Champions on the Front Lines:

a medical assistant-focused quality improvement project to increase influenza vaccination rates in an urban, academic practice

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• Urban, residency-based clinic in Wilmington, Delaware

• Clinicians - 71
  • 60 Residents
  • 9 Attending physicians
  • 2 Nurse practitioners

• Nurses – 2
• Medical assistants – 12

• Large data gap – 40% patients with unknown vaccine status
Methods

• PLAN
  • Large data gap – 40% patients unknown
  • Late start in the season
  • Medical assistant focused

• ACT
  • Booster through re-engagement
  • Incentives via competition
  • Objective feedback

• DO
  • Peer-driven engagement
  • Standardization of process and documentation

• STUDY
  • Sequential chart review in December
Results

Vaccination Status: 11/2018 to 02/2019

- November: Vaccinated (50%), Refused (10%), Unknown (40%)
- December: Vaccinated (40%), Refused (20%), Unknown (40%)
- January: Vaccinated (60%), Refused (10%), Unknown (30%)
- February: Vaccinated (70%), Refused (10%), Unknown (20%)
Conclusions

• Standardization of practice and enhanced data capture toward increasing influenza vaccination
  • Medical-assistant focused
  • Peer-driven engagement
  • Objective feedback
  • Competitive incentives

• Increased data capture of influenza vaccination status from 60 to 85%

• Medical assistants are our vaccination champions!
Acknowledgments