



Scottsdale Health Center
Family Medicine Residency Program * Scottsdale, AZ

Program Director: Robert J Creager, MD
Program Contact: Karen Keisling, RN
No. of Residents: 23
Patient Base: Total: 20,000; Children (0-3): 563
Reporting Period: First review 8/22/2007 ; Second review 11/21/2008. Both reviews for The Healthy People 2010 Objective.
Number Audited: 79 children (age 19-35 months)

Barriers

- 1) Scottsdale Healthcare Heuser Family Medicine Residency Program provides comprehensive patient/family centered care for a diverse patient population. There is a language barrier as a large number of our patients are Spanish speaking only. We have immigration issues of patients leaving the United States and returning to Mexico.
- 2) Because our residents are not in the Center every day, other residents see their patients. These residents are less likely to address the child's immunization status since they are not the primary care physician.
- 3) One nurse knew how to use the web application to place immunizations into the Arizona State Immunization Information System (ASIIS) data base. Along with her other duties, this was almost impossible to keep current with the registry entries. Nursing staff needed to know how to use the ASIIS registry to determine what shots were needed and enter immunization data into the registry in a timely manner.
- 4) Parents forget to bring immunization records to every visit. Many times the parent reports that the Lifetime Immunization Record is lost or missplaced.
- 5) Our practice changed from paper charts to an electric medical record. Past immunizations were not being placed in the EMR immunization template.

Programs/Processes Institued

We began to utilize our full time interpreter to call the parents of our pediatric children and mailed reminders in the language appropriate to the patient to whom we provide care. She notifies them of the importance and need of well exams and immunizations to keep their children healthy.

Residents and nurses have increased their awareness to address immunizations at each visit.

A nurse attended the advanced ASIIS training class and gave a hands-on training in-service to the nurses. Six nurses can now enter immunizations into the data base, at the time immunizations are given, and check the registry for a new child's record and forecast immunizations needed for the visit.

Parents are asked to bring their children's immunization record to every visit, but if the card is lost the staff will make out a new record of immunization card for the child. Clinical staff utilize the CDC approved "catch up" schedule for children 4 months to 6 years who have started the series late or fallen behind schedule. Nurses abstract the child's current immunization record from paper documentation and ASIIS into the EMR to assist in verifying what immunizations the child has been given.

Summary of Vaccination Coverage

VACCINE	U.S. Overall 2004, NIS Compliance %	Baseline Compliance Rate %	Improved Compliance Rate %	Change in Compliance Rate % (Improved-Baseline)
DTP/DTaP/DT (4 doses)	84.8 (+/-0.8)	65.00	94.00	29.00
IPV (3 doses)	91.6 (+/-0.7)	76.00	100.00	24.00
MMR (1 dose)	93.0 (+/-0.6)	78.00	94.00	16.00
Hib (≥ 3 doses)	93.5 (+/- 0.6)	81.00	100.00	19.00
Hep B (≥ 3 doses)	92.4 (+/-0.6)	26.00	100.00	74.00
PCV 7	73.2 (+/1.0)	83.00	100.00	17.00
Varicella (≥ 1 dose)	87.5 (+/-0.7)	78.00	95.00	17.00
VACCINE SERIES				
4 DTP+3 IPV+1 MMR	83.5 (+/-0.9)	65.00	91.00	26.00
4 DTP+3 IPV+1 MMR+3 Hib	82.5 (+/-0.9)	65.00	91.00	26.00
4 DTP+3 IPV+1 MMR+3 Hib+3 Hep B	80.9 (+/-0.9)	15.00	91.00	76.00
4 DTP+3 IPV+1 MMR+3 Hib+3 Hep B+1 Var	76.0 (+/-1.0)	15.00	91	76.00