



STRATEGIES TO INCREASE IMMUNIZATION RATES IN AN URBAN MOBILE HOMELESS PROGRAM

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National Health Care for the Homeless Council
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Slide 1



Workshop Objectives

After workshop, participants will be able to:

- Identify and understand the barriers homeless families face maintaining up to date immunizations
- Identify and understand challenges faced by HCH clinicians when updating/administering immunizations to pediatric patients



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Workshop Objectives (cont' d)

- ✦ Understand the definition of “fully immunized” by 2 years of age as per UDS
- ✦ Describe clinical policies that can help increase effective immunization delivery to homeless pediatric patients
- ✦ Describe pro-active policies to track and update children with immunization delay



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The New York Children's Health Project



Patients served by NYCHP:

- 48% African American
- 42% Latino/Hispanic
- 60% Pediatric (0 – 19 years)
- 72% have Medicaid and 28% are uninsured



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The Children's Health Fund

- Committed to providing health care to the nation's most medically underserved children through
- Co-founded in 1987 by singer/songwriter Paul Simon and pediatrician/child advocate Irwin Redlener, MD
- The Fund works specifically to:
 - Support a national network of pediatric programs in disadvantaged rural and urban communities;
 - Ensure support of its flagship pediatric programs for homeless and other medically underserved children in New York City;
 - Advocate for policies and programs which will ensure access to medical homes for all children
 - Educate the general public about the needs and barriers to health care experienced by disadvantaged children.



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The Children's Health Fund



- National Network
 - 22 programs and 2 affiliates
 - 16 different states and the District of Columbia.
- Services at more than 200 different sites
 - Including mobile clinics and school based clinics
 - at academic medical centers and FQHC's.



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The New York Children's Health Project's Mission (since 1987)

- To provide comprehensive, compassionate, family-centered health care to New York City's most medically underserved children and their families, both homeless and domiciled
- To develop innovative best practice models of care
- To train health professionals to work with vulnerable and high risk populations



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The New York Children's Health Project Health Care for the Homeless



- Hub Site and 13 Family Shelters and Street Youth Sites
- 6 additional DV Shelters referral sites
- Electronic Health Records since 1989



Patient Visit Data 2011

- **Unduplicated Patient Visits:**
 - 4,371
- **Medical Encounters:**
 - Pediatrics: 5,372
 - Adult: 4,705
 - **TOTAL** 10,077



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The Scope of the Issue



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A Fully Immunized Child by Age Two Years....

Fully immunized by age two years as defined by UDS:

 4 DTaP	<i>New starting 2011</i>
 3 IPV	 2-3 2 Hep A
 1 MMR	 Rotavirus
 2 Hib	 2 Flu
 3 Hep B	
 1 VZV	
 4 PCV	

Completing all these immunizations in a *timely manner* is a challenge for parents and providers



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Advisory Committee on Immunization Practices (ACIP) Recommended Schedule

FIGURE 1: Recommended immunization schedule for persons aged 0 through 6 years—United States, 2012 (for those who fall behind or start late, see the catch-up schedule [Figure 3])

Vaccine ▼	Age ►	Birth	1 month	2 months	4 months	6 months	9 months	12 months	15 months	18 months	19–23 months	2–3 years	4–6 years	
Hepatitis B ¹	Hep B		HepB			HepB								Range of recommended ages for all children
Rotavirus ²			RV	RV		RV ²								
Diphtheria, tetanus, pertussis ³			DTaP	DTaP	DTaP		see footnote ¹		DTaP				DTaP	
<i>Haemophilus influenzae</i> type b ⁴			Hib	Hib	Hib ⁴			Hib						Range of recommended ages for certain high-risk groups
Pneumococcal ⁵			PCV	PCV	PCV			PCV				PPSV		
Inactivated poliovirus ⁵			IPV	IPV		IPV							IPV	
Influenza ⁷						Influenza (Yearly)								
Measles, mumps, rubella ⁸								MMR		see footnote ⁴			MMR	Range of recommended ages for all children and certain high-risk groups
Varicella ⁹								Varicella		see footnote ⁹			Varicella	
Hepatitis A ¹⁰								Dose 1 ¹⁰				HepA Series		
Meningococcal ¹¹						MCV4 — see footnote ¹¹								



