MIIC Webinar 4 Transcript: Tools to Increase Immunization Coverage

NOVEMBER 7, 2023

Hello. Hi everyone. Thank you for joining us in our MIIC, MIIC webinar number 4. This is our last webinar for this fall. Next slide, please.

I'm just gonna go over some housekeeping with everyone. Everyone except the presenters will be muted. Please put your questions in the chat at any time. We will stop throughout the webinar to answer those questions and at the end of the webinar we will also have some time that we will answer some of those questions as well. This webinar will be recorded and posted on the MDH MIIC website [MIIC User Guidance and Training Resources (www.health.state.mn.us/people/immunize/miic/train/index.html)](www.health.state.mn.us/people/immunize/miic/train/index.html). We already have webinar one, two, and three already posted in there and we will post this one shortly for those folks who are here to get their continuing education units and we will have a link for this webinar, and we also have links for all the recorded webinar on the website that you can access. If your questions are not answered today, please reach out to MIIC help desk and they should be, know, able to answer those questions that we didn't have a time to answer them today health.miichelp@state.mn.us. Just remember to include your MIIC org so they can get back to you faster. If you are having at any technical issues, please log out and log back in. Next slide, please.

This is the feature for questions. Just post all your questions here and we should be able to answer them as we go throughout the webinar. Next slide, please.

As I mentioned for continuing education, we will have a link, we will have a link for surveys at the end, for survey at the end of this webinar. After completing you will receive a certification to claim credits. Each attendee is responsible for determining whether this activity meets the requirement for acceptable continuing education. Next slide, please.

And then obviously we do have a lot of MIIC training and guidance material in our website that you can access, and you can and you can get a lot of information in there and these resources are continually updated as, you know, as we change things after each webinar [MIIC User Guidance and Training Resources (www.health.state.mn.us/people/immunize/miic/train/index.html)](www.health.state.mn.us/people/immunize/miic/train/index.html). Next one, next slide please.

So, like I said, we have had a four webinar for this fall, and this is our final and last one we're having today. Some of the topics or the lessons that we'll go over, will be functions to support immunization quality improvement, we're gonna learn about assessment report for understanding immunization coverage and client follow up as well for in obtaining information about clients overdue/recommended immunizations. Next slide, please.

Like I said, the topics include creating lists, assessment report and client follow up as well. So, those are the some of the topics that we will cover in today's webinar. Next slide, please.

And now I'm gonna hand over to my colleague Jenevera and she's gonna tell us some of those topics that we have on the agenda today and take it over Jenevera. Thank you.

Thank you, Mohamed. My name is Jenevera. I'm with the MIIC operations team. I'm gonna go ahead and go to the next slide.

So, I'm just gonna real quick show everybody how to create a list within the MIIC application. Just if you look at this slide, you can create a list using the Upload List/Roster Template. These templates are super easy to use once the list is created, you can go ahead and run some reports off of them and then as Sudha and Taylor will show you how to do that after I show you how to use the list. So, I'm gonna share my screen here.

So, this is the MIIC login page, this is the test environment just so everybody knows. So, none of the information in here is real information. So, when you need to log in in MIIC, you'll need an organization code, a username, and a password. If you don't know that information or don't know if you have a login, go ahead, and email the MIIC help desk. The email address is on this login page health.miichelp@state.mn.us. Just let us know what your organization is. If you do have an organization code, please provide that to us and then we can work with you from there.

I'm gonna go ahead and log in as my fake user here. So, I'm logged in as a typical user. The list feature is available, I believe, for every role that is available in the application. I'm logged in as a typical user just because that is the most common role. A lot of the users that use our list function are read only, and that is perfectly fine as well. The screen will look slightly different, but the options will be the same on the left.

So, before I go into lists. I'm just gonna go to the top of the screen and let everybody see that this is the yellow ribbon shows you which organization you're in, the user, and then the role that you have over here. This home tab will take you to the screen we're looking at this manage my account tab will take you to the features where you would go ahead and change your personal information, your password or your security questions, or all three. There's a logout tab. There's also a help desk tab here that will generate an email to the help desk, so it'll have that email address in there. And then this little light bulb here directs you to our user guidance and training resource page MIIC User Guidance and Training Resources (www.health.state.mn.us/people/immunize/miic/train/index.html). So, if you're ever in MIIC and you don't know what's happening, you can go ahead and click on that light bulb and this user guidance page will take you to basically every feature we have within the application,

So, that said, I'm going to go back to the home screen. Now to create a list in MIIC, you're going to want to look over on the left side navigation bar under list and there's two options here. There's add client to list and manage list. If you have never created a list before you want to go to manage list. So, we'll click on that option here. And you'll notice on this screen there's several lists already created. Some of your organizations won't have any lists, some will have one, some will have a lot of them. This screen will show you any list that has ever been created by any users in your organization. So, you'll see that there's several people here that have created lists, and they're the dates go back to 2021 in this case. So, you'll have everything available. You can certainly delete lists. So, if I click this X button, it's gonna ask me if I wanna delete it. I can hit OK, and that list is now gone. You can go ahead and save. You can copy a list too if you have one, so you can click save as and then type in a new name and click save and it says are you sure that you want to copy this list? I'll hit OK. And you'll notice that the top of the screen it said copy list today. So, I just copied that list from down there. So, that'll just take everything on that previous list and make a new one. There's a lot of reasons people do that. It's usually with schools and child cares. They just wanna copy an old list and then add clients to it. So, from here, what I'm going to do first is create a list using the template.

