COVID Vaccine

COVID Vaccine



Created an initial webinar/training



Purchasing Department processes incoming clinic orders



Dedicated clinics



OSDH Vaccine updates



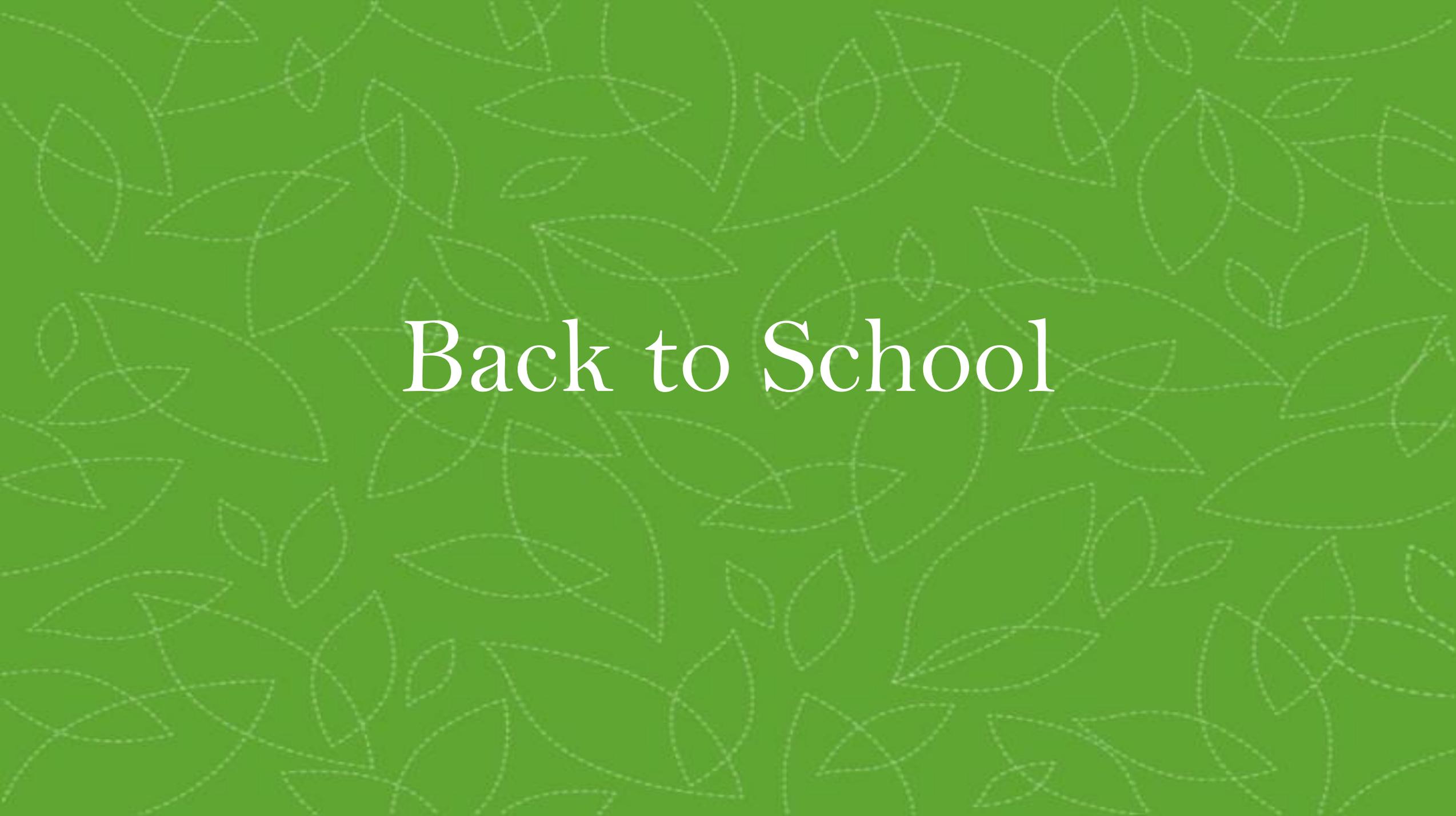
EMR Documentation



Clinician Outreach and Communication Activity (COCA) provides timely, accurate, and credible information to clinicians related to emergency preparedness and response and emerging public health threats. COCA fosters partnerships with national clinician organizations to strengthen information-sharing networks before, during, and after a public health emergency.

COCA helps to strengthen the emergency response capacity of clinicians by:

- Disseminating evidence-based health information and public health emergency messages to clinicians
- Collaborating with clinicians to develop communication strategies that support health risk reduction opportunities during public emergencies
- Providing and promoting emergency preparedness and response training opportunities for clinicians

The background is a solid green color with a repeating pattern of white, stylized leaf outlines. The leaves are arranged in a dense, overlapping manner, creating a textured effect. The text "Back to School" is centered in the middle of the image.