ACIP Catch-Up Schedule for persons aged 4 months through 18 years

FIGURE 3. Catch-up immunization schedule for persons aged 4 months through 18 years who start late or who are more than 1 month behind—United States • 2012
 The figure below provides catch-up schedules and minimum intervals between doses for children whose vaccinations have been delayed. A vaccine series does not need to be restarted, regardless of the time that has elapsed between doses. Use the section appropriate for the child's age. Always use this table in conjunction with the accompanying childhood and adolescent immunization schedules (Figures 1 and 2) and their respective footnotes.

Persons aged 4 months through 6 years					
Vaccine	Minimum Age for Dose 1	Minimum Interval Between Doses			
		Dose 1 to dose 2	Dose 2 to dose 3	Dose 3 to dose 4	Dose 4 to dose 5
Hepatitis B	Birth	4 weeks	8 weeks and at least 16 weeks after first dose; minimum age for the final dose is 24 weeks		
Rotavirus ¹	6 weeks	4 weeks	4 weeks ¹		
Diphtheria, tetanus, pertussis ²	6 weeks	4 weeks	4 weeks	6 months	6 months ²
<i>Haemophilus influenzae</i> type b ³	6 weeks	4 weeks if first dose administered at younger than age 12 months 8 weeks (as final dose) if first dose administered at age 12–14 months No further doses needed if first dose administered at age 15 months or older	4 weeks ³ if current age is younger than 12 months 8 weeks (as final dose) if current age is 12 months or older and first dose administered at younger than age 12 months and second dose administered at younger than 15 months No further doses needed if previous dose administered at age 15 months or older	8 weeks (as final dose) This dose only necessary for children aged 12 months through 59 months who received 3 doses before age 12 months	
Pneumococcal ⁴	6 weeks	4 weeks if first dose administered at younger than age 12 months 8 weeks (as final dose for healthy children) if first dose administered at age 12 months or older or current age 24 through 59 months No further doses needed for healthy children if first dose administered at age 24 months or older	4 weeks if current age is younger than 12 months 8 weeks (as final dose for healthy children) if current age is 12 months or older No further doses needed for healthy children if previous dose administered at age 24 months or older	8 weeks (as final dose) This dose only necessary for children aged 12 months through 59 months who received 3 doses before age 12 months or for children at high risk who received 3 doses at any age	
Inactivated poliovirus ⁵	6 weeks	4 weeks	4 weeks	6 months ⁵ minimum age 4 years for final dose	
Meningococcal ⁶	9 months	8 weeks ⁶			
Measles, mumps, rubella ⁷	12 months	4 weeks			
Varicella ⁸	12 months	3 months			
Hepatitis A	12 months	6 months			
Persons aged 7 through 18 years					
Tetanus, diphtheria/ tetanus, diphtheria, pertussis ⁹	7 years ⁹	4 weeks	4 weeks if first dose administered at younger than age 12 months 6 months if first dose administered at 12 months or older	6 months if first dose administered at younger than age 12 months	
Human papillomavirus ¹⁰	9 years	Routine dosing intervals are recommended ¹⁰			
Hepatitis A	12 months	6 months			
Hepatitis B	Birth	4 weeks	8 weeks (and at least 16 weeks after first dose)		
Inactivated poliovirus ⁵	6 weeks	4 weeks	4 weeks ⁵	6 months ⁵	
Meningococcal ⁶	9 months	8 weeks ⁶			
Measles, mumps, rubella ⁷	12 months	4 weeks			
Varicella ⁸	12 months	3 months if person is younger than age 13 years 4 weeks if person is aged 13 years or older			



