



Tuesday, May 25, 2021, 11:00-12:00

California Quality Collaborative

Back to School: Close the Gap on Pediatric Immunizations

[Recording Link](#)



California Quality Collaborative

Poll: Who's in the (virtual) room?

From where are you dialing?

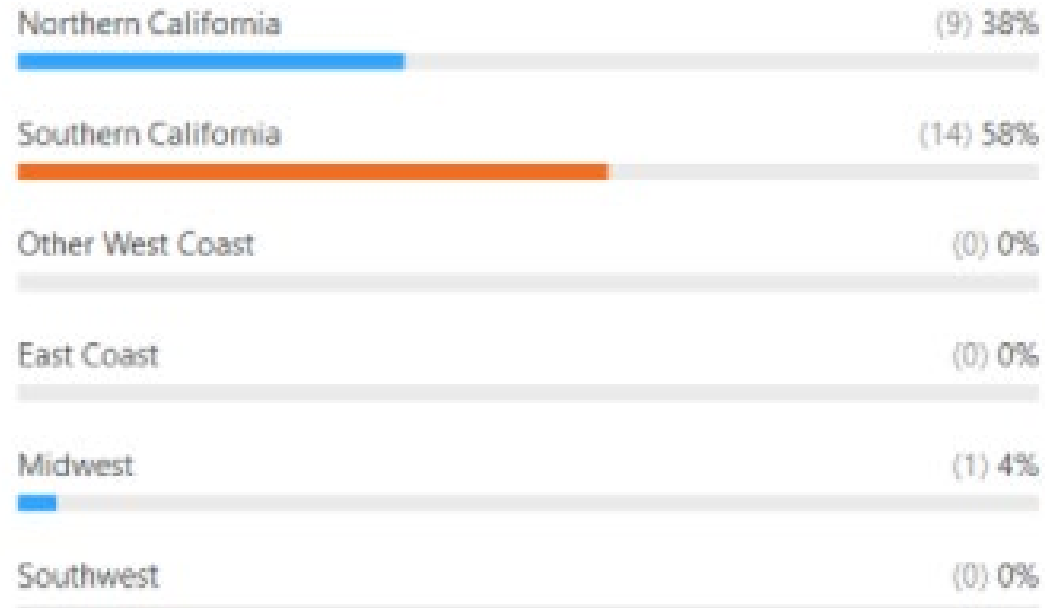
- Northern California
- Southern California
- Other West Coast
- East Coast
- Midwest
- Southwest

What type of organization do you represent?

- Provider/Practice
- Health Plan
- IPA/Medical Group
- FQHC
- Purchaser
- Government Agency
- Technical Assistance Org
- Research Agency
- Other [Chat in]

Poll Results: Who's in the (virtual) room?

1. From where are you dialing?



About CQC

California Quality Collaborative (CQC) is a healthcare improvement program dedicated to advancing the quality and efficiency of the health care delivery system in California.

- Generates scalable and measurable improvement in the care delivery system important to patients, purchasers, providers, and health plans.
- Governed by a multi-stakeholder committee and administered by the Purchaser Business Group on Health.



Purchaser Business
Group on Health

- Visit CQC's site for additional information and resources pbgh.org/program/california-quality-collaborative/
- Visit PBGH's homepage for additional information and resources pbgh.org

Chat in

What is a success you've seen from providers working to close the immunization gap for their pediatric patients?

Using standing orders effectively to empower the care team to partner with patients.

In the past: pop-up clinics to supplement the work happening in clinic. We are contemplating when / how to do this again now.



Our Agenda

Today, we'll:



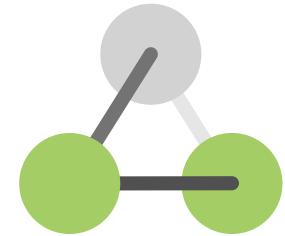
Analyze data driving urgency to support providers administering necessary pediatric immunizations before the start of the school year



Hear on-the-ground experience and lessons learned



Prioritize what small/medium practices and IPAs can do today



Review effective partnership opportunities

Today's Speakers



Cora Hoover, MD
Public Health Medical Officer,
Immunization Branch,
California Department of Public Health



Eric Ball, MD
Pediatric Physician,
CHOC Primary Care Network

Don't Wait--Vaccinate: Catching Up Routine Childhood Immunizations During the Pandemic

Dr. Cora Hoover

cora.hoover@cdph.ca.gov

CDPH Immunization Branch



Thank you to...

- Cynthia Yen, Timothy Lo, Monica Sun and Mark Foster for data analysis
- Steve Nickell, Edgar Ednacot, Claudia Aguiluz, Rob Schechter



Doses Submitted to the CA Immunization Registry (CAIR2)

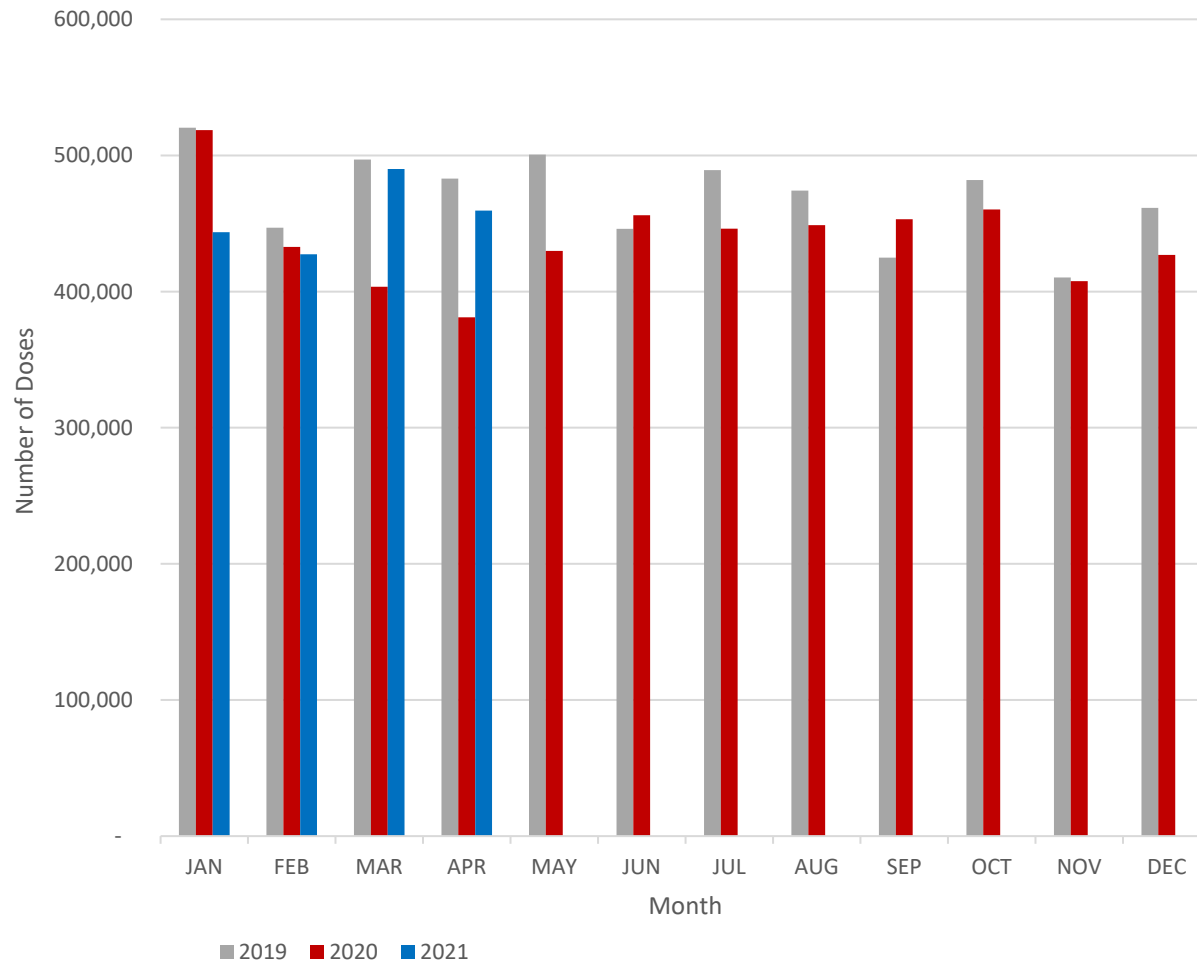


Time Period: Jan-Dec 2019
vs Jan-Dec 2020 vs
Jan-April 2021

Caveat:

- Data are from providers in 49 of California's 58 counties. Excludes data from providers in counties using the San Diego Immunization Registry (San Diego) or the Healthy Futures registry (Amador, Alpine, Calaveras, Mariposa, Merced, San Joaquin, Stanislaus, and Tuolumne counties).

Non-Flu Doses Submitted to CAIR2 for 0-2 Yr Olds By Month, Jan 2019 – Apr 2021

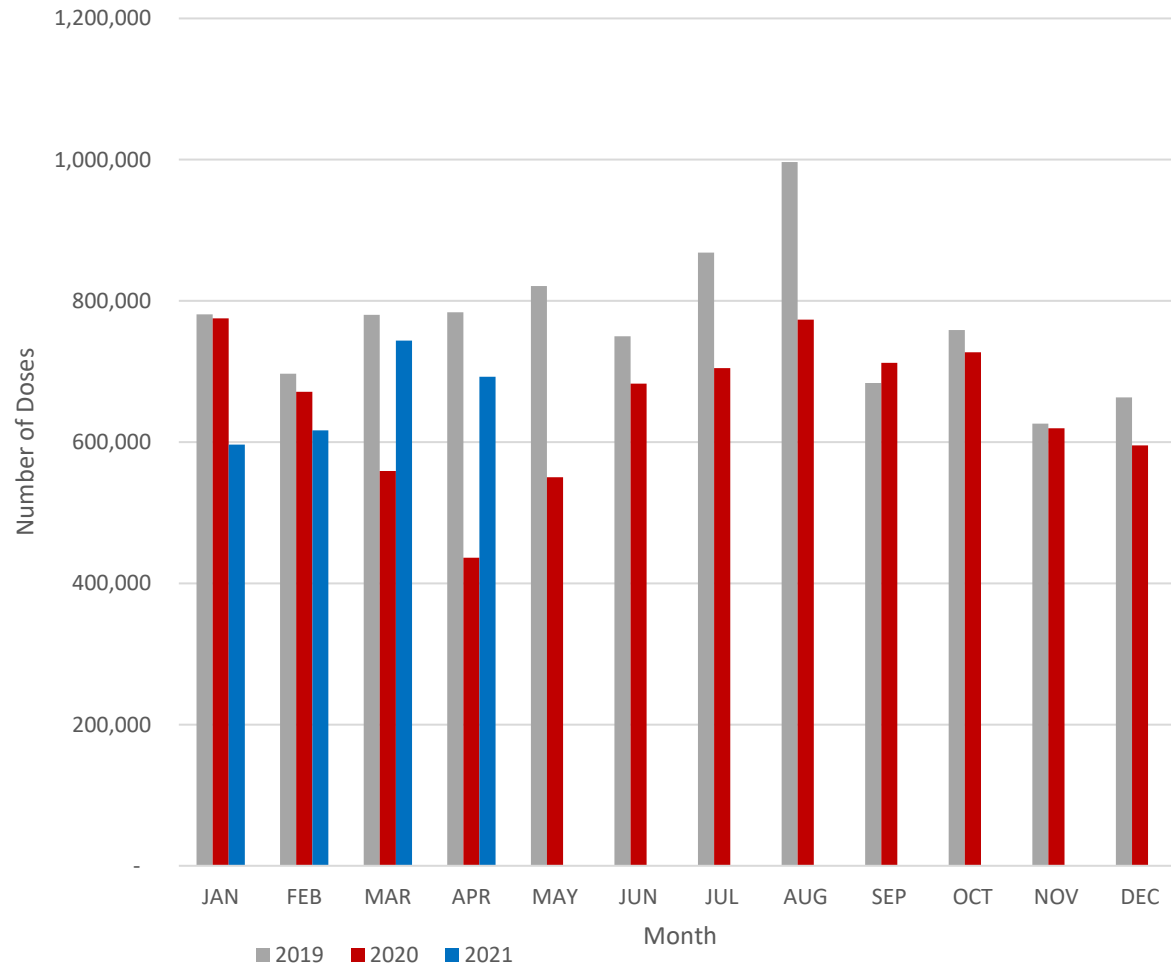


Month	Dose Ratio& (2020/2019)	Dose Ratio& (2021/2019)
JAN	1.00	0.85
FEB	0.97	0.96
MAR	0.81	0.99
APR	0.79	0.95
MAY	0.86	
JUN	1.02	
JUL	0.91	
AUG	0.95	
SEP	1.07	
OCT	0.96	
NOV	0.99	
DEC	0.93	

& Dose ratio: 2019 doses submitted are used as the pre-pandemic baseline; 2021 and 2020 doses are compared to this baseline for the calculation of dose ratios.



Non-Flu, Non-COVID-19 Doses Submitted to CAIR2 for 0-18 Yr Olds By Month, Jan 2019 – Apr 2021

