

# Increasing the Rate of Pneumococcal Vaccination in Patients over 65 at HCA Florida Osceola Primary Care

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## Area of Interest/Problem Statement

- At the HCA Florida Osceola Primary Care Clinic, the yearly metric for Preventive Care and Screening for pneumococcal vaccination in patients 65 years and older is at an average of **23%**. This is below the target goal of **71.82%** as set by Centers for Medicare and Medicaid Services.
- This metric is a core measure within the eClinicalWorks quality measures.
- This metric affects the clinic rating and Medicare reimbursement.

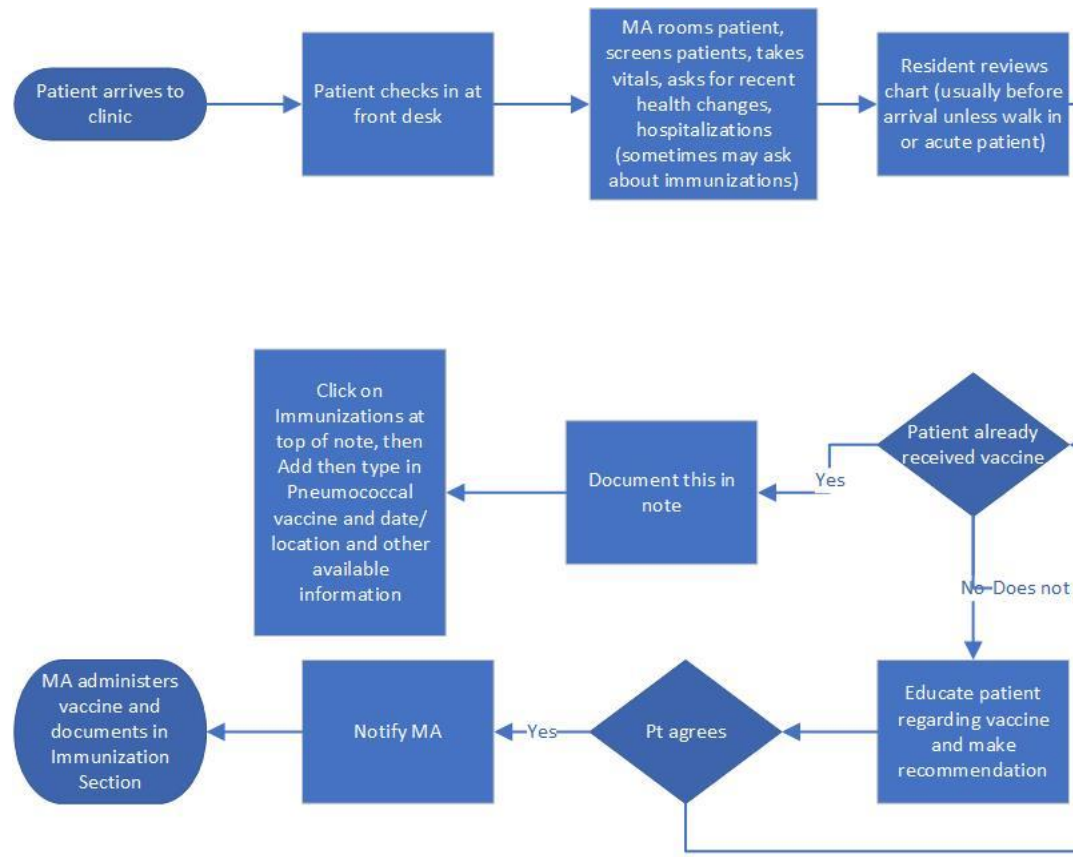


## Background Information

- Pneumococcal vaccination is a vital preventive healthcare measure for our elderly patients.
- Correct documentation of immunization records help increase efficiency with clinic workflow and ensures that patients are getting high quality care for preventable diseases.
- Pneumococcal vaccination protects up to 50 to 85% of relatively healthy adult recipients against invasive pneumococcal disease and is recommended by the CDC.<sup>1, 2</sup>
- Proper immunization documentation is a cornerstone for high quality care for our patients.