Comparative Immunization Rates- 2008

- In the United States- 76.1%
- In the Tri-State Area:

Connecticut	New Jersey	New York
69.8%	68.5%	73.3%
- In New York City- 80%*
- In Missouri- 72.9%



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www.childtrendsdatbank.org



Regarding Homeless Children

The literature is sparse, however:

- Alperstein et al (1988) –homeless children are 4.3% more likely to be delayed than poor domiciled children
- Fierman et al (1993) noted increased immunization delay in homeless NYC kids
- Grant et al (2007) noted increased immunization rates in homeless children due to WIC and the City Immunization Registry



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Enter the *Federal Government*...

Data Reporting Requirements for UDS-

How the Immunization CQI Project came
to be at NYCHP



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BPHC, UDS and HRSA

- **Uniform Data System (UDS):** an integrated reporting system used by the following grantees:
 - Community Health Centers
 - Migrant Health Centers
 - *Health Care for the Homeless*
 - Public Housing Primary care
- The information is reported to the Bureau of Primary Health Care (BPHC), Health Resources and Services Administration (HRSA)



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BPHC, UDS and HRSA (cont' d)

- BPHC requires programs to submit data annually
 - Ensures grantee compliance with legislative mandates
 - Allows BPHC to report to Congress and other policy makers on grantee accomplishments
 - Grantees must report on certain health outcomes indicated in the UDS report



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UDS Sample Parameters

- Immunization data reported is the percentage of fully immunized children by age two years who:
 - Are seen by grantee at least once during the reporting year
 - and*
 - who turn two during the reporting year
 - and*
 - Had at least once visit prior to turning two years old



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NYCHP Immunization Data

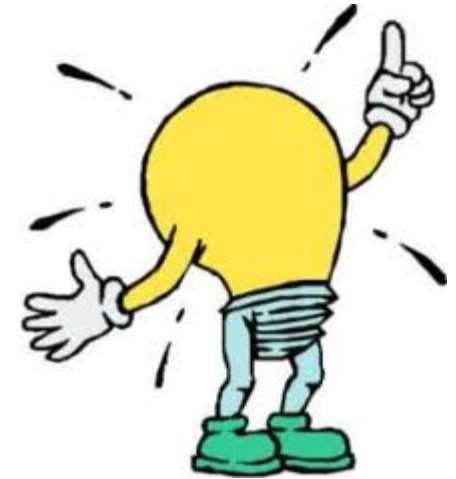
- In 2009, the percentage of fully immunized children reported by the NYCHP was 57%
- The national percentage FQHC was 69%
- Clinical leadership/staff members set about to find ways to improve this number
- **The CQI team accepted the challenge**



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How did we do it?



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PDCA

Step 1: PLAN
Plan for a Change

Step 2: DO
Try plan on a
small scale



Step 4: ACT
Redefine the Change
as necessary

Step 3: CHECK
Observe the results



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CQI Methods

Goal of the project:

- Improve immunization rates for children turning two years of age within the calendar year
 - Identify barriers and resources in our program
 - Develop a protocol



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What our chart reviews told us...

- We had many incomplete immunization histories:
 - We do not typically follow children continuously from infancy
 - We lacked a standardized protocol across our sites
- Problems:
 - “UTD” but no history entered in EHR
 - Only shots given in our practice documented
 - Children may :
 - Have been immunized before...
 - Be delayed and need catch up
- How we document immunization histories is

IMPORTANT



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Why were vaccine histories missing?