So, I'll go ahead and click click create or update by uploading a file on this radio button here. So, I'll click this, and it takes me to this screen. We wanna focus on this top one that says upload CSV template. So, I'll click on the template. Depending on your computer it might open differently, but you'll wanna open the file that comes up. It is a comma separated file value file, so we'll open this just so you can get a look at it. And of course, it opened.

So, this is our list template, and this is recommended for use of 20 or more clients. Personally, I would use it if had five or more clients. So, that's just my personal feelings about it. But if you don't like Excel and you wanna enter clients in one by one you can do that too and I'll show you that later. Anyway, this is the template. It is a CSV format I can't stress that enough. You do need to save it as a CSV format. You cannot alter this template in any way short of adding the information. So, you can't remove the header, you can't add additional columns, You can't move the columns around, they have to stay in the order they are in. The only required information for this file to work is last name, first name and birth date over here on the end. If you have the other information, you can go ahead and put that in. I'll note real quick that if you the this unique record ID number that is specific to your organization. So, if you have a medical record number or something tied to your client, you can put that in there.

I'm going to close this and just open one that is already populated. So, you don't have to watch me try to type because that would be painful. So, here I've created a list. These are all fake clients. I have the minimum required information. A couple things to note. I do have last name, first name and birth date. Again, I don't have any middle names or any of the other information in here. Again, if you have that, you can certainly put it in. If I have a hyphenated last name that will work in here, you can put that in here. do not put nicknames in here, so don't put like Indiana, I don't know if he had a nickname, but don't put in parentheses his nickname or Buffy, don't put the Vampire Slayer in parentheses next to her name. So, just it just has to be character, it just has to be last name, first name and birth date with no like commas parentheses, Asterix. No special characters. We also need to make sure that you don't have any blank rows anywhere or say you were filling this out and you forgot to add Papa Smurf's date of birth. If you don't put that in there, the files not gonna work. So, or if you just put Smurf and forget to put his first name Papa in there and try to load it, it's gonna error out in the file will not work.

So, once you've filled this out, you want to go ahead and save it somewhere to your computer. I'm going to close this because I didn't change anything. And when you do save it again and make sure it is a dot CSV file or comma separated file or it will not work. So, I'll close this. I'm going to go back to the home screen, so usually it'll take you a while to fill out that form, and once you're logged in, go back to manage list and then you're going to hit that create or update by uploading a file again and instead of grabbing the template on this screen, we're going to create a new list. So, being real creative with the names here, I know, you'd want to name it something that makes sense to you. So put in the name and then you're gonna find your file.

So, I'm gonna grab the file, click open, it's gonna show up here, and then I'm gonna click upload. You'll get this screen that says your file was uploaded, depending on the size of your list, it could take some time to process this one should be quick, but if you have hundreds of clients on a file, it's gonna take a little while to process. You can click this check status button here. And on this screen, you're gonna see a hyperlink when it's done. And that way you wanna see over on the far-right side of the screen is this complete status. If you see a status of error or a status of exception, it means a list has not loaded. Error means there is something wrong with your file, exception means, how to put it plainly, that MIIC is just being troublesome and sometimes you have to wait. So, if you keep getting exception, email the help desk and we'll try to see what's going on and help you out. If you're getting error and you can't figure out why, you can also email the help desk with your organization code, and we can go in and look it up. But again, error means there is something wrong with your file and the most common mistakes are special characters, blank rows, nicknames, leading spaces, some people move around the column. So, those are the most common errors. A lot of times I've seen just missing date of births or missing last names, or the first and last name are in the same field. So, just kind of look for those little things, but those are the most common.

When you do see a complete status here, you can go ahead and click on the job name, it's a hyperlink and this screen will give you a summary of what was on your list. So, this bottom portion here where it says description, it's telling us that 14 clients were process, 13 of them were added to the list and one was not. You don't see this a ton, but sometimes you will see that some are not added to list. To see why they're not added to list, you can click on this member not found or not added to list. So, click on that and it'll tell you that Darth Vader is in fact deceased and they're not going to add Darth Vader to your list. Other options on this screen would be the record is locked or the client does not exist in MIIC, or there's matching there's too many clients with that similar name and it'll give you MIIC ID numbers. In that case you'd want to email the help desk with those ID numbers health.miichelp@state.mn.us. So, if don't have, if they're not out to your list, this screen will tell you why and give you an explanation as to why.

