

Thank you for joining

The presentation will
begin shortly



Rise to Immunize™ Monthly Webinar

Preparing for 2022 Flu Season

Amy Sitapati, M.D., and Kris Henderson, RN, BSN, NE-BC
UC San Diego Health



Today's Webinar

Campaign Updates

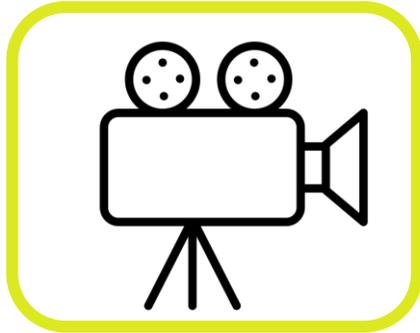
- RIZE Action Month
- Annual Survey
- Data Submission Reminder
- Acclaim Award
- IQL 2022
- AC 2023 Presentation Proposals

Preparing for 2022 Flu Season

- Amy Sitapati, M.D., and Kris Henderson, RN, BSN, NE-BC

Q&A Session

Webinar Reminders



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

RIZE

Action Month

August 2022

RiseToImmunize.org/ActionMonth

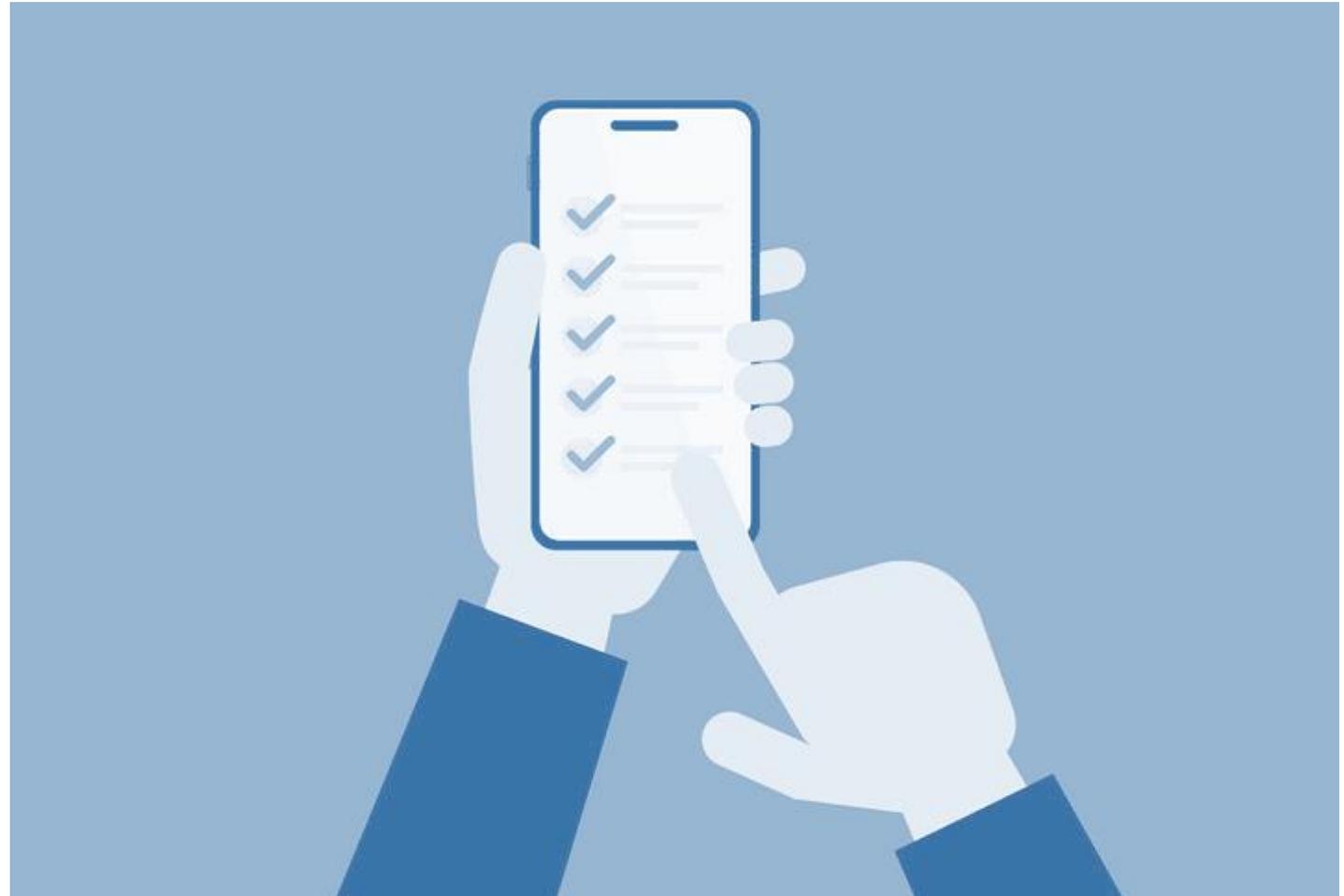


Annual Survey



Thank you for submitting!

We heard from **84%** of RIZE groups



Data Submission: Reminder



Flu Season (Measurement Year) ¹	Reporting Quarter ²	Report Due Date	Blinded Comparative Report Provided
2021	Q3 2021	Feb 15, 2022	Mar 29, 2022
	Q4 2021		
	Q1 2022	Apr 15, 2022	May 27, 2022
	Q2 2022	Jul 15, 2022	Aug 26, 2022
2022	Q3 2022	Oct 14, 2022	Nov 29, 2022
	Q4 2022	Jan 17, 2023	Feb 28, 2023
	Q1 2023	Apr 14, 2023	May 26, 2023
	Q2 2023	Jul 14, 2023	Aug 25, 2023
2023	Q3 2023	Oct 16, 2023	Nov 29, 2023
	Q4 2023	Jan 16, 2024	Feb 27, 2024
	Q1 2024	Apr 15, 2024	May 29, 2024
	Q2 2024	Jul 15, 2024	Aug 26, 2024
2024	Q3 2024	Oct 15, 2024	Nov 26, 2024
	Q4 2024	Jan 15, 2025	Feb 26, 2025
	Q1 2025	Apr 15, 2025	May 28, 2025
	Q2 2025	Jul 15, 2025	Aug 26, 2025