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Clinical Vignette-Typical MMU Family Visit

*Please consult the handout for the vignette.
What barriers are apparent that will make it
difficult to address immunizations in this
visit?*



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Immunizations are a Challenge for Homeless Families

- Constant moving
- Multiple medical providers
- Loss of supporting documentation



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Immunizations are a Challenge for Homeless Families (cont' d)

- Primary care is low on the list of what families need to do to survive the system
- Families with children under 2 years of age may not access daycare and WIC



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Barriers for Health Care Team

- Families come w/o immunization record
- No time on MMU to enter vaccine history into EHR
- Limited internet access to web based records



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Barriers for Health Care Team (cont' d)

- No fax/copy machine
- Mobile Unit “environment”
- Vaccine refusal



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Our Resources

- Electronic health record
- Access to web based Immunization Information System (NYC Immunization Registry)



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Our Resources (cont' d)

- Multiple members of the team to interact with families during the visit
- Ability to offer immunizations and form completion (i.e., WIC, daycare forms)



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Actions Taken

- Worked with IT to improve internet access to the Web based Immunization Information System
- Placed a small copy machine on every MMU



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Team Based Approach

- Driver gives families list documents to bring to MMU which includes immunization record
- Family Health Worker makes copies of immunization record
- Nurses enter immunization history into EHR
- Providers reviews records and orders immunizations



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If there is no record

- FHW has parent sign release of medical information form to request copy of records
- Nurses and Providers search City Immunization Registry (IIS)
- Team contacts past medical providers and other registries for copy of records



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Three Strikes and you're OUT!

- By the third visit
 - We immunize with or without the record but continue to make efforts to get copy of record.



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Chart reminders

- Next vaccine due and date written out in visit note:
 - Ex: Flu #2 due 6/16/12; Hep A #2 due 11/16/12
- Chart reviewed at non-WCC visits for opportunities to immunize



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Ongoing chart reviews

- Quarterly the CQI team reviews charts all children who turn two years old within calendar year
 - Using both our EHR and the immunization Registry to confirm child's immunization status
 - Children with missed or upcoming immunizations are flagged so the child may be immunized at the next visit



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Clinical Vignette-Typical MMU Family Visit

Please consult the handout for the vignette.