So, I'm gonna hit the back button. Now to see my actual list going to go back to manage list and you'll see that today I loaded a file. There's 13 clients on it. To view that list, I'll just click on the icon here that's supposed to be too little people, and this will tell you who's on your list. So, you can click on this last name here and it'll navigate you to Rainbow Brights immunization record. I'll go ahead and close that. You can also go ahead and remove a client from a list. So, if I wanted to remove Buffy here, I would click on her last name and click remove client from list. I'm not gonna do that right now, but you can certainly do that.

Say you've created a list in MIIC using the template and you wanna add a new client to your list. So, say you created a list and then you had a new student start or something. And in this case, we're gonna, instead of creating a whole new list we're just gonna choose this add client to list option here. So, I'll click on that and then to add client to list I'm going to put in the last name, spelling is hard, and first name and birthdate. So, I'm going to click find and this will navigate me to Beach Ken's record here. And this screen is different than when you look u a client because it'll have this reports option that shows up in a little drop down here. So, if I click this drop down, I want to pick the list I just created which was right here. So, I'm going to pick the list for today's webinar here. And it's going to show up in this box and I'll click add and it'll tell you that the client added has been or the client has been added to selected list. And then I can go back to manage list to view that, and you'll see that now there's 14 clients on this list.

So, if I click on the little people sign, you'll see that Beach Ken, what was his last name? Carson is now on the list. Now, say I have a list with 80 people, and I don't know for sure if one of them is on the list like Rainbow Bright here. Say I don't know if she's on this list. I can go back to add client to list and put in

Rainbow here. And if I click this drop down, you'll see that the list that I'm looking for, so the one that said today's webinar or whatever my list name is not showing up in this drop down and that does in fact mean that the client exists on the list I'm looking for. So, if you have like I said, 80 clients on a list and you just don't want to page through or your brains not working correctly that day and you wanna add a client, go ahead and click add client to list, try it and if this drop down doesn't show the list you're looking for, it means that client is in fact on your list.

So, I'm going to go back to the home button and show you real quick how to create a list one by one. So, adding clients one by one which is sort of the pokey way to do it. But if you've got five clients, it's easy to do. So, I'll go manage list, same thing create or update. Nope, I'm wrong. I'm sorry. Create a new list manually one by one, obviously don't create a list manually that often. So, I'm gonna put this as manual list, click save and you'll see that it appeared on the top here, and there's zero clients on it. So, now that I have this list created, I can go ahead and add client to list. So, I'm gonna put Rainbow Bright on here, click find and then I'm going to pick this drop down and then there's the list I just reated as manual list, click add it'll say that the client added to selected list has been done. If I go back to manage list now, you'll see that the manual list has one client on it and if I wanted to add another person, I would do the same thing so. So, we'll put Beach Ken in there and we'll pick manual list, click add and I'll say that Ken has been added. If I go back to manually manage list, it shows that there's now two clients on the list. So, that's just the list function real quick, I will go ahead and toss it over to, I believe, Sudha.

That's correct. I think we just gotta head back to the slides and then we should be all good. Good morning, everybody. My name is Sudha Setty. I'm Minnesota's IQIP coordinator and I'm also our lead on the MIIC assessment reports and that's what I'll be talking us through today. Next slide, please.

You can use mixed assessment reports to check your organization's data quality in MIIC, and let me be, let me get into that just a little bit and I'll show you what I'm talking about when I do the actual demonstration. What I'm meaning here is like if you run these reports, you'll be able to see the number of people that MIIC is considering that are associated with your clinic in the certain age ranges. So, say you have a huge pediatric clinic or huge pediatric population, comes a kid in the little kid’s range of like 24 to 35 months, unlike tons of kids in the adolescent range. But for some reason, when you run your assessment report after you watch this webinar and you're curious, it only returns like 7 kids. That would be a major red flag for you to reach out to our MIIC help desk and say, hey, there should kids. What's happening? Is there something wrong with our data feed or did we not end up entering all these kids that I thought we entered? So, that is, like a very quick data quality check that you can use and it's an easy way to make sure that your data and your clients’ data is getting into MIIC.

You can also use make assessment reports to assess baseline immunization rates, especially if you're in the lead up to planning some quality improvement strategies to implement or activities or if you get a question from leadership within your organization that says, hey, where are we with covering our immunizations? This is a very easy report to run. You can identify areas for improvement, specifically highlight certain age groups or vaccines that you want to work on, implement practice changes and/or outreach activities to improve those rates, certainly, the next natural step after identifying those areas for improvement and you can regularly monitor rates to see whether any practice changes or outreach activities are making an impact. Certainly, that won't happen, right way, but over time you'll definitely be able to see if these rates change by running these assessment reports on a regular basis. Next slide please.