Data submission due:
July 15th

RiseToImmunize.org →
Measurement → Data
Submission

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





IQL

Innovation, Quality
& Leadership Conference

September 28-October 1, 2022
Grapevine, Texas
amga.org/IQL22



2023 AMGA ANNUAL CONFERENCE

March 28-31
Hyatt Regency
CHICAGO

 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

UC San Diego Health



UC San Diego Health AMGA Rise to Immunize

June 2022

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

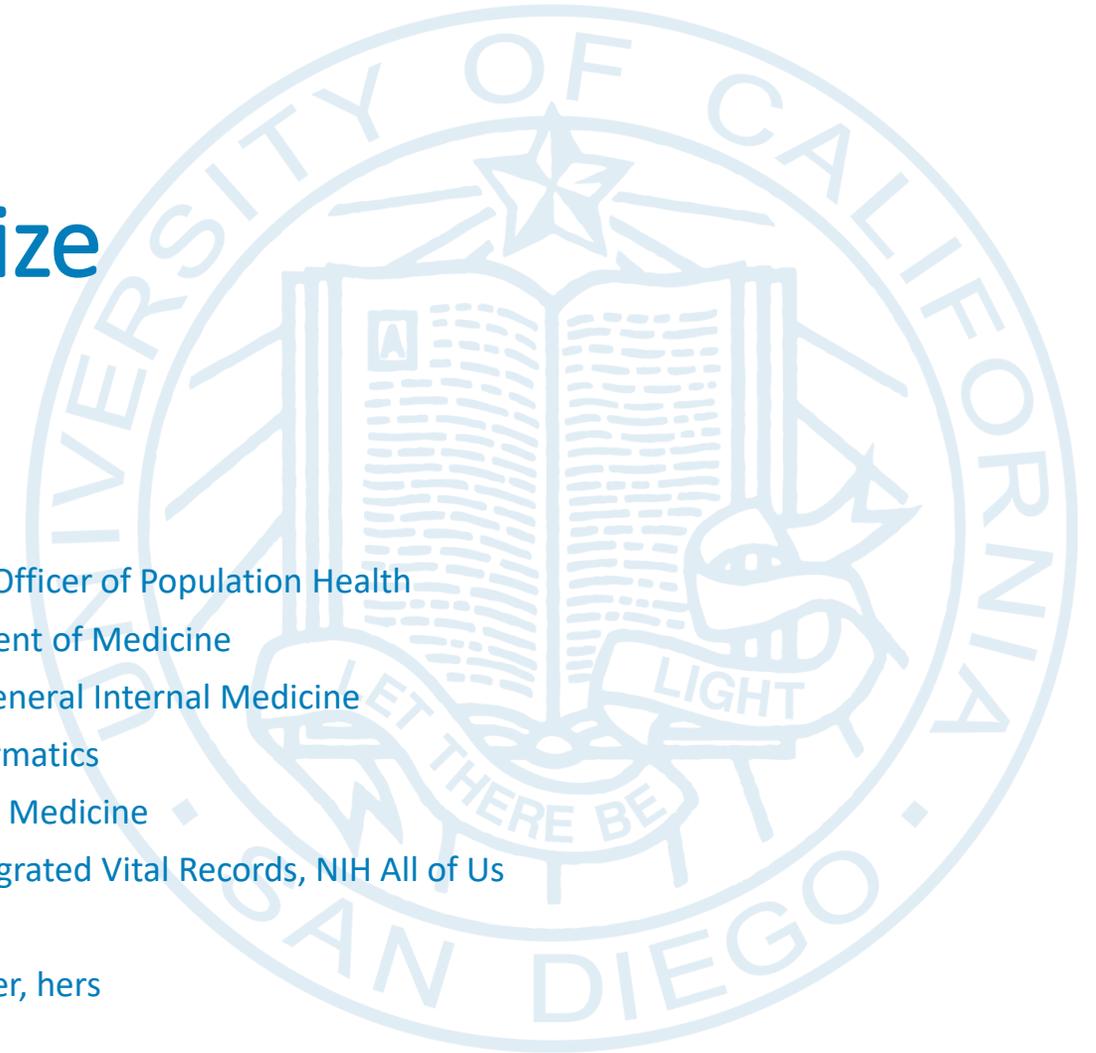
Interim Chief, Division of General Internal Medicine

