

Evaluation of QI Approaches to Improve Immunizations

Duval County Health Department

Principle Investigators:

Radwan Sabbagh - Quality Improvement

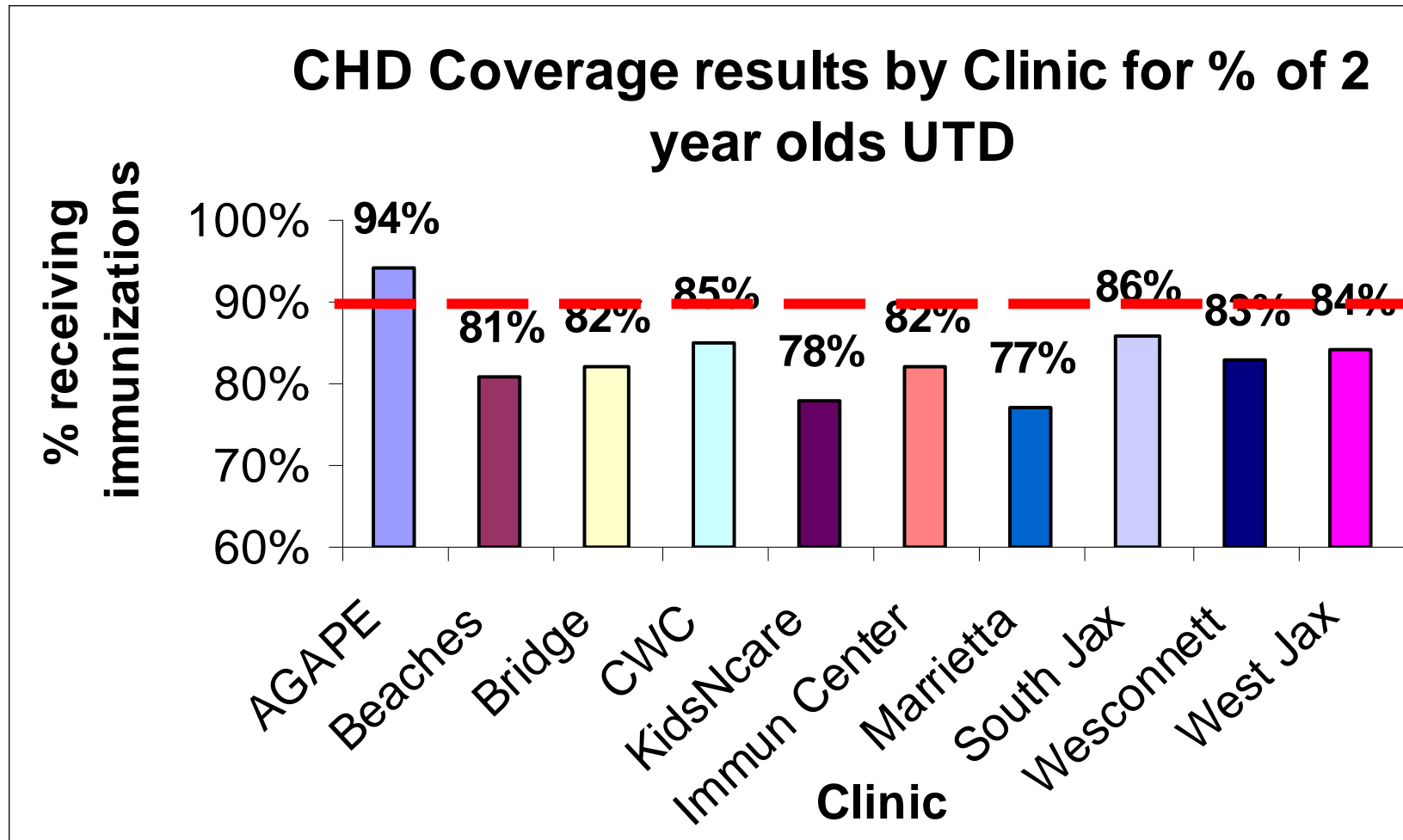
William Livingood – Evaluation

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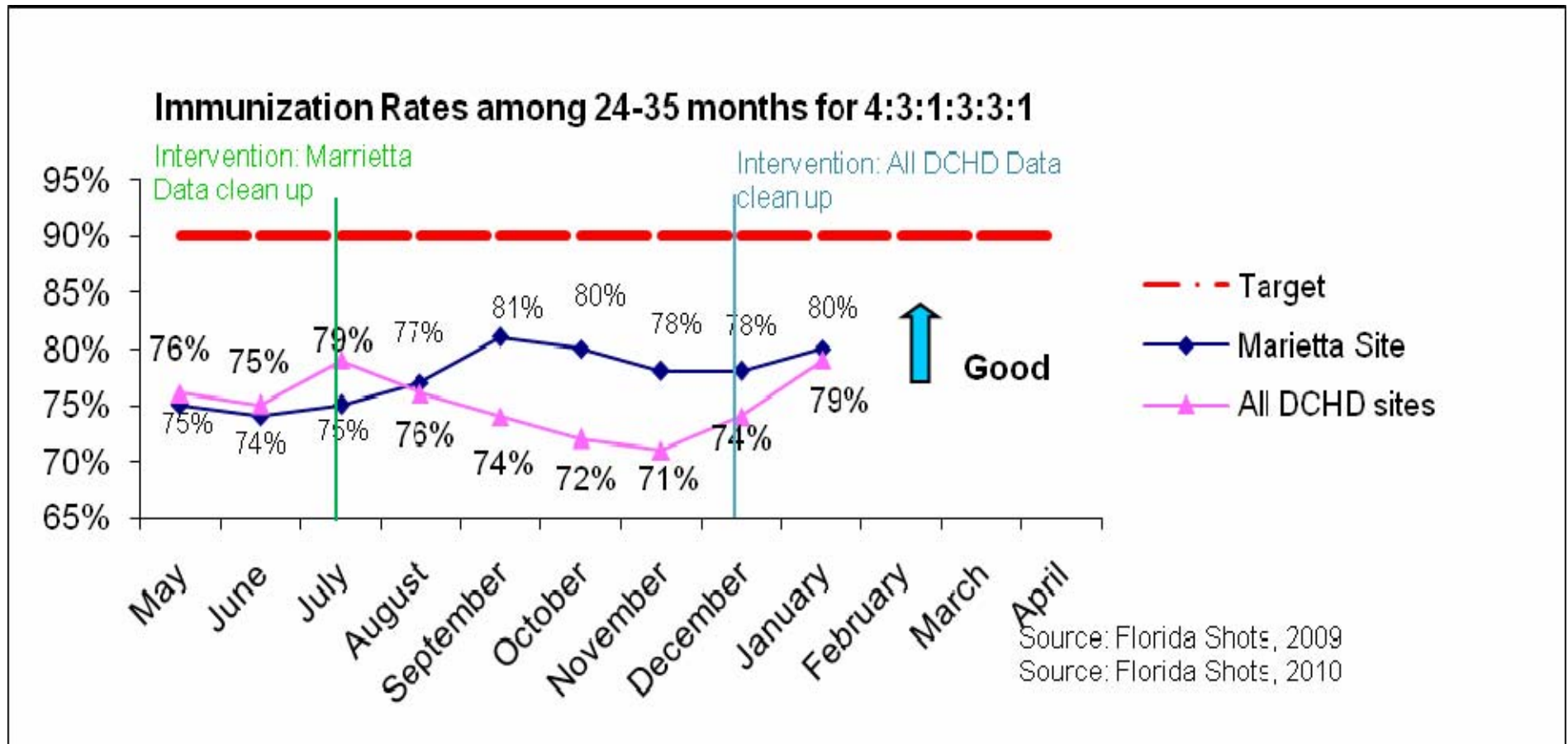
Project Overview

- **Project Description:** The goal of the QI project is to improve immunization rates for clients served by the Duval County Health Department (DCHD) through the implementation of a continuous QI approach.
- **Project Aims**
 - increase 4/3/1/3/3/1 series for children 19 to 35 months old
 - Increase “up to date” (UTD) rates
 - Decrease Missed Opportunities (MO)
 - Increase use of reminder /recall

Project Metrics



Project Metrics



QI Tools & Methods

PDSA Plan

Pilot/Immunization Team Accomplishments



- All Plan steps- Completed
 - Demonstrated improvement needed with quantifiable and measurable terms
 - Selected problem and established target
 - Analyzed the problem to determine/verified root causes
 - Determined impact of root causes on problem