So, these are the available assessment reports at this time. The childhood assessment has a few more pieces available. It's actually one of our oldest reports and we have refreshed it a few times and added some functionality here. So, the standard one comes with the summary report which you may have seen a lot. It's the bar graph with the table below it and I'll show you what that looks like shortly. We also have a list of patients not up to date at 24 months associated with the standard report and that basically is a list of people who were not up to date at 24 months of age but maybe now after you run the standard report. Since that standard report does consider kids up to 35 months of age. The missed opportunity report is a way to take a look at the kids who have come in for at least one vaccine, but perhaps we're due for another and did not receive it. That would come to as a missed opportunity. And then there's also the lead up to date report as well that will show you the kids who got up to date perhaps later or the ones who are still due. There's also the list in custom option available for adolescent and childhood and I'll actually be able to be demonstrating the list report when we get to the demonstration part. The adolescent reports has the standard summary as well as a missed opportunity piece in the standard one and then the list and custom option for both of these will include the summary report. Next slide.

The Adult Assessment Report has standard list and custom and that mostly just comes with the summary report. This does need a little bit of updating and so we're continuing to work on that as we move forward. So, anybody has any questions about that, I won't be demonstrating that today, but you'll be able to tell once you run it for yourself and then the single vaccine assessment reports are also available. The flu one updates itself every season, the COVID-19 one is in the process of being updated. So, right now it just looks at the primary series or the pandemic series of COVID-19. It doesn't necessarily take into account subsequent boosters or the now normal or regular seasonal COVID flu, the seasonal COVID vaccine. Excuse me. Next slide please.

Alright, this is where we are going to do a live demonstration of assessment and everything is going to be fine and you guys will see my screen, I promise. Fells like famous last words. Alright. MIIC team, do I have confirmation that assessment reports are up on the screen?

Yes.

Wonderful. Thank you so much, alright here we are logged into the production region of our MIIC system. So, this is the one that you guys all access. This is our live environment. So, I won't be showing any live patient data just like Jenevera did not. But this is a testing organization using testing patients. So, none of the patient data that I may show you is real. Forgive me for the noise in the background. I hope you guys can't hear it, but it is what it is. Anyway, we're gonna talk about running the childhood vaccinations by 24 months using an existing list. I wanted to sort of link what Jenevera was saying about uploading a list for various reasons and one of the uses of those lists is being able to pull it into the assessment reports. So, let's go ahead and click on use existing list, and this is where it’s kind of is a little easy as far as the list-based stuff cause you've already done the work of putting the list together and uploading it into MIIC. All this stuff Jenevera showed you has already been done when you get to the point of I wanna see how many kids on this list or what's my assessment report rate or what's my immunization coverage rate for the kids on this list. So, I am going to just grab the webinar 4 list, very creatively named, and hit generate. That's so great. It's probably cause I've been logged in for too long. Didn't click around in it. How embarrassing, please speak amongst yourselves while I get back to MIIC.

Alright, good. That wasn't at all weird. I don't understand why it got me as far as being able to run the assessment report, so that's cool. Anyway, let's go ahead and hit manage assessment because I bet. Yes, it did. So, it did send this to the cohort to be formed and so now MIIC is thinking about running this report. So, this is actually the first manage assessment screen is a great way to see, hey, what have I run recently? How are my numbers even looking over time? and it also will give you the status as well. You can hit refresh and then once it says ready it's ready to click on.

Then go ahead and hit the people icon here. And this is where you can see the output options based on the type of report you ran. So, since this is a childhood report and I'm looking at a list, you won't necessarily see the missed opportunities report which only comes with the standard, but you will see everything else. What I'm gonna hit here is the summary report. Just to show you real quick. And then it'll show up down here at the bottom under generated reports. If you don't see it, like, just give it a minute and you can hit refresh and it will usually show up. And then hit the page icon here. And I'm going to zoom in just a little bit. Alright, so I ran this report on a list of kids that we had already uploaded into MIIC. So, this is actually showing me the number of kids on that list who would be considered under these assessment parameters. So, this is looking at kids between the ages of 24 and 35 months and whether or not they were up to date for the standard childhood series by 24 months of age. So, by the time they're two, where they up to date and if they are, they'll show up on this bar graph and they'll contribute towards this bar graph. They'll also contribute towards this percentage up to date right here that's being shown in the table here, this column.

The Minnesota average is updated every summer and so that's nice, that's kind of a nice measuring stick to see, OK, how are we doing versus the Minnesota State average as a clinic or on this particular list. Obviously, this is a test list, so these numbers are pretty low. But if this was live data it'd be like, wow, these kids, these 15 kids right here, really need to get caught up to date for their vaccinations, we should do some outreach to the kids on this list to make sure that they come into the clinic and get their shots. So, and that's a good way to sort of get a portrait of what's going on.