Part Two- the resolution

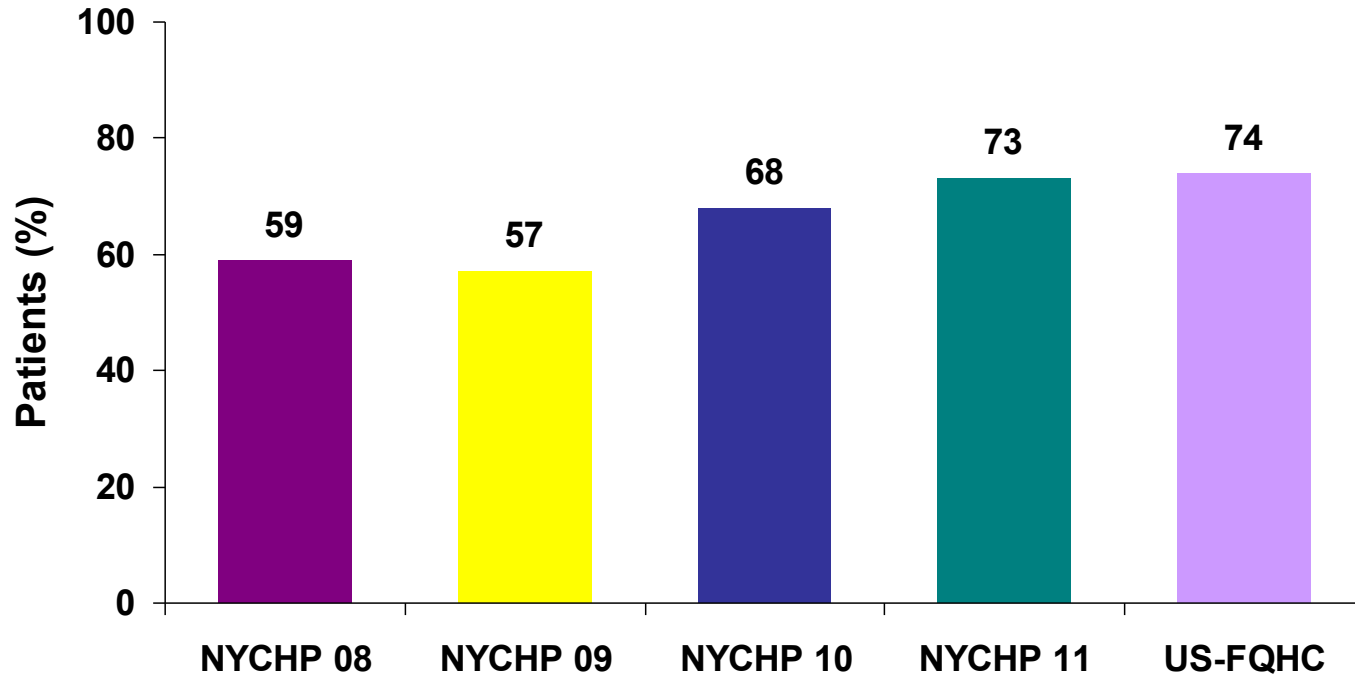


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Pediatric Immunization Measure: NYCHP 2008-2011

4 DTP/DTaP, 3 IPV, 1 MMR, 2 Hib, 3 HepB, 1 VZ, 4 PVC



Children fully immunized by age Two years

Comparison: FQHC national summary report, 2010

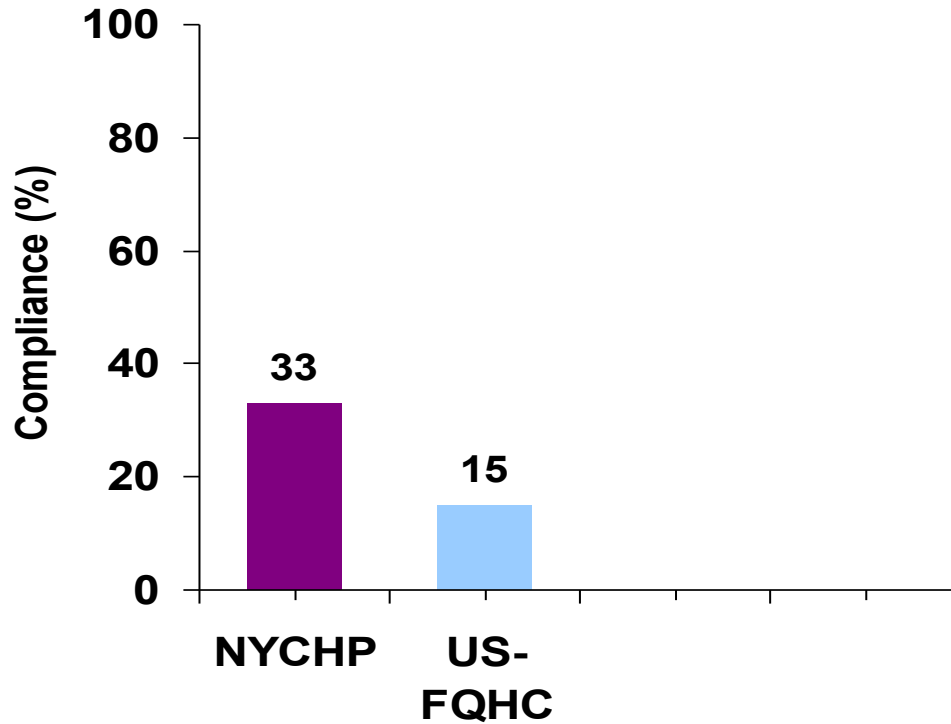


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Pediatric Immunization Measure: New 2011

4 DTaP, 3 IPV, 1 MMR, 2 HIB, 3 Hep B, 1VZV, 4 PCV,
 2 Hep A, 2-3 Rotavirus, 2 Flu



Fully immunized by age 2 years

Comparison: FQHC national summary report, 2010.