QI Tools & Methods

PDSA - Do



- All Do steps completed
 - Developed interventions
 - Selected Interventions that would have the most impact on the problem
 - Barriers and aids were determined for practical methods of implementation
 - Implemented interventions
 - Action plan utilized to reflect accountability and indicate a schedule

QI Tools & Methods

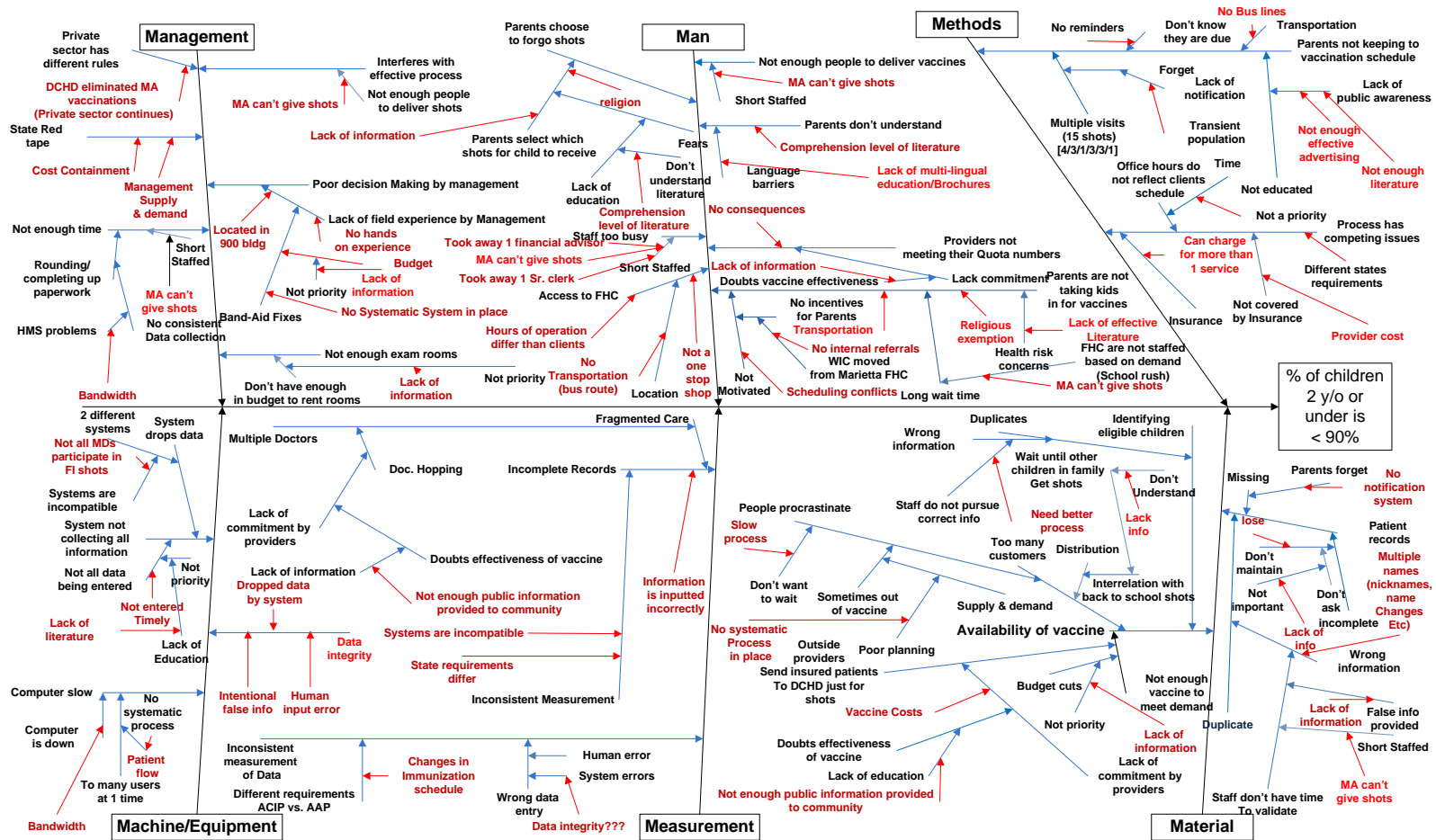
PDSA - Study



- 2 of 4 Study steps completed
 - Demonstrated the effect of the interventions on the root cause
 - Demonstrated the effect of the interventions on the problem
- Next steps
 - Achieve target & address any significant variations
 - Demonstrate the effect of interventions on the theme indicator representing the stakeholder's needs
- ACT
 - Replicate and standardize
 - Address any remaining problems
 - Review lessons learned