1. Bonten MJ, Huijts SM, Bolkenbaas M, Webber C, Patterson S, Gault S, van Werkhoven CH, van Deursen AM, Sanders EA, Verheij TJ, et al. Polysaccharide conjugate vaccine against pneumococcal pneumonia in adults. *N Engl J Med*. 2015;372(12):1114–25.
2. “Adult Immunization Schedule by Vaccine and Age Group.” *Centers for Disease Control and Prevention*, Centers for Disease Control and Prevention, 17 Feb. 2022, <https://www.cdc.gov/vaccines/schedules/hcp/imz/adult.html>.

# Process Map



**PNEUMOCOCCAL (Pa) vaccine of unknown type**

Vaccination Given in Past  N  Y

Source of Hx. 

- Other provider
- Parent's written record
- Parent's recall
- Other registry
- Birth certificate
- School record
- Public agency

Dose: \_\_\_\_\_

Dose Number: \_\_\_\_\_

Lot Number: \_\_\_\_\_

Route: \_\_\_\_\_

Location: \_\_\_\_\_

Exp. Date: \_\_\_\_\_

VIS Given Date:  06/19/2018

Comments:

Assessment:  Select All

Documenting Fac.: :CBO - Brentwood

Status: Administered

Reason: \_\_\_\_\_

Given By: NEWMAN, MAURE Me ... Clr

Given Date/Time: 06/19/2018 03:32 PM

Manufacturer: \_\_\_\_\_

VFC: \_\_\_\_\_

Date on VIS: \_\_\_\_\_

Decrement the dose

Billable  Counseling

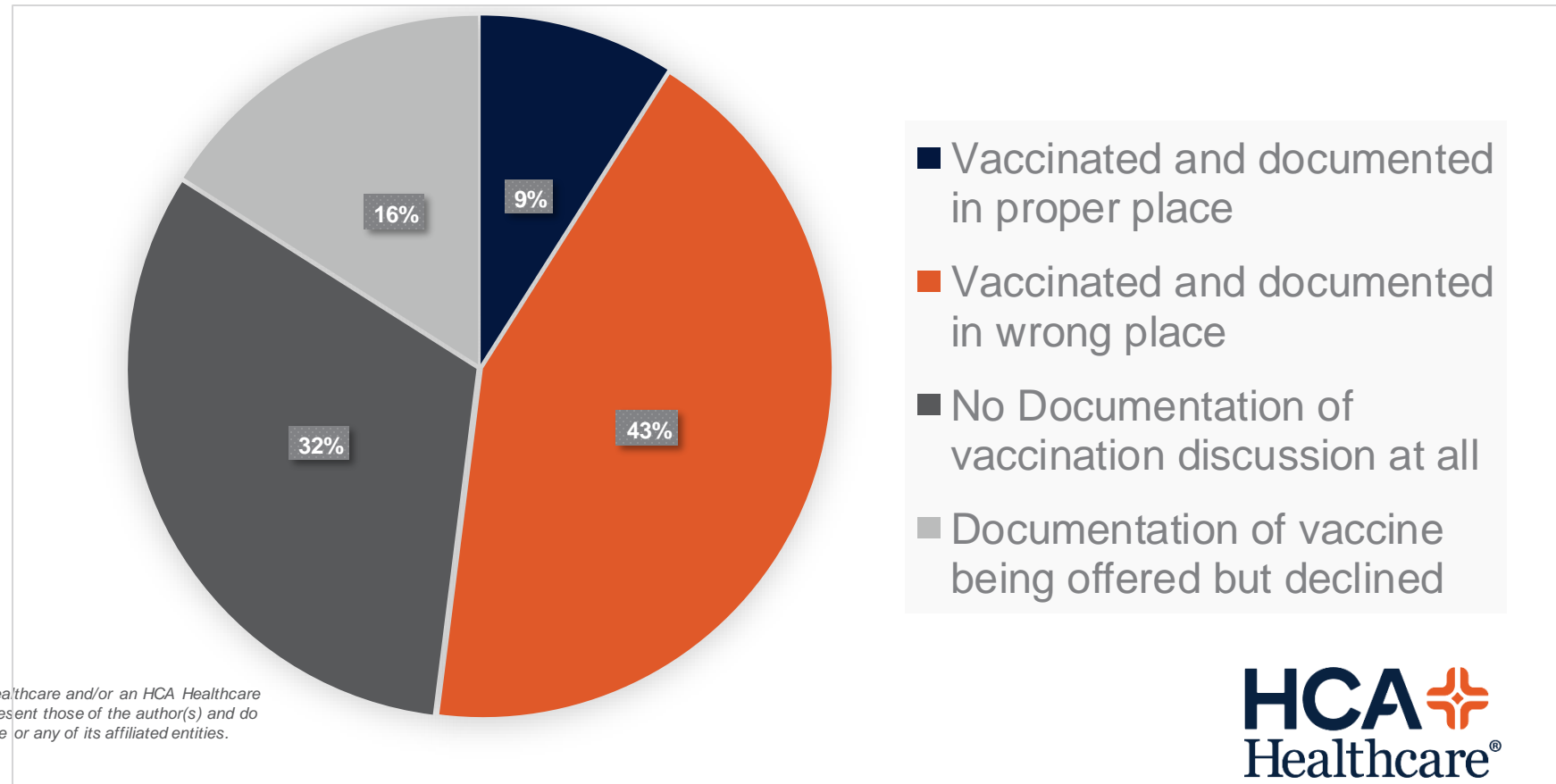
Biological/Medication Wasted

Save and New OK Cancel

# Current Assessment



- Currently the average pneumococcal vaccination documentation rate for the 6 attendings is 23% (range 16%- 33%).
- On a sample size of 100 records/ 622 patients  $\geq 65$  yo seen in 2021



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## Aim/Goal of Quality Improvement Project

- Increase proper documentation of preventative care and screening for pneumococcal vaccination in patients 65 years or older (111-eCQM) to 40% by 12/31/22 (and ideally to goal of > 71.82%).
- Increase preventative care and screening for pneumococcal vaccination (documented anywhere in the chart) for patients 65 years or older (111-eCQM) to 50% by 12/31/22.