Comparative Rates for individual Vaccines

	NYCHP 2011	Commercial HMO (2010)	Medicaid HMO (2010)
Fully compliant for all 10 vaccines	32.9	18.5	15.2
2 Hep A	71.4	35.4	36.5
2-3 Rotavirus	64.3	63.5	57.6
2 Influenza	58.6	57.1	43.6
4 Dtap	85.7	86.3	80.2
3 IPV	94.3	91.8	90.8
1 MMR	97.1	90.8	90.6
2 HIB**	95.7	94.3	90.3
3 Hep B	94.3	90.2	90.1
1 Varicella	95.7	90.8	90.0
4 Pneumoccal	80.0	85.6	79.4

Comparison: NCQA 2010 HEDIS Data



Immunization Information Systems



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Immunization Information Systems

The screenshot shows a Mozilla Firefox browser window displaying the CDC Vaccines: IIS/home page. The browser's address bar shows the URL <http://www.cdc.gov/vaccines/programs/iis/default.htm>. The page header includes the CDC logo and the text "Department of Health and Human Services Centers for Disease Control and Prevention". A search bar is located in the top right corner.

The main content area is titled "Vaccines & Immunizations" and features a navigation menu on the left with categories like "Vaccine-Related Topics" and "Additional Resources". The central content area is titled "Immunization Information Systems (IIS)" and includes a "Welcome to..." message, a "What's New and in the Spotlight" section with links to HL7 Version 2.5.1, EHR-IIS Interoperability, and Clinical Decision Support, and a "Parents IIS Home" and "Providers IIS Home" section.

On the right side, there are utility links such as "Email this page", "Printer-friendly version", "Help", "Glossary / Acronyms", and "Site Map". A "Quick Links" section points to "Programs & Tools", and a "Related Pages" section points to "What's New?". A sign-up box for email updates is also present.

The browser's taskbar at the bottom shows several open applications, including "Document1 - Micro...", "NHCH- Immunizatio...", and "Microsoft PowerPo...", along with the system clock showing 4:13 PM.

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Finding State & Territories Immunization Registries

The screenshot shows a Mozilla Firefox browser window displaying the CDC website. The address bar shows the URL: <http://www.cdc.gov/vaccines/programs/iis/contacts-state-iis.htm#state>. The page title is "Vaccines: IIS/Contacting State Immunization Program". The navigation menu includes "CDC Home", "About CDC", "Press Room", "A-Z Index", and "Contact Us". The CDC logo and "Department of Health and Human Services Centers for Disease Control and Prevention" are visible. A search bar is present with the text "CDC en Español".

The main content area is titled "Vaccines & Immunizations" and includes a breadcrumb trail: [Vaccines Home](#) > [Programs & Tools](#) > [IIS-Registry](#) > [IIS Contacts](#) > [Contacting Your Immunization Program](#).

Vaccine-Related Topics

- > [Immunization Schedules](#)
- > [Recommendations and Guidelines](#)
- > [Vaccines & Preventable Diseases](#)
- > [Basics and Common Questions](#)
- > [Vaccination Records](#)
- > [Vaccine Safety and Adverse Events](#)
- > [For Travelers](#)
- > [For Specific Groups of People](#)
- > [Campaign Materials](#)

Additional Resources

- > [Publications](#)
- > [News and Media Resources](#)
- > [Calendars and Events](#)
- > [Education and Training](#)
- > [Programs and Tools](#)
- > [VTrckS \(Vaccine Tracking System\)](#)

Programs & Tools:

Find Your Child's Immunization Record Through Your State's IIS

Immunization Information System (IIS)

Immunization Information Systems Home (IIS) pages:

- | [IIS Home](#) | [State & Territories](#) | [Providers](#) | [Parents](#) | [Contacts](#) | [Training](#)
- | [Conferences & Events](#) | [Acronyms & Abbreviations](#)

 [Get Email Updates](#)

ⓘ CDC does NOT have immunization record information!

If you lived in an area with an operational immunization information system (IIS), you may try contacting the [IIS in your state](#) or in the state where you or your child received their last shots to see if they have records. Otherwise, contact your immunization provider directly or your local or state immunization program through your [state's health department](#). For additional suggestions on how to locate immunization records, visit our [immunization records webpage](#).

