

# BARRIERS TO CHILDHOOD VACCINATION: WORKFLOW SOLUTIONS

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# UDS DATA FIVE-YEAR SUMMARY

**MEASURE: Percentage of children 2 years of age who received age-appropriate vaccines by their 2<sup>nd</sup> birthday.**

	2016	2017	2018	2019	2020
Barbour Community Health Association	98.15%	80.99%	80.91%	79.28%	79.12%
West Virginia Health Center Data (28 Awardees)	41.10%	34.29%	30.22%	30.83%	33.22%

SOURCE: Health Resources and Services Administration Uniform Data Systems Report. 2020



- According to America's Health Rankings United Health Foundation 2020 Data, West Virginia overall ranks 25<sup>th</sup> in the nation and has an childhood immunization rate of 77%.
- Maine ranks highest in the nation at 86.6% and Oregon ranks the lowest at 65%.



- Hepatitis B (three doses)
- Diphtheria, tetanus, and whooping cough (pertussis) (DTaP) (four doses)
- Haemophilus influenzae type b (Hib) (three or four doses)
- Polio (IPV) (three doses)
- Pneumococcal (PCV) (four doses)
- Rotavirus (RV) (two or three doses)
- Chickenpox (Varicella) (one dose)
- Measles, mumps, rubella (MMR) (one dose)
- Hepatitis A (HepA) (one or two doses)
- Influenza (flu) (annually)



- Access
- Missed Opportunities
- Family/Social – Socieconomic
- Vaccine Hesitancy



# ACCESS



- Saturday & Extended Evening Hours
- Standing Orders
- School-Based Health Centers
- Outreach – WIC Program Offices, Child Care Centers, Pharmacies

# MISSED OPPORTUNITIES

- Other Office Visits
- Integration with Existing Community Programs
- Community Events



# 2009 NATIONAL IMMUNIZATION SURVEY INTERVIEW

(CENTERS FOR DISEASE CONTROL AND PREVENTION, NATIONAL CENTER FOR IMMUNIZATION & RESPIRATORY DISEASES, KANSAS CITY CHILDREN'S MERCY HOSPITAL & CLINICS, AND UNIVERSITY OF WASHINGTON SCHOOL OF MEDICINE, DEPARTMENT OF PEDIATRICS)

<i>Data surveyed from 11,206 parents with children aged 24-35 months at the time of the survey.</i>	<b>Neither Delayed or Refused</b>	<b>Only Delayed</b>	<b>Only Refused</b>	<b>Delayed and Refused</b>
Statement read to parents:	Percent who Agreed:	Percent who Agreed:	Percent who Agreed:	Percent who Agreed:
Vaccines are necessary to protect the health of children	96.2	95.2	83.7	70.1
If I do not vaccinate my child, he/she may get a disease such as measles and cause other children or adults also to get the disease.	90.0	90.8	77.5	71.0
I make a point to read and watch stories about health.	80.4	81.6	81.0	83.4
Vaccines do a good job in preventing the disease they are intended to prevent.	94.3	91.8	84.0	77.8



Psychological Statement		Neither Delayed or Refused	Only Delayed	Only Refused	Delayed and Refused
Psychosocial domain of the Health Belief Model	Statement read to parents:	Percent who Agreed:	Percent who Agreed:	Percent who Agreed:	Percent who Agreed:
<b>parents from having their child vaccinated.</b>					
<b>Concerns</b>	Vaccines are safe.	84.9	78.4	63.3	50.4
	If I vaccinate my child, he/she may have serious side effects.	30.9	34.1	47.4	63.1
	Too many vaccines can overwhelm a child's immune system.	28.3	30.6	31.1	48.6
	Children receive too many vaccines.	29.1	32.5	41.3	58.6
	Vaccination should be delayed if a child has a minor illness.	61.6	77.0	72.6	81.8
<b>Influences</b>	I have a good relationship with my child's healthcare provider.	94.2	92.8	89.2	88.5
	In general, medical professionals in charge of vaccinations have my child's best interest at heart.	95	93.3	85.8	76.9

SOURCE: Smith, P. J., Humiston, S. G., Marcuse, E. K., Zhao, Z., Dorell, C. G., Howes, C., & Hibbs, B. (2011). Parental delay or refusal of vaccine doses, childhood vaccination coverage at 24 months of age, and the Health Belief Model. *Public health reports (Washington, D.C. : 1974)*, 126 Suppl 2(Suppl 2), 135–146. <https://doi.org/10.1177/00333549111260S215>