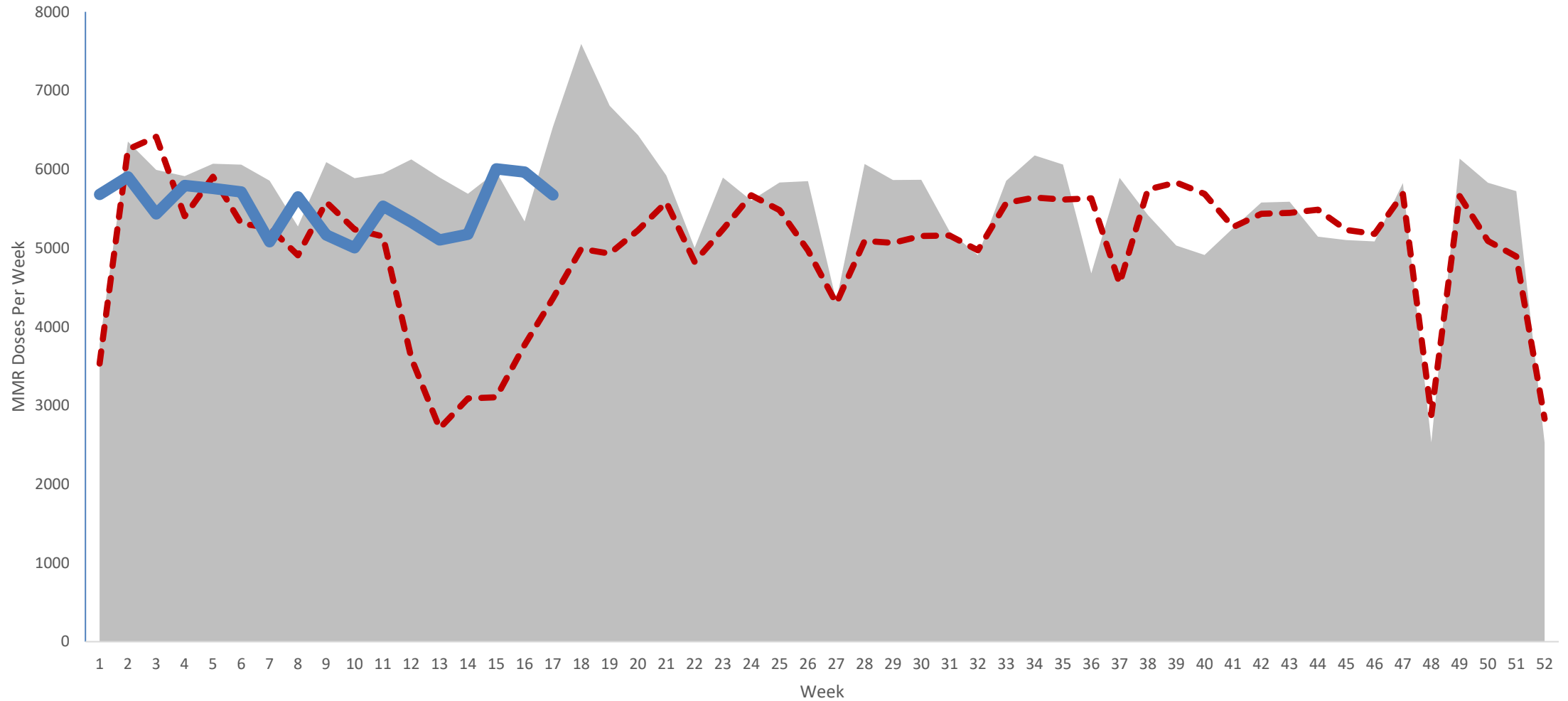


Month	Dose Ratio& (2020/2019)	Dose Ratio& (2021/2019)
JAN	0.99	0.76
FEB	0.96	0.88
MAR	0.72	0.95
APR	0.56	0.88
MAY	0.67	
JUN	0.91	
JUL	0.81	
AUG	0.78	
SEP	1.04	
OCT	0.96	
NOV	0.99	
DEC	0.90	

& Dose ratio: 2019 doses submitted are used as the pre-pandemic baseline; 2021 and 2020 doses are compared to this baseline for the calculation of dose ratios.

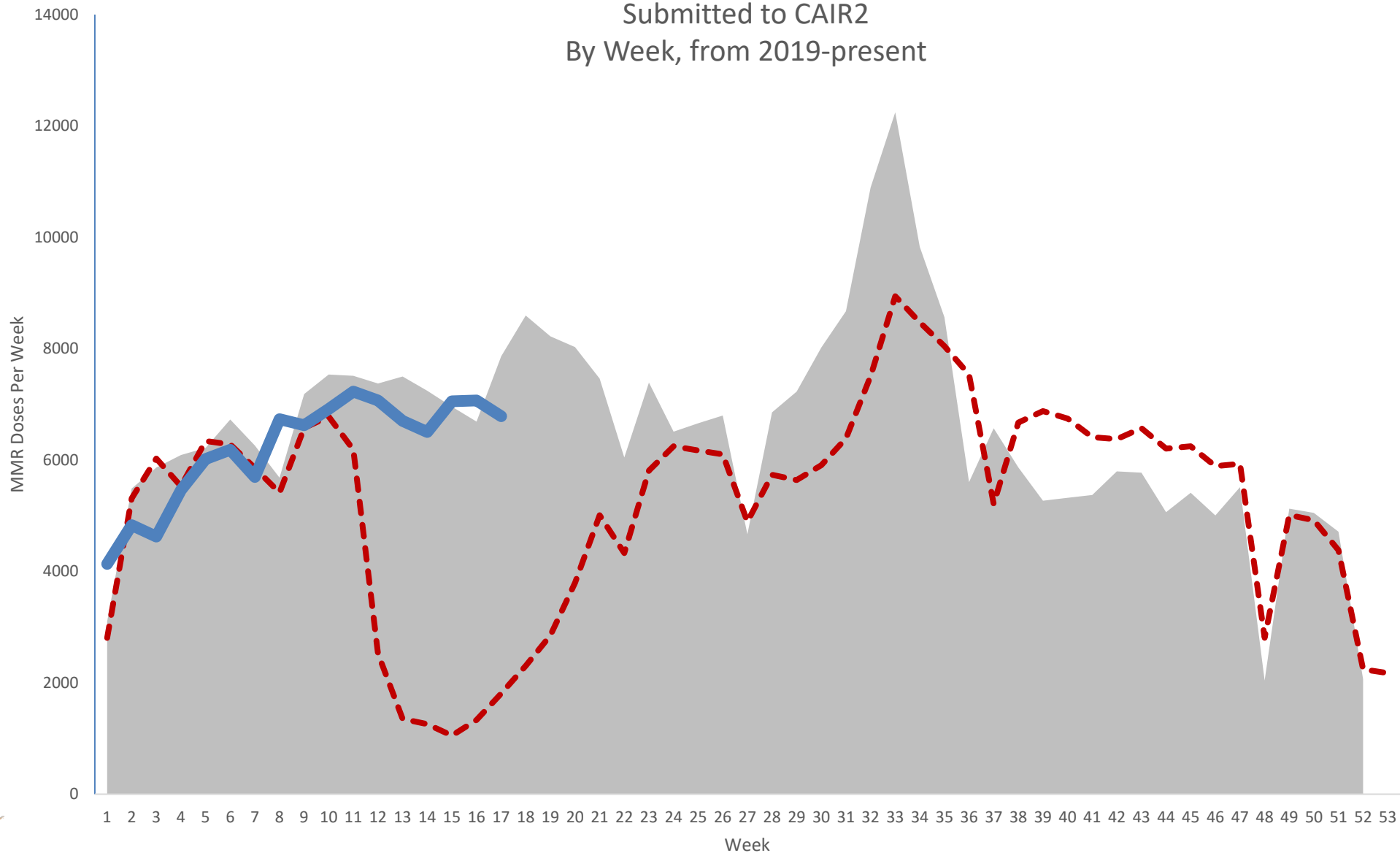


All MMR Doses for Children Ages 12-35 months
Submitted to CAIR2
By Week, from 2019-present