Division of Biomedical Informatics

Division of General Internal Medicine

Investigator: California Integrated Vital Records, NIH All of Us

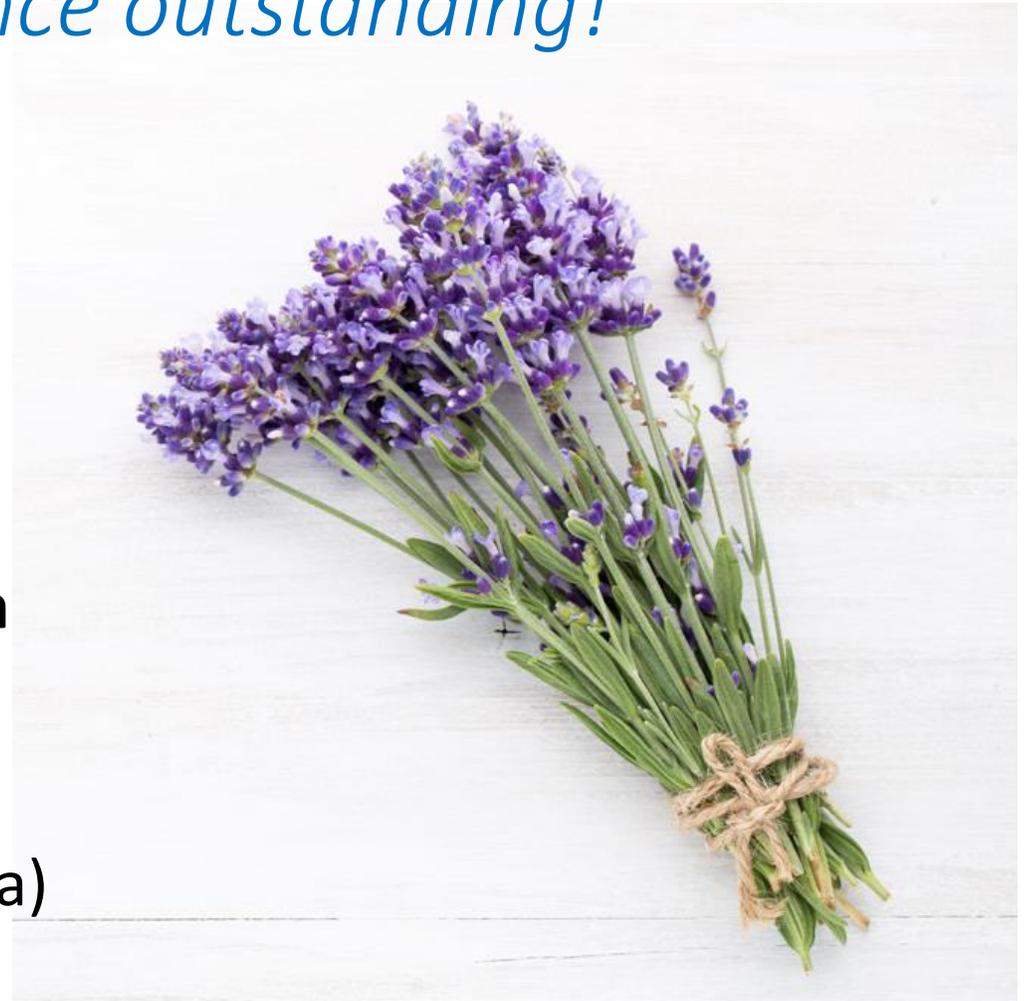
Preferred Pronouns: she, her, hers



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

Infection Prevention	Pop Health & Vaccination Champions	Primary Care Physicians
Clinic Operations Leaders	Occ Med/Employee Health	Pharmacy-vaccinations
Supply Chain	Nursing/Nurse Educators	Epic/MyChart
Marketing/Communications	Coding/Billing	Care Navigation Hub
Facilities	Decision Support-Tableau	Inpatient Liason

- 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



Infection Prevention CDC/State/County

- Vaccination Start
- Standing vac orders for peds, adults, geriatrics
- Covid included

Occ Health/Employee Health

- Peer to Peer Program
- Mass flu clinics for employees/students

Pharmacy

- Vaccine order in spring based on predicted need
- Vaccine Information Sheets, vaccine cost information, and vaccine matrix updated
- Stock Pyxis machines inpatient/outpatient
- Determine Pharmacy vaccine appointment schedules
- Oversee vaccine delivery timeline
- Update info for vaccine ordering for clinics

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

Nursing Education

- Ambulatory Leadership team education
- Flu education assigned to all RNs/LVNs/MAs
- Training and observation of Drive Up/MVU staff
- Flu Webinars
- Work with Inpatient Liason to update inpatient education
- Ambulatory website updated

Flu Workgroup

- Validate list of specialty clinics doing vaccination
- Talk with individual operations leaders in clinics where vaccines are not stocked to work through barriers
- Determine when to send bulk MyChart /Well messaging-initial and reminders

Maintenance

- PDSA weekly!
- Record all lessons learned for next season
- Gantt chart helpful
- Trust your subject matter experts
- Learn from national best practices

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

UC San Diego Health

Message on External website in “Flu tab”

Patient reported self attestation

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

A panoramic view of the UC San Diego campus under a clear blue sky. The text 'UC San Diego' is written in a large, white, serif font, with a thin white line underneath. Below it, 'SCHOOL OF MEDICINE' is written in a smaller, white, serif font. The background shows various university buildings, greenery, and distant mountains.

