Report on a QI Project Eligible for MOC – ABOG Part IV
Decreasing missed opportunities for HPV vaccination in Ob/Gyn

Instructions

Determine eligibility. Before starting to complete this report, go to the UMHS MOC website [ocpd.med.umich.edu], click on “Part IV Credit Designation,” and review sections 1 and 2. Complete and submit a “QI Project Preliminary Worksheet for Part IV Eligibility.” Staff from the UMHS Part IV MOC Program will review the worksheet with you to explain any adjustments needed to be eligible. (The approved Worksheet provides an outline to complete this report.)

Completing the report. The report documents completion of each phase of the QI project. (See section 3 of the website.) Final confirmation of Part IV MOC for a project occurs when the full report is submitted and approved.

An option for preliminary review (strongly recommended) is to complete a description of activities through the intervention phase and submit the partially completed report. (Complete at least items 1-20.) Staff from the UMHS Part IV MOC Program will provide a preliminary review, checking that the information is sufficiently clear, but not overly detailed. This simplifies completion and review of descriptions of remaining activities.

Questions are in bold font. Answers should be in regular font (generally immediately below or beside the questions). To check boxes, hover pointer over the box and click (usual “left” click).

For further information and to submit completed applications, contact either:
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R. Van Harrison, PhD, UMHS Part IV Program Co-Lead, 734-763-1425, rvh@umich.edu
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Report Outline

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<td>42. Part of UMHS, AAVA, other affiliation with UMHS</td>
</tr>
</tbody>
</table>
QI Project Report for Part IV MOC Eligibility

A. Introduction

1. Date (this version of the report): 10/05/16

2. Title of QI effort/project (also insert at top of front page): Decreasing missed opportunities for HPV vaccination in Obstetrics & Gynecology.

3. Time frame
   a. MOC participation beginning date – date that health care providers seeking MOC began participating in the documented QI project (e.g., date of general review of baseline data, item #14): 12/02/2015
   b. MOC participation end date – date that health care providers seeking MOC completed participating in the documented QI project (e.g., date of general review of post-adjustment data, item #33): 10/07/16

4. Key individuals
   a. QI project leader [also responsible for confirming individual’s participation in the project]
      Name: Roger Smith, MD
      Title: Assistant Professor
      Organizational unit: Ob/Gyn
      Phone number: 734-936-3110
      Email address: rogersmi@med.umich.edu
      Mailing address: L3017 Women’s, 1500 E. Medical Center Dr., Ann Arbor, MI  48109
   b. Clinical leader to whom the project leader reports regarding the project [responsible for overseeing/sponsoring the project within the specific clinical setting]
      Name: Timothy RB Johnson, MD
      Title: Department Chairman
      Organizational unit: Ob/Gyn
      Phone number:
      Email address: trbj@med.umich.edu
      Mailing address: L2000 Women’s, 1500 E. Medical Center Dr., Ann Arbor, MI  48109

5. Participants
   a. Approximately how many health care providers (by training level for physicians) participated in this QI effort (whether or not for MOC):

<table>
<thead>
<tr>
<th>Profession</th>
<th>Number (fill in)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Practicing Physicians</td>
<td>75</td>
</tr>
<tr>
<td>Residents/Fellows</td>
<td>32</td>
</tr>
<tr>
<td>Physicians’ Assistants</td>
<td>5</td>
</tr>
<tr>
<td>Nurses (APNP, NP, RN, LPN)</td>
<td></td>
</tr>
<tr>
<td>Other Allied Health</td>
<td></td>
</tr>
</tbody>
</table>
b. Approximately how many physicians (by specialty/subspecialty and by training level) and physicians’ assistants participated for MOC?