2019 2020 2021

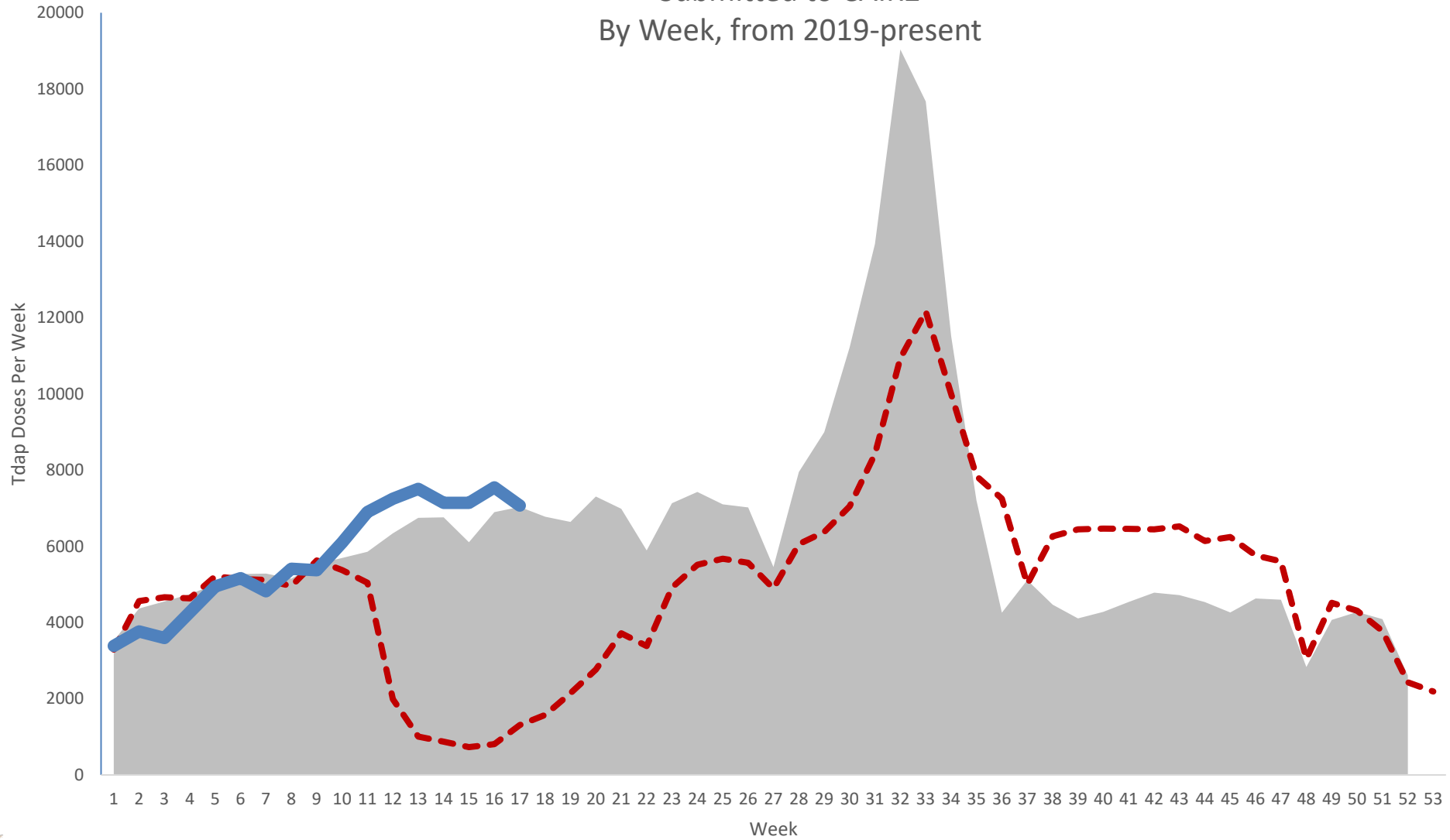
All MMR Doses for Children Ages 4-6 years
Submitted to CAIR2
By Week, from 2019-present



2019 2020 2021



All Tdap Doses for Children Ages 11-13 years Submitted to CAIR2 By Week, from 2019-present



2019 2020 2021

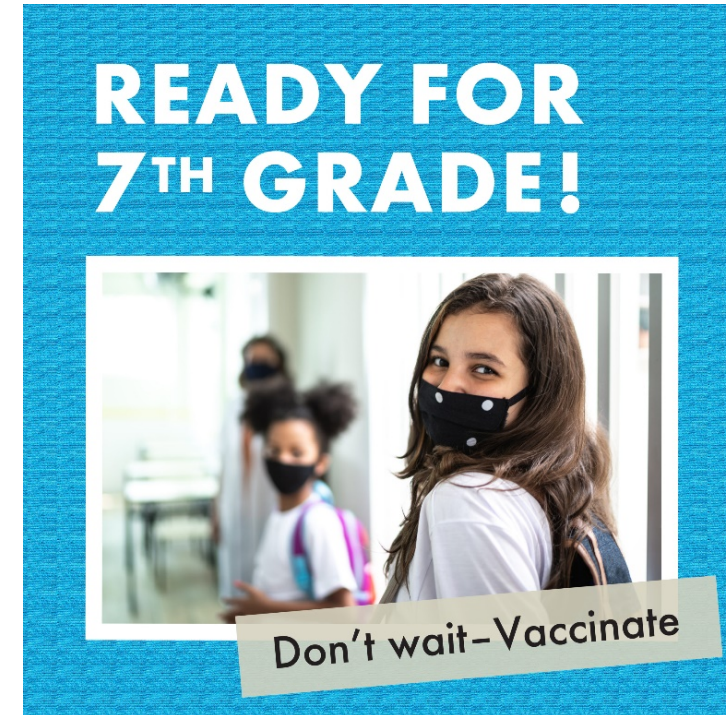


What will it take to close the gap?

As compared with 2019, in 2020:

- 12% fewer children under 3 years received a dose of MMR
- 19% fewer children ages 4-6 received a dose of MMR
- 20% fewer adolescents ages 11-13 years old received a dose of Tdap

Increased immunization is needed to catch up on missed doses in the coming months.



Barriers to immunization catch-up

- Immunization practice not optimal at baseline
- Telemedicine—challenging to integrate and obtain reimbursement for immunization visits
- Staffing gaps and changed workflows may decrease provider capacity
- ↓ Access to care
 - Job & insurance loss
 - Transportation challenges
 - Childcare challenges
 - Clinic closures/ reduction in hours and services
- Fear of coming in for care
- Remote instruction

CDPH Immunization Branch Activities

- Frequent tracking of CAIR2 data
- Communications to medical providers and other stakeholders
 - [VFC providers](#)
 - “Call to action” regarding gaps
 - Sharing CDC’s pandemic immunization guidance
 - Sharing best practices
- [#dontwaitvaccinate](#) campaign
- [CAIR2 reminder/recall feature](#)



COVID-19 vaccination

- ACIP recommendation for Pfizer vaccine for 12-15 yo
- **Coadministration is permissible** per ACIP and American Academy of Pediatrics
- Catch up routine vaccines now for school-age children, +/- COVID-19 vaccine to allow for safe return to in-person instruction
- “Back-to-school” rush may be a challenge this fall; better to address gaps now

Strategies to close the gap

Plans

- Member outreach
- Provider communications
- Provider/staff capacity building and technical assistance
- Measurement? Gap analysis? Practice-level reports?
- P4P or other incentives for providers?
- Incentives for families?

Providers

- Outreach to parents
- Reminder/recall (use of registry +/- EHR)
- EHR prompts
- Workflow modifications to ensure no opportunities are missed
- Add appointment slots and dedicated clinics for immunization catch-up
- New models (curbside, drive-through etc.)

Closing the Gap on Pediatric Immunizations: Perspectives from a Pediatrician

Eric H. Ball, MD, FAAP

Pediatrician, CHOC Primary Care Network

Immediate Past President, American Academy of Pediatrics,
Orange County Chapter

Outline of today's discussion

- The scope of the problem: the effects of COVID-19 on patient volume and immunization rates
- Closing the gap (the importance of the medical home)
 - Practice level
 - IPA/health plan level
 - Government and organizational level

Background:

Southern Orange County Pediatric Associates

- Large pediatrics-only practice
- 14 pediatricians; 3 nurse practitioners
- 4 office locations
- Affiliation with CHOC Children's Primary Care Network
- Approx. 55,000 patient visits per year