UC San Diego
SCHOOL OF MEDICINE

UC San Diego Health

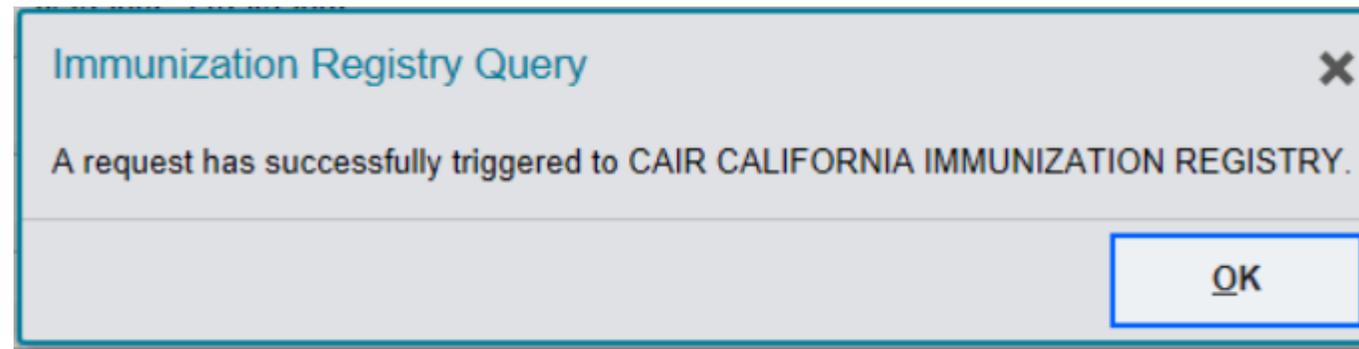
What about mix/match (COVID + Influenza)

- 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]



