

### Quality Measures

Quality measures should be:

- Something that can improve health for your patients
- Easy to quantify and 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/NQF 3620)
- Patients over 65 who are up to date on pneumonia vaccination (NQF 3620)
- Patients over 18 who have had the currently recommended 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
- Patients receiving sutures who have their last tetanus shot documented \*
- Number of communications with primary care physicians about vaccines their patients have received at your facility \* ♦

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 vaccinated outside the practice ♦
- Set up an interface between the state vaccine database 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
- Improve communication with a patient's primary care physician when a patient is vaccinated in your facility \* ♦

\* Ideas for physicians without continuity patients    ♦ Ideas for physicians in administrative roles