Quick Links

- > [IIS-Registries Home page](#)

Related Pages

- > [Updates for this page](#)

Right sidebar:

-  [Email this page](#)
-  [Printer-friendly version](#)
- ? [Help](#)
-  [Glossary / Acronyms](#)
- * [Site Map](#)



State & Territories Immunization Registries

[IIS](#)
[Vaccines for Children \(VFC\)](#)
[Stop Transmission of Polio \(STOP\)](#)
[Vaccine Management Business Improvement Project \(VMBIP\)](#)
[Global Immunizations & Vaccinations](#)
[Immunization Program Evaluation \(IPE\)](#)
[Assessment, Feedback, Incentives, and Exchange \(AFIX\)](#)
[Comprehensive Clinic Assessment Software Application \(CoCASA\)](#)
[Vaccine Management System \(VACMAN\)](#)
[Instant Childhood Immunization Scheduler](#)
[Adolescent and Adult Vaccine Quiz](#)
[Statistics and Surveillance](#)
[Partners' & Related Sites](#)
[About NCIRD](#)

Contact CDC
 For immunization information, call the CDC-INFO Contact Center at:
 English and Spanish
 (800) CDC-INFO
 (800) 232-4636
 TTY: (888) 232-6348

Contact Center at 1-800-CDC-INFO (1-800-232-4636).

State/Local Immunization Information Systems

Click a letter to "jump" to a state. (Cities are listed within the state)

[A](#) | [B](#) | [C](#) | [D](#) | [E](#) | [G](#) | [H](#) | [I](#) | [K](#) | [L](#) | [M](#) | [N](#) | [O](#) | [P](#) | [R](#) | [S](#) | [T](#) | [U](#) | [V](#) | [W](#)

A

Alabama Call: 800.469.4599	Web: Immization Provider Registry with Internet Technology (ImmPRINT) Email: http://www.adph.org/ContactUs.asp?cnt=1&id=759
Alaska Call: 866.702.8725	Web: VacTRAK - the Alaska Immunization Information System Email: vactrak@alaska.gov
American Samoa Call: 684.633.4606	Web: Integrated Family Hm Information System Email: publichealth@americansamoa.gov
Arizona Call: 602.364.3630	Web: Arizona State Immunization Information System Email: lisa.rasmussen@azdhs.gov
Arkansas Call: 800.574.4040	Web: Immunization Network for Children Email: Immunization.HelpDeskRegistry@arkansas.gov
C	
California Call: 800.578.7889	Web: California Statewide Immunization Information System Email: helpdesk@cairweb.org
Colorado	Web: Colorado Immunization Information System (CIIS)



Missouri's ShowMeVax website

Home - Windows Internet Explorer provided by ITSD

https://showmevax.dhss.mo.gov | Live Search

File Edit View Favorites Tools Help

DHSS Home | State Home | Ask Us | Disclaimer

Tuesday, December 28, 2010

State of Missouri DEPARTMENT OF HEALTH AND SENIOR SERVICES

Google™ Search

DHSS Home >> Immunizations >> Home

- Home
- Information for Parents/Guardians and Adults
- Information for Providers
- Vaccines for Children (VFC) Program:
 - Providers
 - Parents/Guardians
- Immunization Schedules and Records
- Schools and Daycare Requirements:

Immunizations are for everyone!

Immunizations

[What's New?](#)

[Upcoming Trainings and Conferences!](#)



Patient Chart

DUCK, ABBY ClientID: 1969909040 DCN:
VFC Reviewed: Eligible: NO Date o

< > This patient has a medical exemption for INFLUENZA.