<table>
<thead>
<tr>
<th>Profession</th>
<th>Specialty/Subspecialty (fill in)</th>
<th>Number (fill in)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Practicing Physicians</td>
<td>Ob/Gyn</td>
<td>24</td>
</tr>
<tr>
<td>Fellows</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residents</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physicians’ Assistants</td>
<td>(Not applicable)</td>
<td></td>
</tr>
</tbody>
</table>

6. How was the QI effort funded? (Check all that apply.)

☒ Internal institutional funds
☐ Grant/gift from pharmaceutical or medical device manufacturer
☐ Grant/gift from other source (e.g., government, insurance company)
☐ Subscription payments by participants
☐ Other (describe):

The Multi-Specialty Part IV MOC Program requires that QI efforts include at least two linked cycles of data-guided improvement. Some projects may have only two cycles while others may have additional cycles – particularly those involving rapid cycle improvement. The items below provide some flexibility in describing project methods and activities. If the items do not allow you to reasonably describe the steps of your specific project, please contact the UMHS Part IV MOC Program Office.

B. Plan

7. Patient population. What patient population does this project address (e.g., age, medical condition, where seen/treated): Patients aged 11-26 seen at UMHS Department of Ob/Gyn Outpatient Clinics

8. General goal

c. Problem/need. What is the problem (“gap”) in quality that resulted in the development of this project? Why is important to address this problem?

The Advisory Committee on Immunization Practices (ACIP) currently recommends routine vaccination of youth ages 11 – 26 with 3 doses of human papilloma virus (HPV) vaccine (1). Several factors have been associated with low HPV vaccination rates. A critical barrier reported by parents is not receiving a recommendation for the HPV vaccine from a health care professional (2). A prior study done at UMHS with an electronic prompt has demonstrated increased HPV initiation and timely completion (3). In 2014, 26.4% of females and 16.7% of males (averaged amongst clinics) completed the HPV vaccine series. Decreasing missed opportunities to provide HPV vaccination will significantly improve vaccination rates. Physicians are missing opportunities to counsel patients on the benefit, and to offer HPV vaccination at ambulatory care clinic appointments.

d. Project goal. What general outcome regarding the problem should result from this project? (State general goal here. Specific aims/performance targets are addressed in #13.)

We aimed to decrease missed opportunities to provide HPV vaccination.

9. Which Institute of Medicine Quality Dimensions are addressed? [Check all that apply.]

10. Which ACGME/ABMS core competencies are addressed? (Check all that apply.)

☐ Patient Care and Procedural Skills ☐ Medical Knowledge
☒ Practice-Based Learning and Improvement ☒ Interpersonal and Communication Skills
☐ Professionalism ☒ Systems-Based Practice

11. Describe the measure(s) of performance: (QI efforts must have at least one measure that is tracked across the two cycles for the three measurement periods: baseline, post-intervention, and post-adjustment. If more than two measures are tracked, copy and paste the section for a measure and describe the additional measures.)

Measure 1
- **Name of measure:** Percent of visits with missed HPV Opportunity
- **Measure components** – for a rate, percent, or mean, describe the:
  - **Denominator** (e.g., for percent, often the number of patients eligible for the measure): number of visits where a patient was eligible to receive the HPV vaccine.
  - **Numerator** (e.g., for percent, often the number of those in the denominator who also meet the performance expectation): number of these visits where HPV vaccine was not given (missed opportunity). This includes both when the vaccine is declined, and when the physician does not offer vaccination.

- **The source of the measure is:**
  - ☒ Internal to our organization and it was chosen because (describe rationale): Based on consensus in the UMHS Women's Health QI committee.

- **This is a measure of:**
  - ☒ Outcome – health state of a patient resulting from health care

12. Baseline performance

e. What were the beginning and end dates for the time period for baseline data on the measure(s)?
   August 1, 2015 – October 31, 2015

f. What was (were) the performance level(s) at baseline? (E.g., for each measure: number of observations or denominator, numerator, percent. Can display in a data table, bar graph, run chart, or other method. Can show here or refer to attachment with data.)
92% of the time HPV vaccine was NOT given to eligible patients during clinic visits.

