

Quality Measures

Quality measures should be:

- Something that can improve health for your patients
- Easy to quantify
- Easy to measure
- Something that you have the ability to impact
- Tied to standards (such as insurance company, government, local, or organization measures) when possible

Possible Adult Immunizations Quality Measures

- Patients over 18 who have had influenza vaccine this season **(NQF 0041)**
- Patients over 65 who have had pneumovax after age 65 **(NQF 0042)**
- Patients over 18 who have had COVID vaccine
- Patients 18 to 65 who have had a tetanus shot in the last 10 years
- Patients over age 50 who have had 2 doses of recombinant Zoster vaccine
- Post-splenectomy patients who have had all recommended vaccines

It is an option, for many of these measures, to work on health equity issues by looking for differences in the measure between groups of different race/ethnicities, socioeconomic status, or insurance status.

Interventions

Good interventions will:

- Use the entire team effectively - Not just more work for the physician and other clinical staff
- Often engage patients in improving their health
- Generally involve incremental change - Make small changes, then make more changes later if the initial changes work well
- Only change one or two processes at a time
- Include educating staff on the disease or treatment being addressed

Possible Adult Immunizations Interventions

- Have non-clinical staff flag patients who are due for vaccines prior to scheduled appointments
- Have non-clinical staff call in patients who are due for vaccines
- Have MAs start the discussion about vaccines when they room the patient
- Put information about vaccines in the waiting room, on social media, and/or in a practice newsletter
- Do interview on the importance of vaccination for local newspaper or radio station
- Work with health department and pharmacies to improve communication when patients are given vaccines outside the practice
- Set up an interface between IMPACT-SIIS and your EHR
- Target high risk populations for immunizations at their routine visits (flu shots at diabetes follow-up visit)
- Send targeted message (portal message, email messages, mail or phone calls) promoting vaccines to higher risk populations
- Focus on an extremely high-risk population (vaccines for post-splenectomy patients)
- When a patient is taking one shot, discuss other recommended shots (discuss COVID vaccine when the patient is getting their flu shot)
- Set up a shot clinic
- Offer drive-up vaccinations