I'm gonna hit back really quick, so we can take a look at another type of assessment report. The other type are the standard ones, and I don't want to get too much into detail with the different use cases for all of them, but you can definitely run custom reports on these and shift age ranges. That's one of the nice utilities of these reports is that you are able to look at different age groups, just that assessment parameters don't change. So, like the types of vaccine and the up to date by doesn't necessarily change, but it is a nice way to be able to play with their data a little bit and see what you can generate and what statistics are most useful for your practice.

So, I'm just gonna hit the standard one. What this will do is pull the number of kids between 13 and 17 years of age as of today who are associated with my organization. I'm gonna go ahead and hit generate and hit refresh, but since I already pull this, I'm not going to make you sit through that. I'm just gonna hit the people icon on the report that I already ran. I'm gonna hit generate output for the summary reports and it'll show up down here and this is the adolescence report for the kids on that list. Now this list skewed heavily younger, so that's why they're not a ton of kids that are really up to date for their vaccines, for their, you know, for their adolescent vaccines, and there aren't a ton of kids with a bunch of shots on this list because this was a test list, but it shows you, hey, some of these kids have their Tdap and they're old enough to have their Tdap. Some of these kids have their childhood vaccines, but not all of them. It's a very nice way to get a portrait of the population that you are focusing on based on your list and who is on it.

Just gonna hit back here. So, I really encourage everybody to play around with the different assessment reports and see how they can best fit your practice. And actually, I think I have a tiny bit of time, I am going to take you over to the custom population here just so you can see the screen. So, I'm gonna pick adolescent vaccinations for the custom population. Here you can see it's not going to set a default of an age range. It's not going to be 13 to 17 years of age. I can look at younger kids perhaps. Perhaps I want to look at 11 to 12 years of age, as of today. It will actually show you the birth date range of the kids that you, of the ages that you're in here. So, you can see does this cover everybody that I'm interested in who's associated with my clinic? Yes, it does. That's great. So, let's go ahead and pick the kids who are associated with my clinic and in the adolescent assessment report, this is kind of a unique feature of the adolescent assessment report that you can pick the assessment date. What this means is that if you move the assessment date into the past, that vaccination status will be calculated using only those vaccinations administered prior to this date.

So, if you wanted to see how your population was doing as of the first of this year versus now, you could run two different reports one as of the first of this year, so I'm gonna go ahead and hit January of this year and then one for now that you would run another time and go ahead and hit generate. And it's doing progress. So, I'm going to do the awkward refresh thing until I can take a look. Hit the people icon, generate output and here is our summary report. As of the first of this year, none of these kids had gotten any vaccination and there were only four kids within the age range that we were interested in of 11 to 12 years of age. The Adolescent assessment report can be a nice way to be able to take a look at how far you have come within a certain amount of time. I think I'm not sure if we're pausing for questions here. I don't see any in the chat.

Yeah, we don't have any questions at the moment.

But I think it would be nice to put up the specific link to assessment user guidance and training here as well [MIIC User Guidance and Training Resources (www.health.state.mn.us/people/immunize/miic/train/index.html)](www.health.state.mn.us/people/immunize/miic/train/index.html). All right, I think I'm all set. I'm gonna go ahead and stop sharing my screen and turn it back over to the slides.

Alright. Hi everyone. My name is Taylor and I'm gonna walk us through and show you all how to use the client follow up tool in MIIC. Next slide, please.

So, the client follow up can be used to help improve immunization coverage rates for client populations by doing outreach to those who are recommended or overdue for vaccination. It can help healthcare providers; local public health agencies conduct reminder recall activities for their client or county population and it can and conduct follow-up for specific ages or vaccines. Next slide.

I will now demo how to use the client follow up tool. This will be a general overview if you would like more specific information, please contact the helpdesk health.miichelp@state.mn.us. Then as a reminder, all of the information that I'm going to show you is going to be test information. Alright, so once logged into MIIC, we will go to the client follow up menu group that we see on the left-hand side. Depending on your role, the menu group will be at a different part of the left-hand side banner. And as we can see, we have two options. You have create follow up and manage follow up. To start, let's select the create follow up function. In this function we have two options for creation we can create manually, this is where we can decide our population manually based on the options provided or we have the create from existing list. This option allows us to select a list of clients we generated with our intended population.

Let's start with create manually. As you can see, we have a number of options to help identify our client population. The options are age range, client association, follow-up type, vaccination type and vaccination groupings and/or individual dual vaccines. For age range, you can decide what range you want to look at. First, choose whether it will be measured in months or years, then enter beginning age and a through ending age. We're gonna do 24 and then 35 months. If you would like, you can enter an add an age as of date. If you don't, the current date will be used to run the report with. The client association section will allow you depending on your organization type, just select clients who are associated with the org you are logged in under, other locations, the other locations option will only show up if you have multiple and are logged in under the parent organization or both the org you are logged in under and the location selected. So, you'll have three options if you have this client association section.