<table>
<thead>
<tr>
<th>Measure</th>
<th>Baseline</th>
<th>Post-Intervention</th>
<th>Post-Adjustment</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missed HPV</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Opportunity</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N eligible visits (BPA fired)</td>
<td>1,286</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N HPV not given</td>
<td>1,190</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>% HPV not given</td>
<td>92%</td>
<td></td>
<td>72%</td>
<td></td>
</tr>
</tbody>
</table>

13. Specific performance aim(s)/objective(s)

a. What is the specific aim of the QI effort? “The Aim Statement should include: (1) a specific and measurable improvement goal, (2) a specific target population, and (3) a specific target date/time period. For example: We will [improve, increase, decrease] the [number, amount percent of [the process/outcome] from [baseline measure] to [goal measure] by [date].”

In patients aged 11-26 seen at UMHS Department of Ob/Gyn ambulatory clinics, to decrease missed opportunities to give the HPV vaccine, from 92% to 72%, with a goal to reach this target after 2 intervention cycles, by August 31st, 2016.

b. How were the performance targets determined, e.g., regional or national benchmarks? Based on consensus in the UMHS Women’s Health QI committee, with input from faculty in the Department.

14. Baseline data review and planning. Who was involved in reviewing the baseline data, identifying underlying (root) causes of problem(s) resulting in these data, and considering possible interventions (“countermeasures”) to address the causes? (Briefly describe the following.)

- Who was involved? (e.g., by profession or role) All participating physicians.

- How? (e.g., in a meeting of clinic staff) During discussion at Department Faculty meeting, at Department Morbidity and Mortality Conference, and via e-mail.

- When? (e.g., date(s) when baseline data were reviewed and discussed) December 2, 2015 - December 14th, 2015

Use the following table to outline the plan that was developed: #15 the primary causes, #16 the intervention(s) that addressed each cause, and #17 who carried out each intervention. This is a simplified presentation of the logic diagram for structured problem solving explained at [http://ocpd.med.umich.edu/moc/process-having-part-iv-credit-designation](http://ocpd.med.umich.edu/moc/process-having-part-iv-credit-designation) in section 2a. As background, some summary examples of common causes and interventions to address them are:
Common Causes | Common Relevant Interventions
---|---
**Individuals:** Are not aware of, don't understand. | Education about evidence and importance of goal.
**Individuals:** Believe performance is OK. | Feedback of performance data.
**Individuals:** Cannot remember. | Checklists, reminders.
**Team:** Individuals vary in how work is done. | Develop standard work processes.
**Workload:** Not enough time. | Reallocate roles and work, review work priorities.
**Suppliers:** Problems with provided information/materials. | Work with suppliers to address problems there.

15. What were the primary underlying/root causes for the problem(s) at baseline that the project can address?

<table>
<thead>
<tr>
<th>Cause</th>
<th>Intervention(s)</th>
<th>Who was involved in carrying out each intervention? (List the professions/roles involved.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physicians don’t notice the point of care alert - Best Practice Advisory (BPA) and don’t realize that the HPV vaccine is due</td>
<td>Clinics will pilot having MAs look up MCIR immunization reports (Michigan Care Improvement Registry) for eligible patients.</td>
<td>Physicians, MAs, and clinic managers will institute this workflow as another method to increase physicians offering the vaccine.</td>
</tr>
<tr>
<td>Physicians find it difficult to counsel on the HPV vaccine during urgent visits</td>
<td>A standardized education sheet will be laminated and placed in the exam rooms for MAs to give the family whenever the BPA fires</td>
<td>The education sheet was approved by physicians and clinic staff at the population management group meeting.</td>
</tr>
<tr>
<td>Physicians have varying success in encouraging families and patients to consent for the vaccine</td>
<td>Best practices in “pitching” the vaccine were reviewed at resident-faculty meeting and over e-mail</td>
<td>Physicians with the highest vaccine rates gave strategies to participating physicians.</td>
</tr>
<tr>
<td>Patients and families decline the vaccine</td>
<td>Education will be standardized via the laminated form, physicians will work to recommend the vaccine with the same enthusiasm as they do all other vaccines.</td>
<td>Participating physicians and clinic staff.</td>
</tr>
<tr>
<td>MAs don’t always pend the vaccine order to make it easier for the clinician to sign the order despite the BPA firing</td>
<td>Clinic managers will reinforce that the MAs should pend the order whenever the BPA fires and given standardized handout. Staff made aware of new HPV standing order.</td>
<td>Clinic managers and MAs, to be reinforced by physicians.</td>
</tr>
</tbody>
</table>

Note: If additional causes were identified that are to be addressed, insert additional rows.