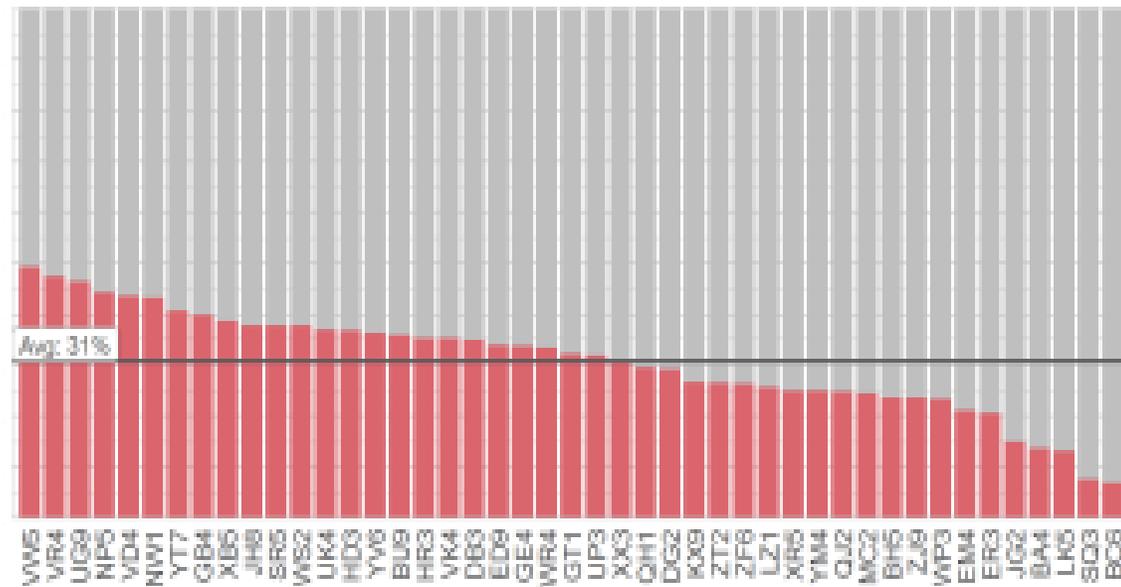
Rise to Immunize™

Blinded Comparative Report

May 25, 2022

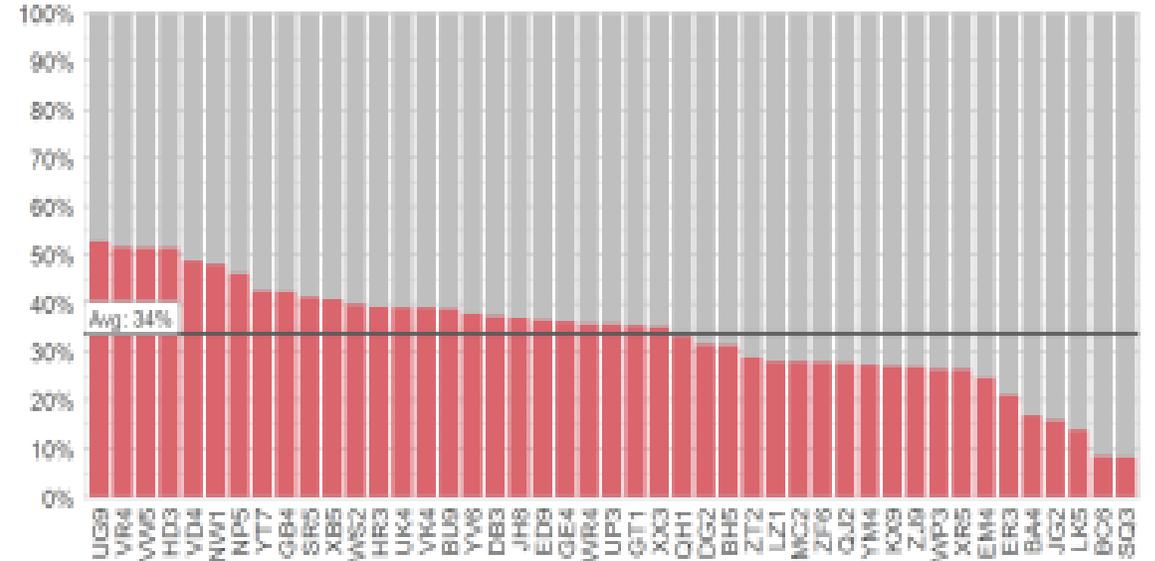
Influenza (M1)