Back to School

Merck Lunch & Learn Opportunity

HPV Vaccine Lunch & Learn

June 29th, 2022 | 12:00pm to 1:00pm

Dr. Savannah Stumph is Merck Vaccines' Regional Medical Director for the South-Central United States. She graduated from the Oklahoma State University College of Osteopathic Medicine and completed her residency in Pediatrics at the University of Oklahoma - Tulsa. For nearly a decade she served as an outpatient Pediatrician at the Mercy Signal Ridge Clinic in Edmond, Oklahoma. In addition to clinical expertise, she has significant experience in patient and legislative advocacy and is the former Vice President of the Oklahoma County Medical Society, and former board President of the Oklahoma Alliance for Healthy Families. She is board-certified in Pediatrics, and a Fellow of the American Academy of Pediatrics.



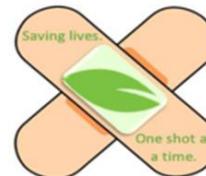
Scientific Insights Related to Gardasil 9:

- HPV related diseases and cancers
- Clinical Profile
- Vaccine recommendations and rates

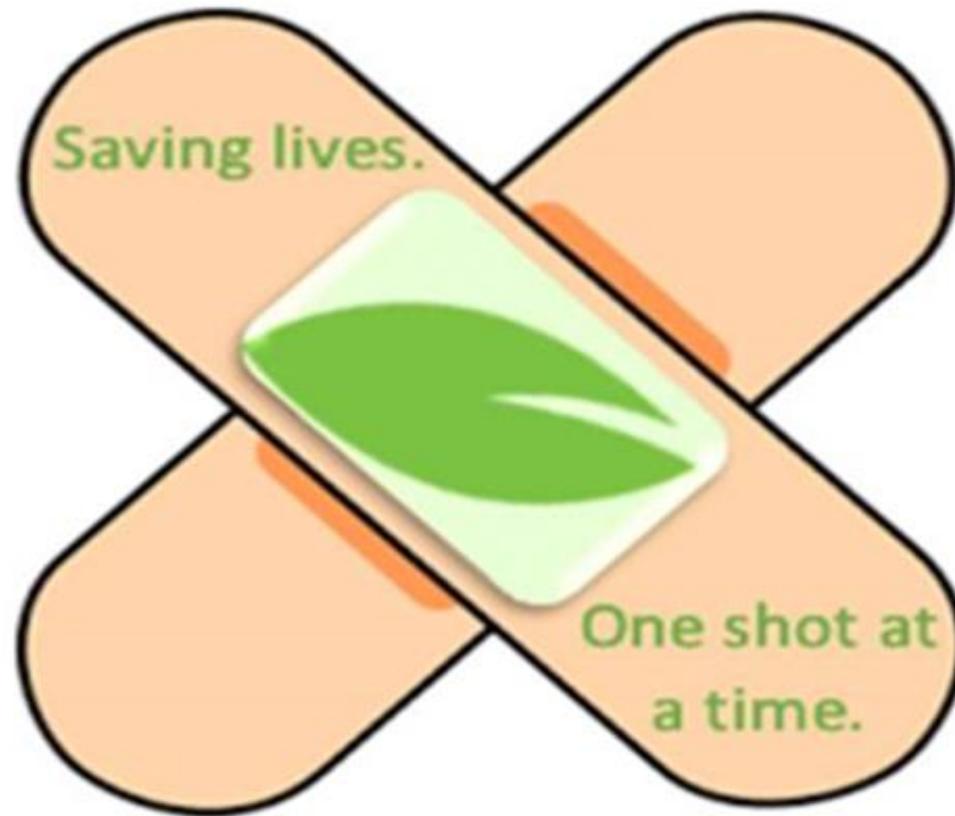
Pediatrics/Adolescents Focused: Back to School Immunizations

Location: Virtual Meeting via WebEx

Vax Champs T-Shirts will be given to participants



Vax Champs T-Shirts



The Oklahoma Caring Van Program



The Oklahoma Caring Van Program delivers immunizations to protect children and adolescents from dangerous illnesses at no cost to their families. The Oklahoma Caring Van Program is uniquely designed to eliminate barriers that commonly prevent children from receiving on-time, age-appropriate immunizations in traditional health care settings.



Resources

Resources

CDC – Pink Book

Immunize.org

TAIC

Upcoming Webinar



Topic: Promoting Health Equity in Adult Immunizations



Date/ Time: Thursday, August 18 at 2pm ET



Presenters: Victoria Smith, M.D., FAAFP, and Matthew Malachowski, PharmD, MHA, BCPS of Ochsner Health

Questions?



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