Other Clients in Family Unit:

Immunizations **Immunization Schedule** View Medical History

Immunization Schedule Instructions:

Immunization Schedule:

Vaccine	Next Dose	Next Dose Date	Min Date	Overdue	Recommendation	Dose Validity
DTP/TD	2	1/31/2011	1/31/2011	2/1/2011	UP TO DATE	1
POLIO	2	1/31/2011	1/31/2011	2/1/2011	UP TO DATE	1
HIB	1	10/31/2010	10/13/2010	11/30/2010	OVERDUE	1
HEP B	3	2/28/2011	2/28/2011	3/30/2011	UP TO DATE	1
PNEUMOCOCCAL	1	10/31/2010	10/13/2010	11/30/2010	OVERDUE	1
ROTAVIRUS					COMPLETE	1
MMR	1	9/1/2011	9/1/2011	11/30/2011	UP TO DATE	1
VARICELLA	1	9/1/2011	9/1/2011	11/30/2011	UP TO DATE	1
HEP A	1	9/1/2011	9/1/2011	10/1/2011	UP TO DATE	1
INFLUENZA	1	2/28/2011	2/28/2011	3/1/2011	UP TO DATE	1
MENINGOCOCCAL					UP TO DATE	1
HUMAN PAPILLOMAVIRUS (HPV)					UP TO DATE	1



NYC Citywide Immunization Registry

The screenshot shows the NYC Citywide Immunization Registry website. The browser window title is "Citywide Immunization Registry - Mozilla Firefox". The address bar shows the URL "http://www.nyc.gov/html/doh/html/cir/cir-home.shtml". The website header includes the NYC logo, "NEW YORK CITY DEPARTMENT of HEALTH and MENTAL HYGIENE", and a "Sign up for Health Emails" button. The main content area features a "Welcome" message, a "Our Mission" statement, and a "Notice" section. A sidebar on the left contains a search bar and a navigation menu. A "Contents" section on the right lists "For Providers" and "For Parents & Guardians".

Citywide Immunization Registry

Search | Email Updates | Contact Us

Residents | Business | Visitors | Government | Office of the Mayor

NYC Health NEW YORK CITY DEPARTMENT of HEALTH and MENTAL HYGIENE Sign up for Health Emails

TAKE CARE NEW YORK

CIR Citywide Immunization Registry

Welcome to the New York Citywide Immunization Registry (CIR)! The CIR keeps immunization records for New York City's children.

Our Mission: To improve the immunization status of all NYC children by consolidating immunization information and sharing it with health care providers, families, and agencies concerned with children's health.

See who is on the Provider Honor Roll

Notice

- Find out about [Meaningful Use of Electronic Health Records \(EHR\) and CIR, and Medicare and Medicaid Incentive](#)
- [CIR HL7 Web Service Integration Guide for Immunization Transactions \(PDF\)](#)
- Update your vaccine codes list used to

Contents

- For Providers
- For Parents & Guardians

Contact CIR

Look up records & report immunizations
Online Registry
GO

* Submit comments about the website.

→ Search [Advanced]

→ DOHMH Home

→ My Health

→ My Community's Health: Data and Statistics

→ Health Topics A-Z

→ Career Opportunities

→ Contracting Opportunities

→ Press Releases

→ Health Bulletins and Other Publications

→ Official Notices

→ About DOHMH

Start | Document1 - Microsoft ... | 3 Firefox | 2 Microsoft Office Pow... | 4:04 PM

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Resources

- AAP information for providers
 - <http://www2.aap.org/immunization/pediatricians/pediatricians.html>
- AAP information for families
 - <http://www2.aap.org/immunization/families/safety.html>
- Immunization Action Coalition
 - <http://www.immunize.org/>
- CDC
 - <http://www.cdc.gov/vaccines/>
 - <http://www.cdc.gov/vaccines/programs/iis/default.htm>
- ACIP
 - <http://www.cdc.gov/vaccines/recs/ACIP/>



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Take Home Lessons:

- CQI = good health care!
- Document, Document, Document!!!
- The total team approach is best
- Teach, teach, teach
- Use all resources available for help
- When in doubt, vaccinate.....



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Thanks so much!

Any QUESTIONS?



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