QI Tools & Methods

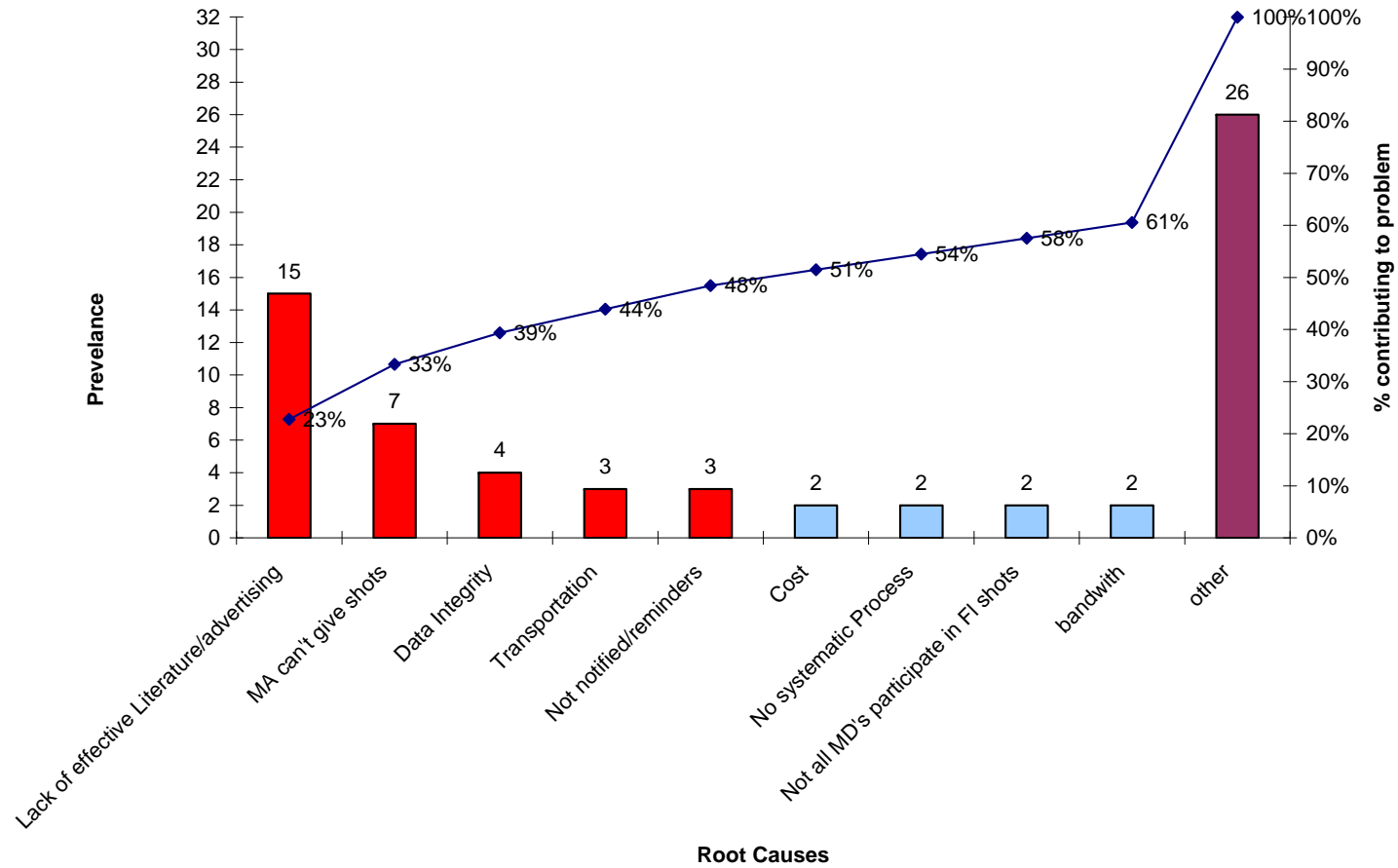
Root cause Analysis



QI Tools & Methods

Pareto Chart

Pareto Chart Root Cause Analysis



QI Project Evaluation

- Evaluation Model

Mixed Method

- Logic Model with QI as Intervention and Immunization related rates as outcomes
- Qualitative related to implementation issues and QI culture