A tale of two weeks...March 12, 2020

Day View (29) Calendar Open Items (0) Upcoming

◀ March 12, 2020 ▶ Patients for: Ball, Eric MD ▼

Time	Duration	Patient	Details	Status	Notes
Clinic - SOCPA					
8:00 AM	15 mins		Well Established 15	Checked Out	RFV: 36 Month Well Child
8:15 AM	15 mins		Well Established 15	Checked Out	RFV: 8 Year Well Child
8:30 AM	15 mins		Well Established 15	Checked Out	RFV: 4 Year Well Child
8:45 AM	15 mins		Well Established 15	Checked Out	RFV: 36 Month Well Child
9:00 AM	15 mins		Well Established 15	Checked Out	RFV: 4 Year Well Child
9:15 AM	15 mins		Sick Established 15	Checked Out	RFV: Fever
9:30 AM	15 mins		Sick Established 15	Checked Out	RFV: Ear Problems, Ear...
9:45 AM	15 mins		Well Established 15	Checked Out	RFV: 15 Month Well Child
10:00 AM	30 mins		Well Established 30	No Show	RFV: 16 Year Well Child
10:00 AM	30 mins				
10:30 AM	15 mins		Well Established 15	Checked Out	RFV: 6 Month Well Baby
10:45 AM	15 mins		Well Established 15	Checked Out	RFV: 9 Month Well Baby
11:00 AM	15 mins		Sick Established 15	Checked Out	RFV: Ear Problems, Ear...
11:15 AM	30 mins		Sick Established 30	Checked Out	RFV: Other-See Comme...
11:45 AM	1 hr 15 mins				
1:00 PM	15 mins		Well Established 15	Checked Out	RFV: 6 Month Well Baby
1:15 PM	15 mins		Well Established 15	Checked Out	RFV: 9 Month Well Baby
1:30 PM	30 mins		Well Established 30	Checked Out	RFV: 16 Year Well Child
2:00 PM	15 mins		Well Established 15	Checked Out	RFV: 7 Year Well Child
2:15 PM	30 mins		Follow Up 30	Checked Out	CC: ADHD follow up

A tale of two weeks...March 20, 2020

Day View (11) Calendar Open Items (0) Upcoming

◀ March 20, 2020 ▶ Patients for: Ball, Eric MD ▼

Time	Duration	Patient	Details	Status	Notes
4 Clinic - SOCPA					
8:00 AM	15 mins		Well Established 15	Checked Out	RFV: 1 Year Well Child
8:15 AM	1 hr 15 mins				
9:30 AM	15 mins		Sick Established 15	Checked Out	CC: L arm, subcutaneous...
9:45 AM	1 hr				
10:45 AM	15 mins		Telehealth Primary Ca...	Checked Out	RFV: Sick Visit
11:00 AM	2 hrs				
1:00 PM	15 mins		Sick Established 15	Checked Out	RFV: Injury
1:15 PM	15 mins				
1:30 PM	15 mins		Sick Established 15	Checked Out	
1:45 PM	15 mins				
2:00 PM	15 mins		Sick Established 15	Checked Out	RFV: Other-See Comments
2:15 PM	15 mins		Sick Established 15	Checked Out	CC: diaper rash x 3 wks...
2:30 PM	15 mins		Sick Established 15	Checked Out	RFV: Other-See Comments
2:45 PM	15 mins		Telehealth Primary Ca...	Checked Out	RFV: Sick Visit
3:00 PM	15 mins		Sick Established 15	Checked Out	RFV: Injury
3:15 PM	30 mins				
3:45 PM	15 mins		Telehealth Primary Ca...	Checked Out	RFV: Sick Visit