The next selections are where we can choose some follow up specifics. For follow-up type, we have four options overdue, recommended, overdue or recommended, and all clients regardless of vaccination status. Then we have vaccine type, we can select to either pick vaccine groupings like the child, which will select all of the childhood vaccinations or the adolescent groupings, which will select all the adolescent vaccinations. And we can select individual vaccines, or we can choose vaccine groupings and number of doses already received. So, if you would like, you can go in and you can just select one vaccine that you wanna look at or if you want to do the child, you can do that and then you can add another vaccine in there that you wanted to look at or we can select this select vaccine grouping and number of doses. This will give us a drop down with a couple of options. So, we're just gonna do DTP for right now and then we can select what doses we wanna look at. We can do zero, one, all the way up to four. And once you've selected those, you can enter the name of the follow up that you would like. So, put something in there that just makes sense to you and then once you've done that, you're gonna hit the create follow up button.

Going back to the create follow up page, I will now show you how to create a follow up using an existing list. We have almost all the same selections on the create follow up on the create follow-up manual option. The only difference is the top selection. Instead of putting in age information, we will select a list of clients we have uploaded into MIIC which to never spoke about earlier in the webinar and we're going to do webinar 4 list. Once your list has been selected, go through, and choose the options needed. For today, we will do overdue and choose the childhood vaccination grouping. Childhood. We're gonna enter a name, just doing webinar 4 and we're going to hit create follow up.

MIIC will then take us to the managed client follow up screen once we have created our follow up. From here we can see all of the follow up we have run, starting from the right we can see the status. This will tell us what the report when the report is ready or if there was an issue with it and then continuing to the left, we see the date generated, so this will tell us the date and time. And then we have the count. So, it'll tell us the amount of clients that were pulled into our cohort and then we have the list name. So, this will show what name you entered or if you didn't enter a name, it'll give you kind of, MIIC will assign some sort of general name. It's normally the date and time. Then we have on the far left, we have the view button the view icon and then the delete button.

To view our follow up and create any outputs needed, we will click on the view icon. So, looks like a couple of little people. We then see our clients that fit the correct criteria selected. Starting at the top, it will show some general information about our client follow up such as name, when the follow up was generated, the age as of date, the follow up type, and the number of clients pulled. We can then sort or filter our clients in whatever way we need. You can sort in ascending or descending order, with last name first name, date of birth, last shot date, last provider, last shot provider, city, state, etcetera. So, you can go through, and you can sort by whatever you would want. And then we can also filter by whatever we would like. So, we're gonna go with clients with no immunizations submitted by MIIC testing. So, you're gonna select that, and then you're gonna hit apply filter. Once you hit apply filter, all of those that fit into the filter you selected are gonna move to the top, and they're going to be highlighted green. And then to remove the filter you just hit remove filter and then everything will go back to how it was when you first got on there. If you want to view a single client immunization record, simply select their last name and then MIIC will pull the record up in a new window. From there we can make any edits needed for that client. As a reminder, any changes made to the data in your reports will not populate until the next day. So, if you make any changes to any data, any records you might wanna come back to MIIC the next day just to make sure that the report is accurate and updated with new information.

I'm gonna go back, we're going to exit. All right. And you may notice some clients may be highlighted different colors, the colors correspond with their address information that we have in MIIC. The colors you will see are red, yellow, and orange. Red shows that the client has opted out of reminder, recall contact. So, this means that they don't want to be contacted by anybody at all about any reminder recall work. Yellow means we have insufficient address information; we could be missing information or have incorrect address info which can prevent from successfully sending postal mail. Orange shows that the client's address is marked as under undeliverable in MIIC. You can modify your list as needed by selecting the check boxes next to each name like so. Then select either no reminder or not our client at the bottom. So, if we scroll down, we have no reminder and then not our client. No reminder will remove them from this follow-up cohort. So, they will remain associated or active with your organization, but they just won't be a part of any of the report or outputs generated for the client follow up that you created today. Not our client will remove the association between the client and your organization. So, this means that they won't show up in any more client follow-ups that you run or assessment reports unless you bring that association back with that client.

You can also use any of the buttons below to select all or deselect all. So, we can select all on this page we can deselect all on this page. So, you have a couple of buttons you can use down here to do whatever you need. Now, let's look at some of the outputs we can create. We can create by clicking on the view slash create output button. So, I have a couple already pulled up for us just so we don't have to do a lot of waiting. As you can see, we have a few output options. We have client report, mailing labels, mail merge, con and contact list. To generate the reports, select the options you want. So, just select the little check box button and then we'll hit the generate output button. This will then populate it down here and if it doesn't, if the status doesn't say ready right away, we just hit the refresh button until it says ready. Once ready, we can select the document icon in the view column or this little carrot button so that we can see the view. I'm gonna start with the client report. So, you can hit this little document icon and it'll pull up. For the client report, this document will display as a PDF and will include a section for each selected client with a list of all vaccines that are included in your follow up. So, as we can see, we have one client here and these are all the vaccinations that were included in our follow up that we selected and it's gonna show us which vaccines that they've already received. So, they have the COVID routine on here, and it'll tell you dose one, two, all the way up to five and it'll tell you the date that they got that dose on and we'll scroll down to see a couple more. This one’s got a couple more vaccines and we can see the date that those were administered on and which specific dose. Let's go back.