- Evaluation Metrics

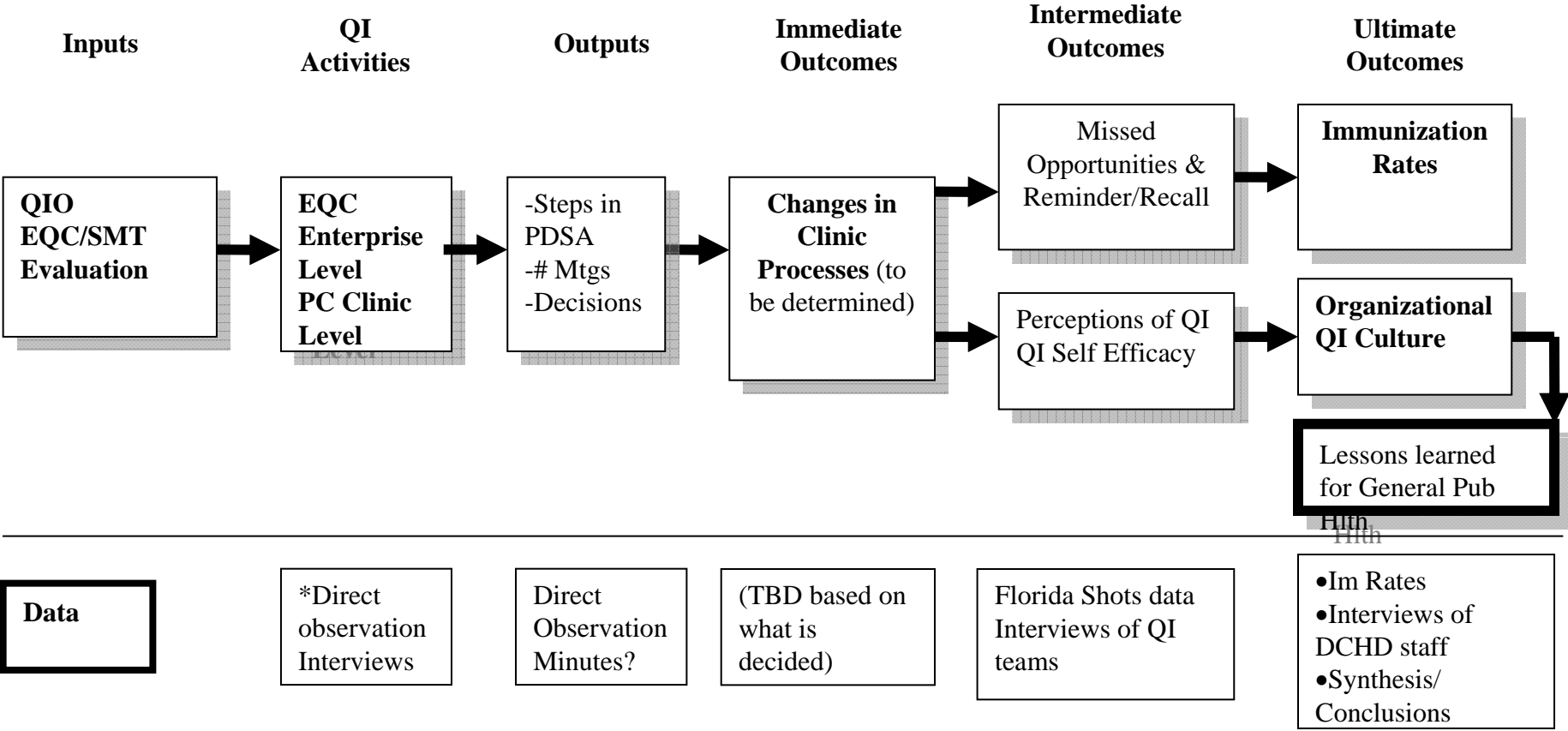
- Immunization Rates (UTD rates)
- Missed Opportunities
- Reminder/Recalls