C. Do

18. By what date was (were) the intervention(s) initiated? (If multiple interventions, date by when all were initiated.)

Began in November, had reached everyone by December 21, 2015

Interventions and the effort reinforced at January Faculty meeting and M&M conferences.

D. Check

19. Post-intervention performance measurement. Are the population and measures the same as those for the collection of baseline data (see items 10 and 11)?
20. Post-intervention performance

a. What were the beginning and end dates for the time period for post-intervention data on the measure(s)? December 16th, 2015 - March 15th, 2016

b. What was (were) the overall performance level(s) post-intervention? (E.g., for each measure: number of observations or denominator, numerator, percent. Can display in a data table, bar graph, run chart, or other method. Can show here or refer to attachment with data.)

During the intervention period 71% of the time HPV vaccine was NOT given to eligible patients during clinic visits, an INCREASE in visits where HPV was not given by 4%.

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Missed HPV Opportunity</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N eligible visits (BPA fired)</td>
<td>1,286</td>
<td>1,042</td>
<td></td>
<td></td>
</tr>
<tr>
<td>N HPV not given</td>
<td>1,190</td>
<td>922</td>
<td></td>
<td></td>
</tr>
<tr>
<td>% visit with no HPV given</td>
<td>92%</td>
<td>88%</td>
<td></td>
<td>72%</td>
</tr>
</tbody>
</table>

c. Did the intervention(s) produce the expected improvement toward meeting the project’s specific aim (item 13.a)?

No. Our rate of visits with no HPV improved, but not significantly.

E. Adjust – Replan

21. Post-intervention data review and further planning. Who was involved in reviewing the post-intervention data, identifying underlying (root) causes of problem(s) resulting in these new data, and considering possible interventions (“countermeasures”) to address the causes? (Briefly describe the following.)

- **Who was involved?** (e.g., by profession or role)
  - ☒ Same as #14?
  - ☐ Different than #14 (describe):

- **How?** (e.g., in a meeting of clinic staff)
  - ☒ Same as #14?
  - ☐ Different than #14 (describe):

- **When?** (e.g., date(s) when post-intervention data were reviewed and discussed)
  - M&M April 18, 2016, Grand Rounds (Kate Harris) May 19, 2016

*Use the following table to outline the next plan that was developed: #22 the primary causes, #23 the adjustments(s)/second intervention(s) that addressed*
**each cause, and #24 who carried out each intervention.** This is a simplified presentation of the logic diagram for structured problem solving explained at [http://ocpd.med.umich.edu/moc/process-having-part-iv-credit-designation](http://ocpd.med.umich.edu/moc/process-having-part-iv-credit-designation) in section 2a.

*Note: Initial intervention(s) occasionally result in performance achieving the targeted specific aims and the review of post-intervention data identifies no further causes that are feasible or cost/effective to address. If so, the plan for the second cycle should be to continue the interventions initiated in the first cycle and check that performance level(s) are stable and sustained through the next observation period.*