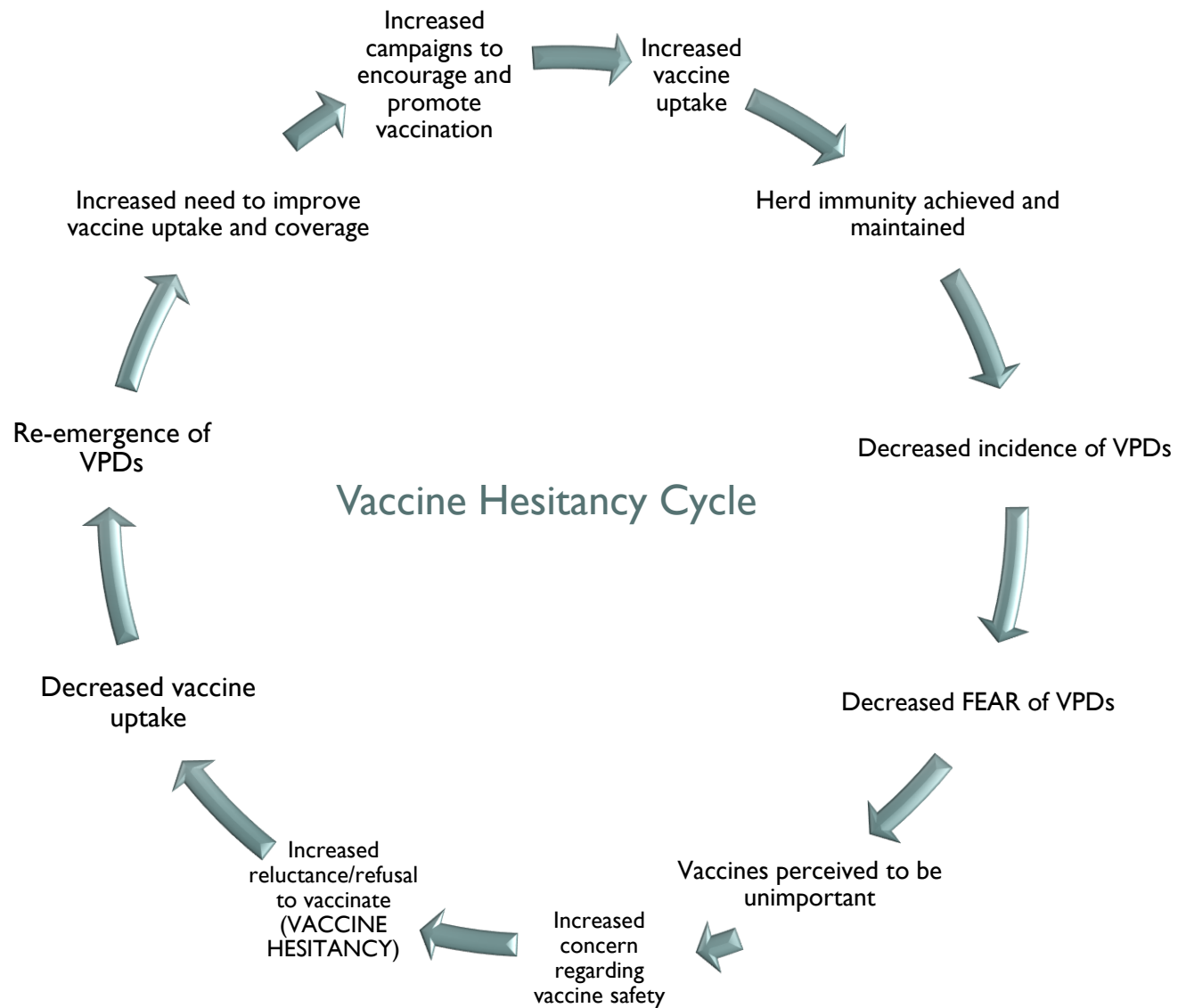
# FAMILY - SOCIAL



- Decrease Out-of-Pocket Costs
- Vaccines for Children Program
- State Health Insurance Programs



# VACCINE HESITANCY





# RECOMMENDATIONS FOR IMPROVING VACCINATION RATES AMONG CHILDREN



# BARBOUR COMMUNITY

HEALTH ASSOCIATION




INCREASE KNOWLEDGE ABOUT  
IMPORTANCE OF VACCINATION FOR  
DISEASE PREVENTION



## Barbour Community Health Association



Aug 28, 2018 · 🌐

Your children need vaccines to protect them from several diseases that can be serious, even life-threatening. Find out what vaccines your child needs at every age at: <http://go.usa.gov/chtsT> 

#NIAM18 #RuralHealth  
#ImmunizationMonth



national  
**IMMUNIZATION**  
awareness month

Vaccines give parents the safe, proven power to protect their children.