QI Project Evaluation Evaluation Workplan

Process Activities Task	2009-2010													
	5	6	7	8	9	10	11	12	1	2	3	4	5	6
Develop Evaluation Logic Model	1									6				
In- Person Questionnaire development	1				1									
Focus Group Questionnaire										1				
Interviews of Key Stakeholders	2	8												
Interviews of Clinic Team Members		6				7	1							
Focus Group of Marietta Clinic Team														
OPI Interview								2						
Observation Guide development		1												
Clinic Team Observations		1	3	3	1	2	2	1	2	1				
Evaluation Workgroup meetings	3	3	5	4	5	3	2	4	3	2				
Enterprise Team Observations	2				1				1					
Executive Quality Council Meetings report	1			1						1				

QI Project Evaluation

Initial Logic Model



QI Project Status

What has worked

- QI Office highly engaged with clinic staff (regular monthly or bimonthly meetings)
- Key leaders identified and involved
- Team membership identified, involved, reviewed and revised to maximize QI efforts
- Implemented a well structured PDSA process
- Immunization rates in pilot clinic improved in first three months and then leveled off

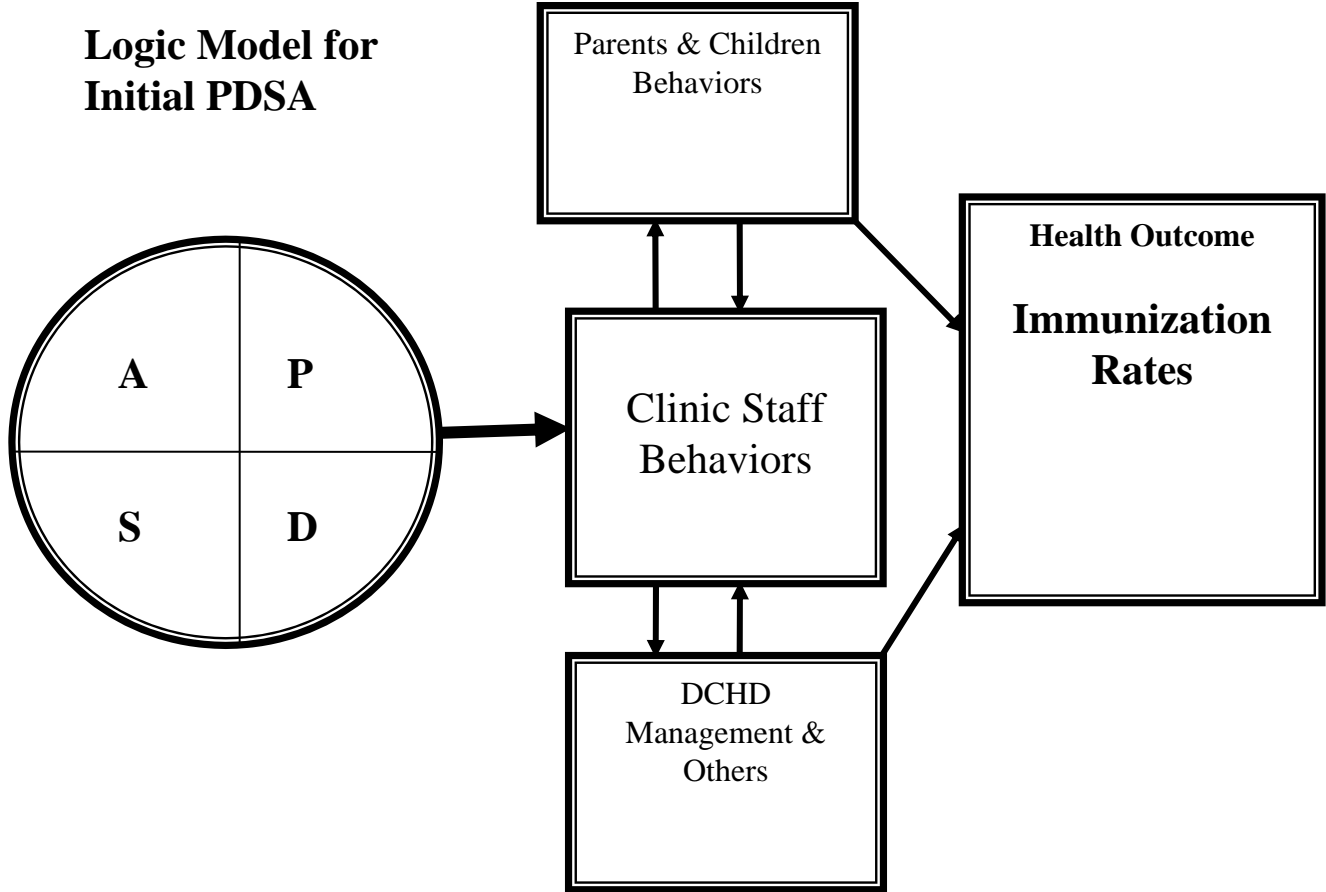
QI Project Status

Formative Evaluation Recommendations

- PDSA should focus on immediate factors that can be changed by staff (staff behaviors impacting quality)
 - Medical Records (data entry and use of record)
- QI Office should shift from QI EXPERT role to QI Coach role, empowering staff to engage in **regular use** of very basic PDSA
 - Clinic level QI teams should regularly review records, identify problems and take corrective action
- Monitoring overall performance and Role Clarification may be most important role for Enterprise level QI
 - Clarify responsibility for records management & use.
- Institute should continue to create linkage between health record system and Florida Registry (SHOTS)

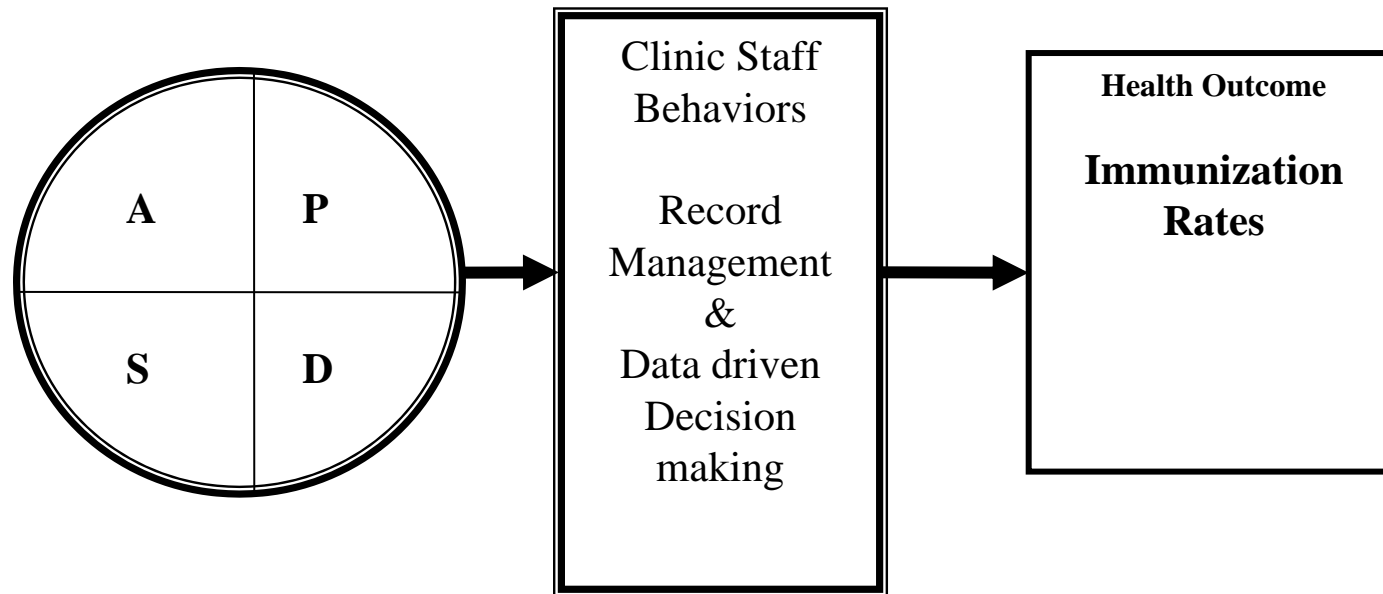
QI Project Evaluation

Initial Logic Model



QI Project Evaluation Modified Logic Model

Logic Model for Focus on Clinic Behaviors



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