<table>
<thead>
<tr>
<th>22. What were the primary underlying/root causes for the problem(s) following the intervention(s) that the project can address?</th>
<th>23. What adjustments/second intervention(s) addressed this cause?</th>
<th>24. Who was involved in carrying out each adjustment/second intervention? (List the professions/roles involved.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>BPA suppressed during pregnancy. Sometimes suppressed at postpartum visit, which is good opportunity to give it.</td>
<td>Imms are checked in pregnancy (Tdap, influenza...) Problem List entry (“Due for HPV at Postpartum Visit) can help trigger</td>
<td>Participating physicians.</td>
</tr>
<tr>
<td>Practitioners continued to miss the BPA and commented that it was not as functional as they would like (many would like to be able to click a single box to document a vaccine as declined).</td>
<td>A standing order has been developed and incorporated into clinical workflow to facilitate administration of HPV vaccine for doses 2 and 3. This will allow MAs to give the remainder of the series without having to get an order from the provider.</td>
<td>Physicians and clinic staff.</td>
</tr>
<tr>
<td>Ob/Gyns still not facile with use of BPAs</td>
<td>Continue to operationalize the workflow of MA-Provider teams working together to assess and address BPAs.</td>
<td>Physicians and staff.</td>
</tr>
<tr>
<td>Patients agree to receive the vaccine, and then accidently leave before vaccine is administered.</td>
<td>Check-out staff to confirm all vaccines that were ordered were given.</td>
<td>Clinic check-out staff.</td>
</tr>
<tr>
<td>MAs are not consistently pending the HPV vaccine order when the BPA fires.</td>
<td>Medical directors, clinic managers, and lead MAs were contacted to review that each clinic had a consistent plan in place for MAs to pend HPV vaccine and give handout.</td>
<td>Medical director, clinic manager, lead MAs</td>
</tr>
</tbody>
</table>
Note: If additional causes were identified that are to be addressed, insert additional rows.

F. Redo

25. By what date was (were) the adjustment(s)/second intervention(s) initiated? (If multiple interventions, date by when all were initiated.)
   Second intervention began on:
   - 4/18/2016 – M&M
   - 4/18/16 for standing order for HPV doses 2/3 (email communications followed)
   - 5/19/16 Grand Rounds

G. Recheck

26. Post-adjustment performance measurement. Are the population and measures the same as indicated for the collection of post-intervention data (item #21)?
   ☒ Yes ☐ No – If no, describe how the population or measures differ:

27. Post-adjustment performance

   a. What were the beginning and end dates for the time period for post-adjustment data on the measure(s)?
      May 1, 2016- August 31, 2016

   b. What was (were) the overall performance level(s) post-adjustment? (E.g., for each measure: number of observations or denominator, numerator, percent. Can display in a data table, bar graph, run chart, or other method. Can show here or refer to attachment with data.)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Missed HPV Opportunity</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N eligible visits (BPA fired)</td>
<td>1,286</td>
<td>1,042</td>
<td>1,426</td>
<td></td>
</tr>
<tr>
<td>N HPV not given</td>
<td>1,190</td>
<td>922</td>
<td>1,170</td>
<td></td>
</tr>
<tr>
<td>% HPV not given</td>
<td>92</td>
<td>88</td>
<td>82</td>
<td>72%</td>
</tr>
</tbody>
</table>
c. Did the adjustment(s) produce the expected improvement toward meeting the project’s specific aim (item 13.a)?
   There was an improvement, but we did not achieve the specific aim of HPV vaccine being given during 72% of eligible patient encounters.

28. Summary of individual performance
   a. Were data collected at the level of individual providers so that an individual’s performance on target measures could be calculated and reported?
      ☒ Yes    ☐ No – go to item 29

   b. If easily possible, for each discipline:
      - Participants with data available:
        - Indicate the number participating (if none, enter “0” and do not complete rest of row)
        - If any are participating, are data on performance of individuals available? (If “No”, do not complete rest of row.)
      - If data on performance are available, then enter the number of participants in three categories regarding reaching target rates (i.e. the specific aims for measures).
        (If you do not have this information or it is not easily available, leave the table blank.)