COVID-19 effects on patient volume

Group Data By: Date Week Month Quarter

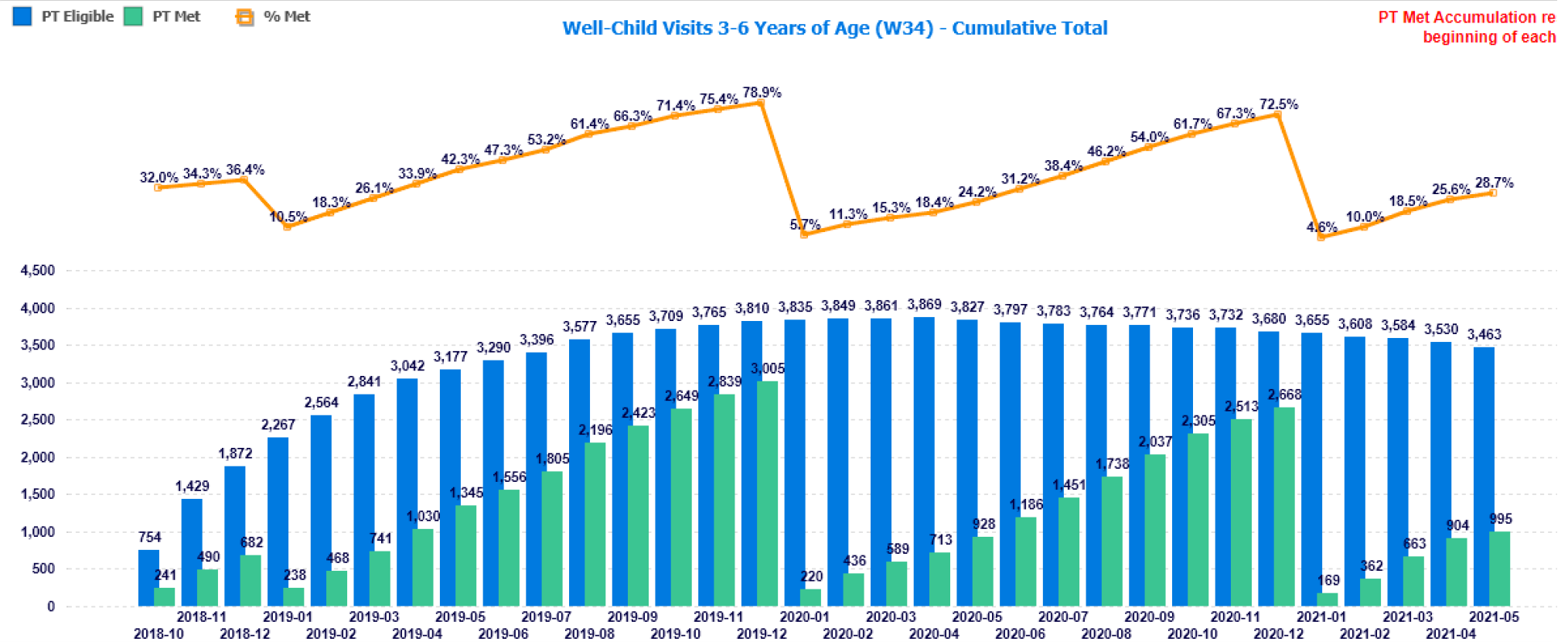
Visits Volume by Month



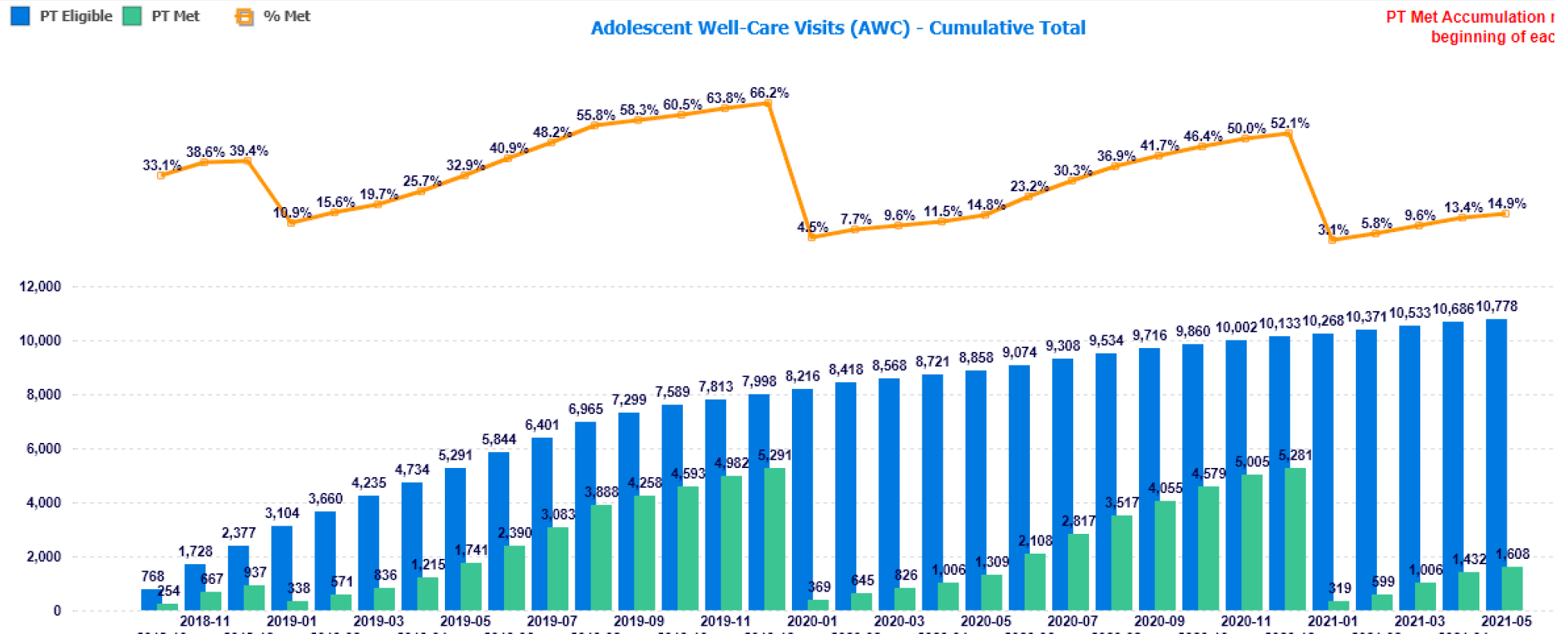
COVID-19 effects on patient volume

Month	Patient Volume
January 2019	4,415
February 2019	4,220
March 2019	4,552
April 2019	4,109
May 2019	4,221
January 2020	4,766
February 2020	4,248
March 2020	2,843 (37% down)
April 2020	1,476 (64% down)
May 2020	2,059 (51% down)
January 2021	2,747 (37% down)
February 2021	2,446 (42% down)
March 2021	3,225 (29% down)
April 2021	2,890 (30% down)

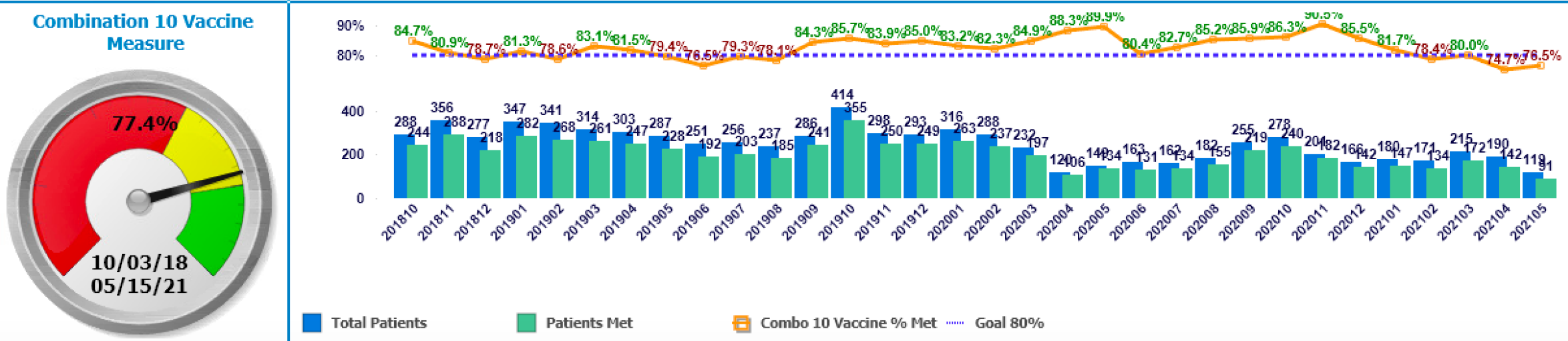
COVID-19 effects on patient volume



COVID-19 effects on patient volume



COVID-19 effects on immunization rates



*Immunization quality improvement project held during all of 2019 and ending in February 2020

COVID-19 effects on immunization rates

Month	Combo 10 Percentage
January 2019	81.3%
February 2019	78.6%
March 2019	83.1%
April 2019	81.5%
May 2019	79.4%
January 2020	83.2%
February 2020	82.3%
March 2020	84.9%
April 2020	88.3%
May 2019	89.9%
January 2021	78.4%
February 2021	80.0%
March 2021	74.7%
April 2021	78.5%

Closing the Gap: Practice level



“Top 10” best practices from 2019 immunization quality improvement project

1. **Establish Office Policy:** Require vaccine records at 1st appointment
2. **Review Vaccine Records at Every Visit**
3. **Vaccinate at Acute Visits:** Every visit is an opportunity to vaccinate
4. **Create a Culture of Immunization** with every Office Touchpoint:
Messaging from office space, staff, website, social media platforms
5. **Use Non-Confrontational Communication with Parents**
6. **Implement Reminder & Recall Systems**
7. **Utilize Evidence-based Comfort Measures** for Immunization Delivery
8. **Implement Standing Orders for “Vaccination Only” visits**
9. **Train Staff & Clinicians:** Science & Schedule of Vaccines
10. **Create a Culture of Quality Improvement**

Vaccinate at Acute Visits: Every visit is an opportunity to vaccinate

- Ensure that every patient encounter is an opportunity for immunizations
 - Barrier has been dramatically fewer sick visits
 - Telehealth visits limit opportunities (schedule in-person follow up visits in necessary)
- As patients become more comfortable, try to schedule as many visits in-person as possible
 - Telehealth
 - Long phone calls

Create a Culture of Immunization with every Office Touchpoint: Messaging from office space, staff, website, social media platforms



Southern Orange County Pediatric Associates

March 20 · 🌐

IMPORTANT UPDATE REGARDING GOVERNOR NEWSOM'S 'STAY AT HOME' DECLARATION:

1. We are open. Now, more than ever, we are here for your family.
2. All of our sick patients are still being routed to our Ladera Ranch office. Please call for an appointment and one of our providers will triage your call and direct you for the appropriate care.
3. Well-child checks and immunizations are still vital to your children's health. We are now conducting these in our Lake Forest, Rancho Santa Margarita, and San Clemente offices only. We will continue to provide you with the care and advice that you have come to expect in our practice.
4. Immunizations are vital. We are living in a world with an infectious disease without a vaccine. Please make sure that your children are still coming in on the well-child checks to get immunized, including against influenza. The last thing we need is another outbreak.
5. We have streamlined our patient flow and, as always, we practice extremely rigorous cleaning and safety protocols. We will get you in and out.
6. Tele-health is going live today! Using Zoom, we will be able to conduct virtual face-to-face visits while you stay at home. This will be available for sick visits. Call for an appointment.

We at Southern Orange County Pediatric Associates and CHOC Children's are committed to keeping you safe and healthy in these difficult times. Stay well.

👍❤️ 115

9 Comments 6 Shares



American Academy of Pediatrics added a new photo to the album: #PedsPutKids1st During COVID-19.