Then we have mailing labels. Mailing labels also pulls up as a PDF and can be printed directly to a common 3 inch by 10-inch label sheet that you can use for mailings. The labels include the clients MIIC ID, the numbers that are above the name. So, these numbers, this is the MIIC ID. Do that, so this is the MIIC ID. It's gonna include their first and last name as well as their address. Then we have mail merge. Once selected, you have the option to save the file to your computer. So, it'll pop up in the right-hand side, you can open, it will open a zip file and then you can save it to your computer as needed. You can open it and it'll open it as a Microsoft Excel file. You can just save it to your computer, or you can just open directly into Excel. And then we have the contact list. This document will include a list of clients. It also gonna pop up on the side. We're just gonna open it. So, it's gonna show us the list of client contact information that we have in MIIC. So, if we have any contact information for any of these clients, it'll all show up on this document for you to use. And that concludes our walk through the client follow up function in MIIC. We're gonna go back to the slides. We're gonna do a quick walk through the mass inactivation function. So, I'm gonna pass it back to Youa to take the slides.

Alright, so mass inactivation is something you can do if you have a ton of clients that are no longer associated with your organization. This will remove them from any follow up you do as well as assessment reports. These are the steps to mass inactivate those needed. First you will need to create a list of clients that you no longer want to be associated with your org in MIIC, Jenevera walked through that at the very beginning. So, once you've created your list, you can upload that to MIIC following the instructions from the list function. Then you create your follow up using the instructions for creating a list based follow up which we walk through today.

For follow up type you're gonna select all clients regardless of vaccination status. And then after your follow up is created, you can hit the select all button located at the bottom of the page and once all clients have been selected, hit the not our client button. All clients that were selected will now no longer be associated with your organization. And that is all I have to share for today. I will now pass back to Mohamed.

Yeah. We have a couple of questions for you, Taylor. The first one is what does the warning status mean?

So, the warning status means you requested a large report, so your report might just be a little too large and might take it a little longer to pull. So, you can press on the view icon to proceed, and the warning does not mean the follow up will not process, but it just means it might take a little bit longer than other follow ups might.

One more quick question. How can I cancel a request?

Yeah. So, to cancel the request you can select cancel and then the delete icon on the manage follow up screen. So, once you're on that manage follow up screen, if you've already kind of went through it, you can just press the delete button and then MIIC will stop processing the whole follow up.

I think you have couple more questions. How do I view only single client immunization record?

Yeah! So, to view a single clients immunization record, if you're in the client follow up function, you should be able to just select on the last name of that client while you're looking at the list. Once you click on the last name, the MIIC records gonna open up in a new window and then you can see it'll pull you straight to where you see their demographic information at the top and then all of their vaccination information at the bottom. And then you should be able to make any edits and view anything that you need from there.

Can I filter or sort the list of clients at all?

Yes, you can do this by using the sort function when you're in the client follow up function. So, there should be a sort option and then you can also have a filter option. I think you can do either or and you can figure out which way you want to do it. You can sort in a couple of different ways as well as filtering to and the reminder for filtering, once you select the filter you have to hit the add filter button and then that's gonna pull all of those that apply in that filter to the very top and highlight them green.

Alright. And that's all the questions we have for you. Thank you so much Taylor.

And now I'm gonna I'm gonna go over some of the programs that. Sorry. So, for those of you guys who want to do continuing education and want to get credit for this webinar, we do encourage you to go to that survey link and you should be able to complete that information in there [Fall 2023 MIIC Webinar 4 Evaluation (https://survey.vovici.com/se/56206EE32988706A)](https://survey.vovici.com/se/56206EE32988706A). And we also have the links for previous CEU links on webinar one, two and three as well. So, they're all posted on the website [MIIC User Guidance and Training Resources (www.health.state.mn.us/people/immunize/miic/train/index.html)](www.health.state.mn.us/people/immunize/miic/train/index.html). You can access them and watch them in there as well. Also that if you, if there was any questions or you know, something came up after we ended this webinar, please also do feel free to send us all your questions at MIIC help desk at state, MN dot US Health.miichelp@state.mn.us. Always remember to include your organization code so in that way we know which organizations that will be referring to as well as and then we'll get back to you and as soon as possible. Next slide please.