<table>
<thead>
<tr>
<th>Profession</th>
<th>Participants with Data Available</th>
<th>Data on Performance of Individuals Available? (Enter Yes or No)</th>
<th>Number of These Participants Reaching Targets</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td># Participating in QI Effort</td>
<td></td>
<td># Not Reaching Any Target Rate</td>
</tr>
<tr>
<td>Practicing Physicians</td>
<td>75</td>
<td>Yes (or 21)</td>
<td>10</td>
</tr>
<tr>
<td>Residents/ Fellows</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physicians’ Assistants</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nurses (APNP, NP, RN, LPN)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Allied Health</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

H. Readjust

29. Post-adjustment data review and further planning. Who was involved in reviewing the post-adjustment data, identifying underlying (root) causes of problem(s) resulting in these new data, and considering possible interventions (“countermeasures”) to address the causes? (Briefly describe the following.)

   - Who was involved? (e.g., by profession or role)
     ☒ Same as #21?    ☐ Different than #21 (describe):

   - How? (e.g., in a meeting of clinic staff)
     ☒ Same as #21?    ☐ Different than #21 (describe):

   - When? (e.g., date(s) when post-adjustment data were reviewed and discussed)
     9/26/16 – 10/4/16

Use the following table to outline the next plan that was developed: #30 the primary causes, #31 the adjustments(s)/second intervention(s) that addressed each cause, and #32 who would carry out each intervention. This is a simplified

Note: Adjustments(s) may result in performance achieving the targeted specific aims and the review of post-adjustment data identifies no further causes that are feasible or cost/effective to address. If so, the plan for a next cycle could be to continue the interventions/adjustments currently implemented and check that performance level(s) are stable and sustained through the next observation period.

<table>
<thead>
<tr>
<th>30. What were the primary underlying/root causes for the problem(s) following the adjustment(s) that the project can address?</th>
<th>31. What further adjustments/intervention(s) might address this cause?</th>
<th>32. Who would be involved in carrying out each further adjustment/intervention? (List the professions/roles involved.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Assistants (MAs) weren’t aware that there was a standing order for the 2nd and 3rd shots in the series.</td>
<td>Broadly inform MAs about this change.</td>
<td>Physicians, clinic managers, lead MAs.</td>
</tr>
<tr>
<td>Patients continue to decline the vaccine. Misconception that vaccine may not be a covered benefit.</td>
<td>Continue to work on standardized patient education, such as a video, more compelling handouts, etc. Re-educate about ACA and required covered benefits.</td>
<td>Physicians and clinic managers.</td>
</tr>
<tr>
<td>MAs at some sites don’t consistently pend the vaccine, give out the standardized education.</td>
<td>Work with managers and lead MAs at those sites on standardization.</td>
<td>Physicians, clinic managers, lead MAs.</td>
</tr>
<tr>
<td>Minimal time to discuss vaccine during urgent visits.</td>
<td>Some sites are piloting pre-visit planning as a way to discuss vaccines and other health maintenance services before the visit.</td>
<td>Physicians and MAs.</td>
</tr>
<tr>
<td>Some physicians significantly lowered their rates of “missed opportunities,” others continue to have low rates of giving the vaccine. Many provider-MA teams still do not embrace BPAs</td>
<td>Continue to gather and share best practices in discussing the vaccine with patients.</td>
<td>Physicians.</td>
</tr>
</tbody>
</table>

Note: If additional causes were identified that are to be addressed, insert additional rows.

33. Are additional PDCA cycles to occur for this specific performance effort?

☒ No further cycles will occur.
☐ Further cycles will occur, but will not be documented for MOC. If checked, summarize plans:

☐ Further cycles will occur and are to be documented for MOC. If checked, contact the UM Part IV MOC Program to determine how the project’s additional cycles can be documented most practically.
I. Reflections and Future Actions

33. Describe any barriers to change that were encountered during this QI effort and how they were addressed.
Barriers noted included high levels of patient declination of the vaccine. There continued to be some providers and some clinics where BPAs are not embraced (OB/Gyn slower to embrace than Family, Peds, and Int Med). These were addressed by attempting to standardize the education provided to parents about the vaccine, improve provider education about BPAs, and working with MAs and office managers on implementing standardized workflows.