May 22 · 🌐

During a well-child visit with new safety procedures for #COVID19, California pediatrician Eric Ball discovered a inguinal hernia in an 8 year-old-boy before it became a problem.

"Even during a routine 8-year-old checkup, when no immunizations are generally needed, we pediatricians address developmental issues, screen for trauma and depression, and can find previously undiagnosed physical problems.

We pediatricians continue to be here for our patients and we all look forward to the day when the coronavirus vaccine is added to our well-child schedule."

#PedsPutKids1st <https://services.aap.org/.../pediatrician-on-reluctant-well-.../>

#PedsPutKids1st During COVID-19

“

All well child care is essential.

”



Eric Ball, MD, FAAP
Ladera Ranch, CA

American Academy of Pediatrics
DEDICATED TO THE HEALTH OF ALL CHILDREN™

Implement Reminder & Recall Systems

- Proactively calling patients for well child checks
 - Early months providers made reminder phone calls to reassure about safety protocols
- Utilizing lower productivity providers to call patients needing appointments
 - Teenagers s/p COVID infections
 - Children with chronic conditions who need follow ups (asthma, autism, ADHD, etc)
 - Patients behind on their immunizations

Implement Standing Orders for “Vaccination Only” visits

- Nurse-only visits and ample after hours and weekend flu shot clinics
- This year we offered drive-through vaccinations for families that did not want to enter an office
- Siblings added-on to schedule (but fewer siblings in the office)

Create a Culture of Quality Improvement

- Create a 'bottom up' approach to change: allow on-the-ground staff to implement and test changes. A few examples from this year:
 - Improved check-out procedure to ensure that follow up visits are scheduled before the patients leave the office
 - Improved safety and 'double checking' of immunizations before administration
 - Back office checks all immunization records prior to every visit and flags patients needing vaccines to provider (including flu)
 - During flu season, back office staff asks *every* patient without documented flu vaccine and can give via a standing order
 - Consideration of staggered hours for each provider with extended office hours

Closing the Gap: Health plan level



Create proper incentives

Get a no-cost
\$50 gift card
for completing
3 well-child visits!

COMPLETE YOUR CHILD'S
4th, 5th and 6th
WELL-CHILD VISITS

A well-child visit is when your child will receive a physical exam, have their growth checked, and get any shots they may need.

Eligible CalOptima Medi-Cal members can qualify for a no-cost \$50 gift card if you follow these steps:

- 1** Take your child to see a doctor for their **4th, 5th and 6th well-child visit** **before** their 15th month birthday. Call your child's doctor to see if he or she may be due for a visit. Follow the doctor's recommendations.
- 2** Have your child's doctor fill out this form at the 6th well-child visit and fax it to CalOptima.

Incentivize the medical home

[Primary Care Visit >](#)

A physician, including an M.D. (Medical Doctor) or D.O. (Doctor of Osteopathic Medicine), nurse practitioner, clinical nurse specialist or physician assistant who provides, coordinates or helps you access a range of health care services.

No copay or coinsurance for covered services when you visit a network provider

[Specialist >](#)

If you have a complex condition that your primary care provider isn't equipped to treat, you may need to see a specialist. Check your benefit details to see if your plan requires a referral.

You pay

\$75 copay

When you visit a network provider

[Urgent Care >](#)

Quick, after-hours care.

You pay

\$50 copay

When you visit a network provider

Emergency Room

Care for serious needs.

You pay

30% coinsurance

After deductible is met when you visit a network provider

Incentivize the medical home (or not)

Virtual Urgent Care

powered by  TELADOC.

Virtual visits allow you to talk to a provider by phone or video 24/7 for common urgent care needs or when your Primary Care Provider is not available.

Your Copay

\$0

Get Care Now 

Incentivize the medical home

- Health plans can provide resources for reminders and recalls
 - NOT lists
 - Direct phone calls, texts, mailings from health plans are helpful
- Consideration of ‘two-step’ well child checks
 - Telehealth consultation followed by brief in person weights, measures, immunizations, and/or tests
- Continued payment for telehealth visits at parity for in-person visits

Closing the Gap: Government and organizational level



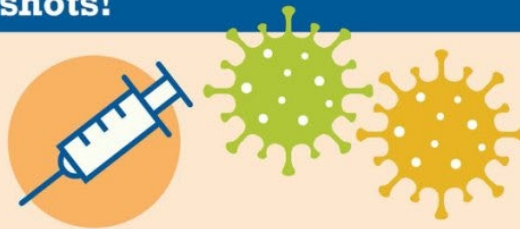
Spreading the word

How to Avoid a 'Twindemic'

Do your part to avoid a flu epidemic on top of the COVID-19 pandemic.

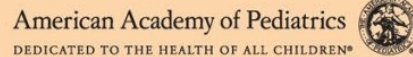
How? Flu shots!

Everyone over 6 months needs a flu shot every year.



Call your pediatrician's office today! It's the best place for all your child's vaccines, including flu shots.

Keep your family and community healthy by getting vaccinated today!



The doctor is in!

Pediatricians are taking steps to make sure it's as safe as possible for office visits:

Separate "Sick" and "Well" times and areas



Phone check-in and in-car waiting rooms

Video visits when possible



If you have any concerns about your child's health, please give your pediatrician a call.

