Thrive by Five Collaborative
Millvale Health Center

Shots for Tots: Improving Immunizations
Team Millvale: Shots for Tots

TEAM MEMBERS

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Role</th>
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<tbody>
<tr>
<td>Leary</td>
<td>Kimberley</td>
<td>Pediatric RN</td>
</tr>
<tr>
<td>Britton</td>
<td>Keysha</td>
<td>Pediatric MA</td>
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<tr>
<td>*Daniels</td>
<td>Michelle</td>
<td>Site Manager</td>
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<tr>
<td>Dunbar</td>
<td>Janicyn</td>
<td>PHN3</td>
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<tr>
<td>Kanu</td>
<td>Hazel</td>
<td>Pediatrician</td>
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<tr>
<td>Ross</td>
<td>Alvenia</td>
<td>Admin Tech</td>
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<tr>
<td>Blair</td>
<td>Fredresha</td>
<td>Pediatric MA</td>
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*Team Leader

SMART AIM

To increase the % of children age 0-27 months who are up to date with immunizations from 25% to 50% by June 2019.
All Children Thrive Cincinnati

SMART Aim

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Key Drivers

Knowledgeable and Engaged Staff

Informed and Engaged Parents/Caregivers

Clear and Effective Communication amongst team

Kept appointment for patients age 0-27 months

Reliable follow-up and awareness of patients due or overdue for immunizations

Accurate and updated patient contact information

Interventions (LOR #)

Provide staff with pediatric immunization tools and resources (LOR#1)

Develop protocol for front line staff to follow when scheduling appointments for patients in this age group (LOR#1)

Discuss with parents/caregivers the importance of timely immunizations at each visit and hand out simplified immunization schedule (LOR#1)

Establish a dedicated time for pre-visit planning and focused huddle to be done 100% of the time (LOR#1)

Front line staff will conduct reminder calls to patients 24 hours prior to scheduled appointment (LOR#1)

Patients 0-27 months who are seen for an appointment will be given the next appointment in the back by MA/RN (LOR#1)

Pediatric RN/MA to send immunization reminder post cards to patients who no show for scheduled appointments (LOR#2)

Pediatric RN/MA to send immunization reminder post cards to patients 0-27 months with missing immunizations from care gap list in EPIC (LOR#2)

Front desk staff to ensure patient contact information is updated at each visit (LOR#1)

Distribution of newborn welcome packet (containing immunization schedule and shot record booklet) (LOR#1)

Legend

Potential intervention
Active intervention
Adopted/Abandoned intervention

Note: LOR # = Level of Reliability Number, e.g., LOR 1

Revision Date: 09/12/18 (v5)
Team Millvale: Run Chart

Millvale
Percentage of 27 month olds receiving all vaccines

Common Variation  Baseline (2017)  Monthly Data

All Children Thrive Cincinnati
Team Millvale: Education and Tracking

Our Newborn Tracker

Instructions:
1. For each newborn seen at Millvale for his/her newborn visit, document MRN, Name, DOB, Date of Newborn Visit, whether or not a Newborn Welcome Packet was given.
2. Then periodically through the course of the baby's first year, please review chart for status of immunizations (up to date or not) and indicate as such.
3. Qualitatively, did the parent/caregiver find the Welcome Packet Information helpful?
Team Millvale

What we are testing and learning...

- Testing newborn welcome gift bags
- Providing newborn welcome gift bags alone did not increase immunization compliance
- Flu vaccine refusal negatively affects immunization compliance and overall immunization rate