34. Describe any key lessons that were learned as a result of the QI effort.
We were surprised how difficult of a measure this was to move – likely due to the somewhat charged emotions for some patients around HPV vaccination, and provider inaction to take the time to recognize the BPA and discuss the vaccine during visits. A multi-pronged approach to educate both the healthcare team and the patient was needed to make any improvements.

35. Describe any best practices that came out of the QI effort.
Having MAs consistently look for the opportunity, via the BPA, pending the vaccine whenever the prompt fires, using standardized education, and giving the HPV vaccine the same strong recommendation as all other vaccines were identified as best practices.

36. Describe any plans for spreading improvements, best practices, and key lessons.
Continued emphasis on medical assistant involvement—the provider and MA working as a team—seems to be a key to success.

37. Describe any plans for sustaining the changes that were made.
HPV vaccination remains a key quality measure followed by the department and wider institution, and may become a pay for performance measure in the next upcoming cycles. This focus on HPV vaccination rates will encourage continued attempts to maximize HPV vaccination.

J. Minimum Participation for MOC

38. Participating directly in providing patient care.
   a. Did any individuals seeking MOC participate directly in providing care to the patient population?
      ☒ Yes ☐ No  If “No,” go to item #39.
   b. Did these individuals participate in the following five key activities over the two cycles of data-guided improvement?
      – Reviewing and interpreting baseline data, considering underlying causes, and planning intervention as described in item #14.
      – Implementing interventions described in item #16.
      – Reviewing and interpreting post-intervention data, considering underlying causes, and planning intervention as described in item #21.
      – Implementing adjustments/second interventions described in item #23.
      – Reviewing and interpreting post-adjustment data, considering underlying causes, and planning intervention as described in item #29.
         ☒ Yes ☐ No  If “Yes,” individuals are eligible for MOC unless other requirements also apply and must be met – see item # 40.

39. Not participating directly in providing patient care.
a. Did any individuals seeking MOC not participate directly in providing care to the patient population?
☐ Yes ☒ No If “No,” go to item 40.

b. Were the individual(s) involved in the conceptualization, design, implementation, and assessment/evaluation of the cycles of improvement? (E.g., a supervisor or consultant who is involved in all phases, but does not provide direct care to the patient population.)
☐ Yes ☐ No If “Yes,” individuals are eligible for MOC unless other requirements also apply and must be met – see item # 40. If “No,” continue to #39c..

c. Did the individual(s) supervising residents or fellows throughout their performing the entire QI effort?
☐ Yes ☐ No If “Yes,” individuals are eligible for MOC unless other requirements also apply and must be met – see item # 40.

40. Did this specific QI effort have any additional participation requirement for MOC? (E.g., participants required to collect data regarding their patients.)
☐ Yes ☒ No If “Yes,” describe:

K. Sharing Results

41. Are you planning to present this QI project and its results in a:
☒ Yes ☐ No Formal report to clinical leaders?
☒ Yes ☐ No Presentation (verbal or poster) at a regional or national meeting?
☒ Yes ☐ No Manuscript for publication?

L. Project Organizational Role and Structure

42. UMHS QI/Part IV MOC oversight – indicate whether this project occurs within UMHS, AAVA, or an affiliated organization and provide the requested information.
☒ University of Michigan Health System
  • Overseen by what UMHS Unit/Group? (name): Pediatric QI Committee
  • Is the activity part of a larger UMHS institutional or departmental initiative?
    ☒ No ☐ Yes – the initiative is (name or describe):

☐ Veterans Administration Ann Arbor Healthcare System
  • Overseen by what AAVA Unit/Group? (name):
  • Is the activity part of a larger AAVA institutional or departmental initiative?
    ☐ No ☒ Yes – the initiative is:

☐ An organization affiliated with UMHS to improve clinical care
  • The organization is (name):
  • The type of affiliation with UMHS is:
    ☐ Accountable Care Organization (specify which member institution):
    ☐ BCBSM funded, UMHS lead state-wide Collaborative Quality Initiative (specify which):
    ☐ Other (specify):