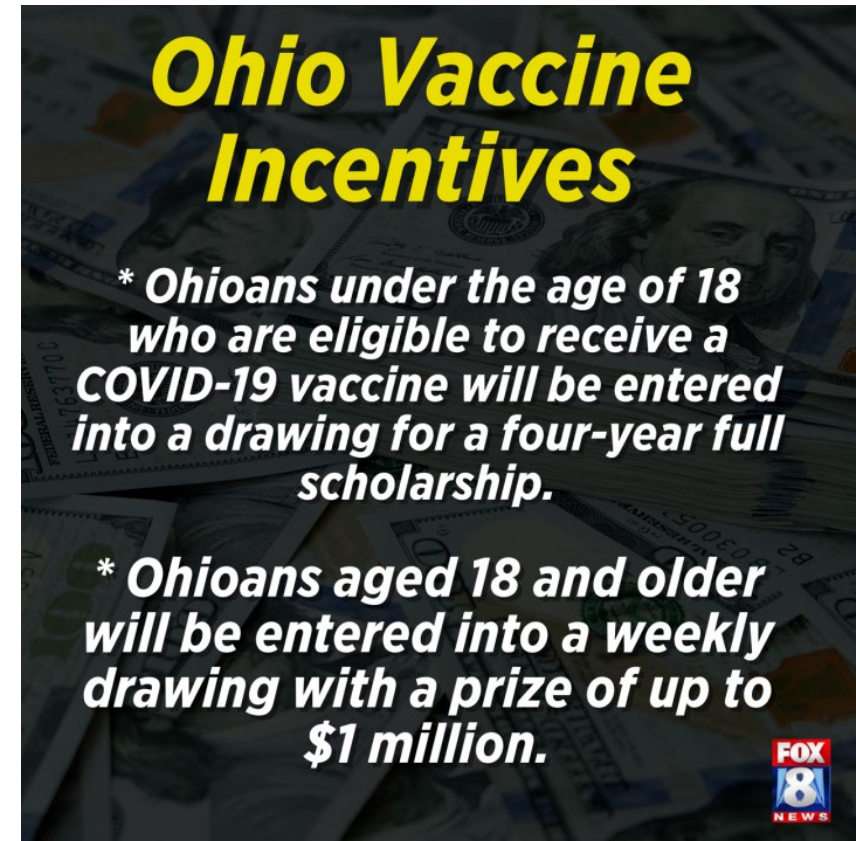


Create proper incentives

TOP STORY

West Virginia officials considering offering vaccine incentive to some residents

by Charles Young SENIOR STAFF WRITER Apr 26, 2021 0 2 min to read

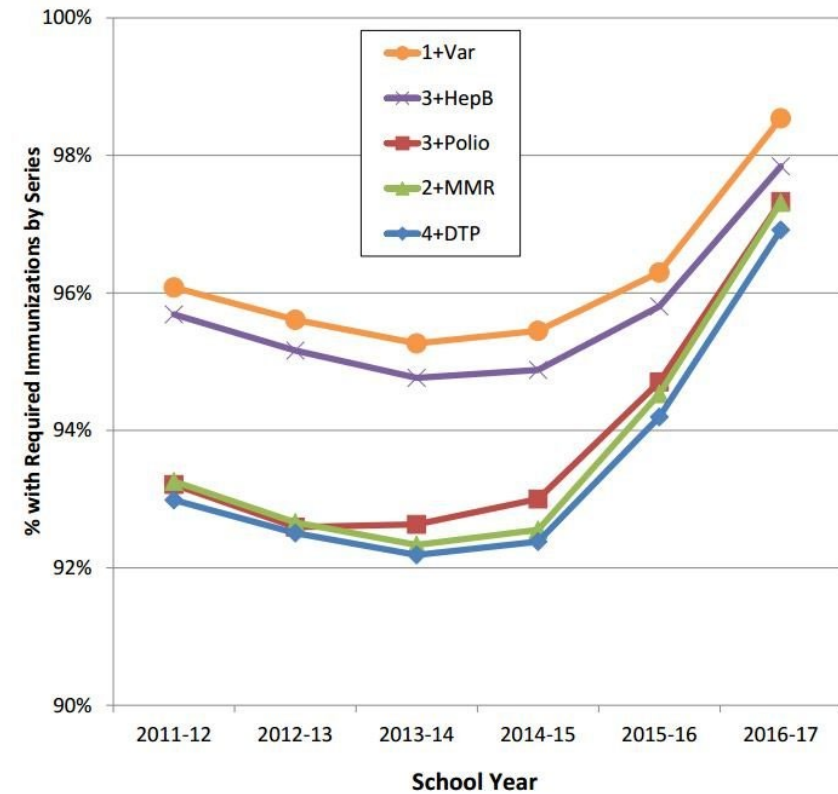
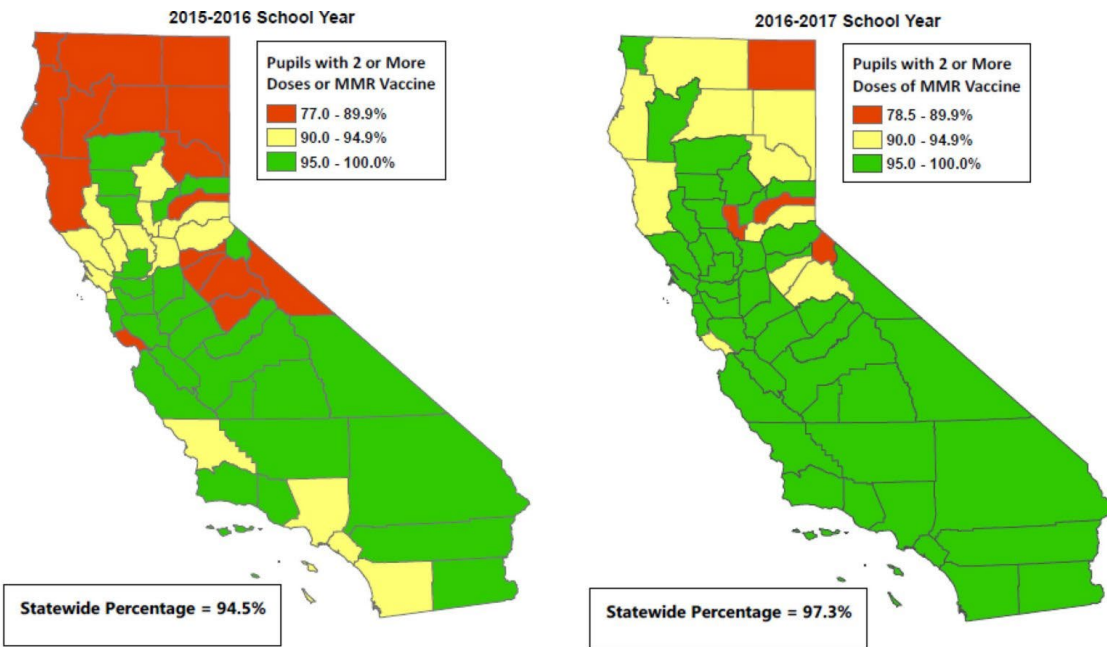


Ohio Vaccine Incentives

- * Ohioans under the age of 18 who are eligible to receive a COVID-19 vaccine will be entered into a drawing for a four-year full scholarship.*
- * Ohioans aged 18 and older will be entered into a weekly drawing with a prize of up to \$1 million.*

FOX 8 NEWS

Legislation works (example of California SB 277)





Southern Orange County Pediatric Associates



April 29 at 3:30 PM · 🌐

An upcoming well-check appointment for her teenage son had slipped Courtney's mind until Dr. Eric Ball called her one day with a reminder. That routine visit led to a referral to CHOC's larger health system, and got Courtney's son back to being a teenagers again.



[BLOG.CHOCCHILDRENS.ORG](https://blog.chocchildrens.org)

The importance of well-checks during COVID-19

Maintaining a well-check during the COVID-19 pandemic ultimat...

QUESTIONS AND DISCUSSION
eball@choc.org

LONG LIVE CHILDHOOD



Q&A



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Eric Ball, MD
Pediatric Physician,
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Takeaways & closing thoughts

1. *What's yours? Add into chat....*

Clarifying how a health plan can support a practice's efforts to enhance their effectiveness.

Thank you for this presentation, both speakers were extremely helpful and I enjoyed listening to both of them.

Seeing successes at a practice level and health plan level was helpful.

Very helpful to review data and hear specific examples of best practices. Thank you!

Revisiting our incentive programs, potentially reevaluating vaccine specific programs to instead promote well child visits. Several great ideas to make improvements at the Provider and health plan levels.

This IZ catchup will not happen over the course of this year, it will take a lot of work from the Plans and providers to get us up to speed. Thank you so much Dr. Hoover and Dr. Ball!

Thank you!

Stay Connected to CQC



California Quality
Collaborative

Webinar materials will be posted

www.pbgh.org/program/california-quality-collaborative



For questions, feedback, or to receive our newsletter, email us

cqcinfo@pbgh.org



California Quality
Collaborative

Appendix

Immunization Catch-Up Resources



- **CDC**
 - [Guidance for Routine Immunization Services During the COVID-19 Pandemic](#)
 - [Guidance for Parents: Catch Up on Well-Child Visits and Vaccinations](#)
 - COVID-19 Vaccine for Children
 - [Information for Parents](#)
 - [Toolkit for Healthcare Providers](#)
- **CDPH**
 - [Resource Page for Providers: Immunizations During COVID-19 \(includes archived “best practices” webinars\)](#)
 - [CAIR2 Reminder/Recall Upgrade](#)
- **AAP**
 - [#CallYourPediatrician Campaign](#)
 - [COVID-19 Vaccine for Children](#)
- **Partner Resources**
 - [Don't Wait Vaccinate Campaign](#)
 - To sign on as a campaign partner, email edgar.ednacot@cdph.ca.gov