**A HEALTHY START**  
*begins with on-time vaccinations.*



Education

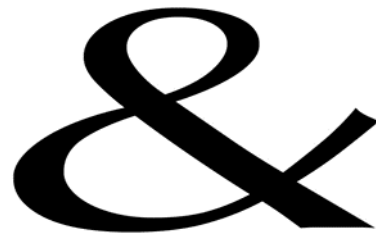
Building Trust



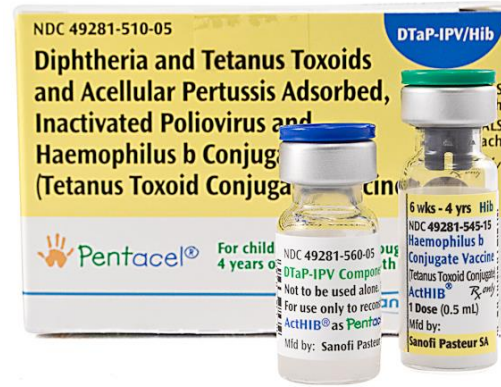


STAY UP-TO-DATE ON  
LATEST  
VACCINATION  
RECOMMENDATIONS

BECOME FAMILIAR  
WITH NEW VACCINES



- Monthly Provider Meetings
- Trainings
- Up-To-Date



**WHAT'S NEW?**



**Diphtheria and Tetanus Toxoids and Acellular Pertussis Adsorbed, Hepatitis B (Recombinant) and Inactivated Poliovirus Vaccine**

ASSURE THAT  
OFFICE STAFF ARE  
FRIENDLY  
AND SUPPORTIVE

&

ENCOURAGE  
VACCINATION AT  
EVERY OPPORTUNITY,  
INCLUDING MILD  
ILLNESS VISITS

- Set clear expectations
- Provide regular staff feedback and encourage ownership
- Reward going “above and beyond”
- Provide appropriate & ongoing training.
- Promote a culture of “connectedness”



 **Barbour Community Health Association** ⋮  
Nov 27, 2021 · 🌐

One thing that sets Barbour Community Health Association apart is our caring and amazing staff ❤️ These two especially have exceeded our organization and patients' expectations last month 🙌  
[#CaughtBeingKind](#) [#ThankYou](#)  
[#RuralHealth](#)





# IMPLEMENT REMINDER SYSTEMS FOR PATIENTS, FAMILIES AND PROVIDERS.

# AUTOMATED APPOINTMENT REMINDERS

## Never Forget Another Appointment

Get Reminders by Text Message,  
Email and Automated Calling

With text message, email and automated calling appointment reminders, never miss an appointment again! With automated appointment reminders, we can:

- ✓ Ensure you get the care you need
- ✓ Reallocate cancelled appointments
- ✓ Reduce waiting times

Something came up? Automatically cancel your appointment through the platform.

**To receive appointment reminders by text, email or automated calling, just check at reception that we have your most up-to-date information.**



BARBOUR COMMUNITY  
HEALTH ASSOCIATION

*Turn to Better Healthcare.*

LIVE  
REMINDER  
PHONE  
CALLS  
  
(DAY BEFORE  
APPOINTMENT)







# FOLLOW-UP AND “NO-SHOWS”

## Barbour Community Health Association – Follow-Up and No-Show Procedure

- All patients are scheduled for an appropriate follow-up visit by office staff prior to leaving their appointment.
- All patients who “no-show” for an appointment are followed up on and rescheduled by office staff.



HAVE A PROCEDURE  
THAT CLEARLY  
DEFINES THE  
MINIMUM  
COMMUNICATION  
REQUIREMENT FOR  
PATIENTS WHO FAIL  
TO SHOW FOR ANY  
TYPE OF  
APPOINTMENT.

**POLICY:**

When a patient fails to show for any type of scheduled office appointment without calling, it will be considered a no-show.

For the purpose of this policy, a same-day cancellation of less than 24 hours-notice, will be considered a no-show appointment.

To prevent “no-shows” and same-day cancellations, patients are called the day before their appointment to confirm.

If a patient does not show for their appointment, they are called the following day by a staff member to reschedule their appointment. The patient is educated on our policy.

At least two phone call attempts must be made and documented in the patient’s record. If a patient or patient’s guardian cannot be contacted via telephone after two documented attempts, a letter will be sent.

If a patient cancels without giving 24-hour notice, staff will attempt to reschedule their appointment. The patient is educated on our policy.

Providers are to be notified each day of the status of their schedule regarding no-shows and same-day cancellations.

On at least a quarterly basis, the Quality Improvement Committee will track appointments to determine rates of occurrence, cancelled and no-show appointments and when necessary, the committee will implement ways to decrease the percentage of no-show appointments.



## ASSESSMENT OF IMMUNIZATION RATES FOR INDIVIDUAL PROVIDERS

- Provider Assessment and Feedback
- Practice Management Data
- Group and One-On-One Meetings

QUESTIONS?