Medicine

EMR

Measurement



Multiple new Pneumococcal vaccinations out and new recommendations

Fields required not clear

If patient declines vaccine it counts against you

Only uses immunization tab to count metric

No reminder

Hard to navigate EMR

Lack of PNA Vaccine Documentation

Residents are only ones documenting if its historical vaccine

If patient is there for acute visit this is not a priority

EMR fields are not required

Patient unaware of vaccine status

Bottlenecking of attending to patient ratio

You must document twice in preventive tab and immunization tab

Cumbersome: too many clicks/steps to document

Vaccine status not always discussed when staffing

Men/People

Environment

Methods/Procedures



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# Countermeasures



Root Cause	Countermeasure	Plan (Who, What, When, Where)	Completed
Preventative Measures tab was hard to read	Reformatted	Talked to IT who redesigned	X
Vaccine status not always discussed with Attending	Publicizing to Attendings Put up flyers	Talked to Attendings Posted in resident rooms Post in Attending staffing rooms	X X [ ]
Fields required are not clear	Publicizing and putting up flyers that explain the fields	Posted in resident rooms Post in Attending staffing rooms	X [ ]



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# Countermeasures



Root Cause	Countermeasure	Plan (Who, What, When, Where)	Completed
EMR design	Contact eCW	QI team will contact eCW about vaccine-specific EMR modifications via email.	Talking to IT
Patients do not know vaccine status	Explore logging into Florida shots		
Patients decline vaccine	Explore education aimed at patients, Spanish flyers	Look into other projects aimed at increasing vaccination rates	



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