Q4 2021



 Not vaccinated  Vaccinated

Q1 2022



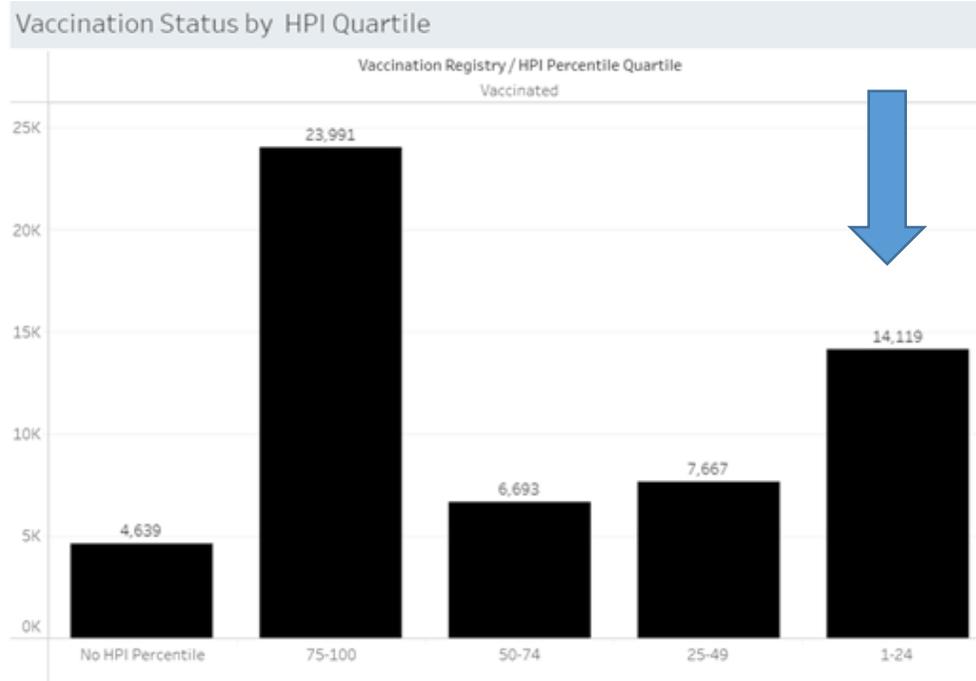
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Equity:

Community service with mobile vaccine unit

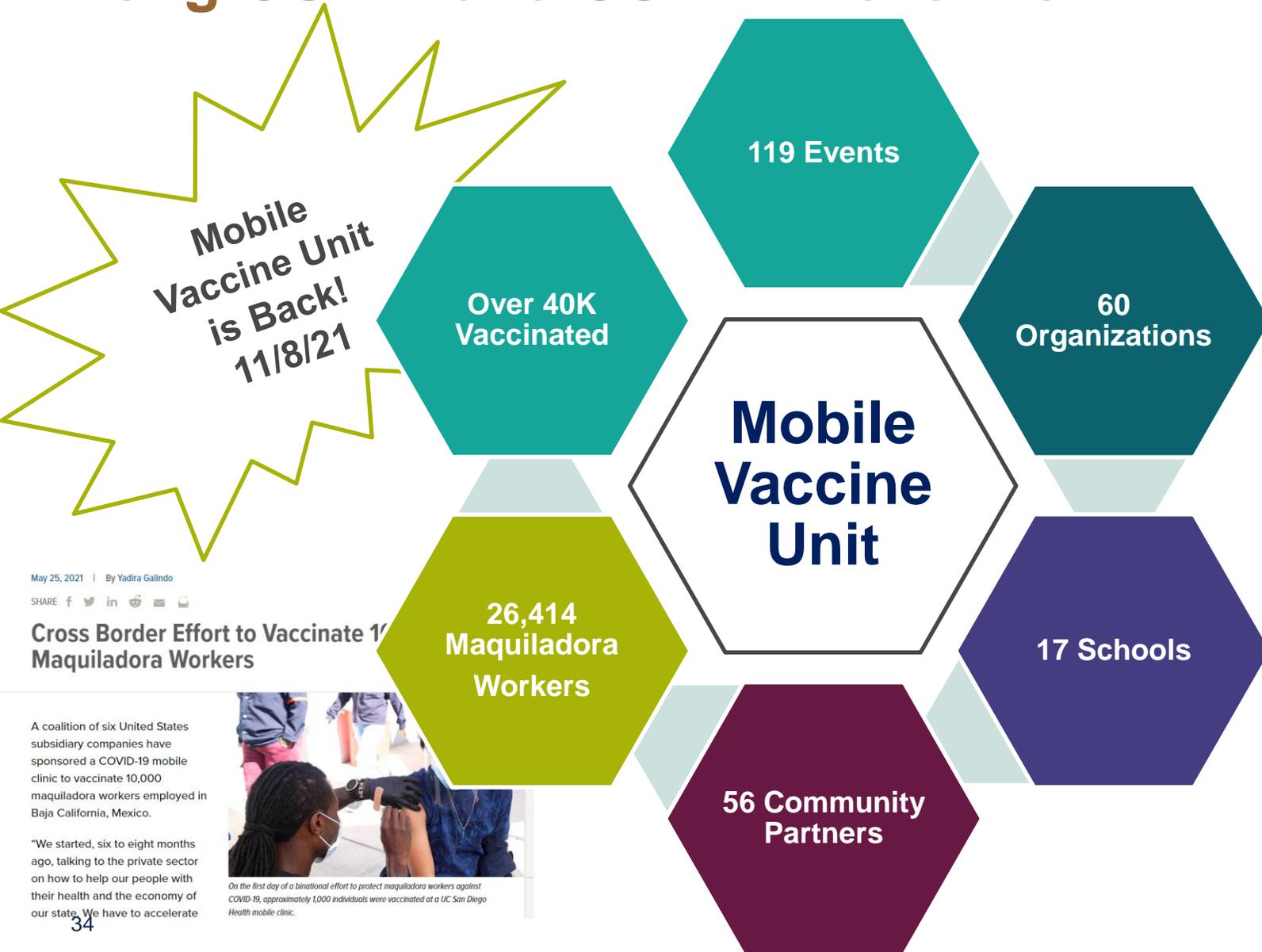
- Mobile Unit funded by donor
- Focus on Lowest Quartile of the Healthy Places Index

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



May 25, 2021 | By Yadira Galindo

SHARE

Cross Border Effort to Vaccinate 10,000 Maquiladora Workers

A coalition of six United States subsidiary 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



On the first day of a binational effort to protect maquiladora workers against COVID-19, approximately 1,000 individuals were vaccinated at a UC San Diego Health mobile clinic.

5 Preguntas que quizás tienes sobre la Vacuna contra el COVID-19

¿Qué es?
Las vacunas son un tipo de **medicina** que ayuda a tu cuerpo a combatir las enfermedades. Diferentes vacunas funcionan de diferente manera pero todas te protegen contra las enfermedades.

¿Quién la hace?
Científicos han estudiado las vacunas por muchos años. Aunque la vacuna de COVID-19 es nueva, manera que funciona es bien conocida. Esta ha sido probada para garantizar que es segura.

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QUALITY LEADERS AWARDS

HOME • ABOUT CAPH • CAPH/SNI 2021 ANNUAL

Every year at the CAPH/SNI Annual Conference, we showcase the most impressive initiatives that improve and advance high-quality, equitable health care among our member systems with the Quality Leaders Awards (QLAs).

The goals of the QLAs are to:

- Showcase forward-thinking and innovative approaches in California's public health care systems to address the health care needs of the communities they serve
- Encourage the spread of effective strategies that improve and advance

Quality Leaders Awards

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

Special Thanks!

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

UC San Diego Health

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:

<https://www.dropbox.com/s/6zd6nt6bqjoszy3/WD1158%20Pediatric%20Influenza%20Standing%20Order%208.2021.pdf?dl=0>

Occ Med/ Employee Health:

Peer to Peer Training Powerpoint 9.2.2021:

<https://www.dropbox.com/s/b6gengImpgr8iqc/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>

2021-2022 Flu Vaccine Matrix: <https://www.dropbox.com/s/pn7ymduj0bmmleb/2021-2022%20Flu%20Vaccine%20Matrix.pdf?dl=0>

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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:

<https://www.dropbox.com/s/mfpxqkhdmvcg9aq/Flu%20Vaccine%20Standard%20Work%20May%202021%20abbreviated.pdf?dl=0>

Patient Seasonal Influenza Vaccination Options Flyer 2021-2022:

<https://www.dropbox.com/s/et1gbuqzybvj7wz/Patient%20Seasonal%20Influenza%20Vaccination%20Options%20Flyer%2021-2022.pdf?dl=0>

Marketing/Communication:

MarComm Flu-Tactical-Plan-UCSDHealth-2021: <https://www.dropbox.com/s/aw1pjhqqk9345lx/MarComm%20Flu-Tactical-Plan-UCSDHealth-2021.pdf?dl=0>

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