We do have a ton of resources on the website that you can you guys can access through it. I'm gonna have my colleague Jenevera to tell us like the best way to access those resources and how to go about it. But we do have a lot of information. All we continually update that information on the website as we put more information and as we have the webinars. So, do feel free to get all that information that we have up there. And then I'm gonna pass quickly to my colleague Jenevera to tell us and to walk us through the best way to get that information from the website.

Sorry, I have the wrong screen now, I apologize. That's my dog and my kid. OK, so the best way I showed this real briefly when we first started, the best way to get to our user guidance and training page is actually if you're logged into the application again, you can just hit this little light bulb button here and it'll take you to our make user guidance and training page [MIIC User Guidance and Training Resources (www.health.state.mn.us/people/immunize/miic/train/index.html)](www.health.state.mn.us/people/immunize/miic/train/index.html). This is the page where we have everything that is most recent. So, we update everything and put it on here. So, if you go to this page, there's a drop-down and I'll show you just the very general logging in, changing your password, client search and printing records, interpreting records, FAQ. This drop down is entering information starting from just entering clients all the way down to immunizations. This dropped down here is kind of what we went over today. So, how to use printable reports, using lists is what I went over and then assessment reports and client follow up is what Sudha and Taylor went over. So, you can actually click on these and it'll bring you to just a PDF. There's also a short video here and if I go back.

I'll Scroll down and this section is where it says MIIC Webinar series. These are the webinars that we've done every year. So, these are the most recent webinars. Eventually you'll see webinar number this next drop down. You can click on that drop down and it'll take you to the webinar and then you can view it if you need to and I believe you can get your CEUs from here as well.

So that's just our general resources again if you're on our MIIC home page, so if I log out, you can grab our MIIC help desk email Health.miichelp@state.mn.us. It's in the., it's on that first page here and again you can always email the help desk. You'll notice on this login screen if you can't log in that little light bulb is also on that screen. So, there's lots of ways to get to our resources. I think those are the only ones that if there's any other links, I think they're putting them in the chats for resources.

I was gonna show real quick, someone asked a question about viewing a client's record when they're on a list. If I go back to manage list and click on the actual, so this little people icon right here is what you click on, you can go jump to a person's record. If it's highlighted in blue here and underlined, it's actually a hyperlink and I'll take you. So, if I wanna look at Luke Skywalker's record, I'll just click on the last name. You'll notice opened it in a new window, but it directs me straight to Luke Skywalker's record. So, I can close that and go back to manage list and say I wanna look at Han Solo's record. Same thing. It'll take me directly to their record. I think someone had asked that question, but I just wanted to go over it again real quick so. Were there any other questions that came up?

No, that's all the questions we have for this webinar are now I'm gonna show everyone we do have a MIIC texting program services that we offer to all the counties and all healthcare providers within the state of Minnesota. So, I'm just gonna go over and show you what that entails. OK. Can I get the control?

So, so this program was in was implemented back in 2021 in order to combat the COVID-19 pandemic that we have and this and after the pandemic, the program become more popular and a lot of organizations they wanted to participate and you know, wanted to get an advantage of this program and after that we kind of expand it to other immunizations such as routine immunizations, vaccines, MMR as well. Awesome, MMR as well so. So, in that way a lot of schools, child cares and local public health were able to come and participate. It's really popular program. So far, we have to work with other 70 organizations and since we implemented this program and every day, we do get a lot of organizations that come in and participate in this program. So, if and since there you go, awesome. Sorry about the technical difficulties. So, like I said, we, it is a program that a lot of participants, a lot of participants and a lot of health care providers, they can, they come and join us. We send out those text messages so program description, we do send those text messages, one text and every three months for routine immunizations. So, in that way, you know, families and you know providers they have like more time to make a decision and for MMR immunizations, we send those text messages two week in between, you know, in between each text message. We also have translation options as well for Spanish speaking folks, Hmong and Somali speak and Somali speaking family and clients as well. If the patients or the families do want to opt out of the program, they can simply, you know, say stop and they should be able to opt out and they can also opt out in other languages as well.

So, this program also so and so far, since we have implemented this program over half a million clients were texted and only 10% of those and folks were about to opt out. So, it's really pretty successful for routine immunizations, 31% of the folks that get the text message ended up getting additional shot of the immunization and for COVID 19 that number was 20% of the children that could and that ended up getting another immunization. We do engage with participants, and we send report every month to all the participants that you know, participate in the program. If you would like to know more information about this program, please don't hesitate and shoot as email at MIIC help at texting. Sorry. Health dot texting dot MN you know, that's the email address Health.miictexting@state.mn.us, you can send us or you can also send emails to the MIIC help desk and they should be able to further should be able to forward the email to us health.miichelp@state.mn.us. All you need is just to send as email and also meet with us for 30 minutes on Teams and we will be able to tell you more information, what the programming entails and what we need from you. So, I hope you will engage in this program and take advantage of it. That concludes on this and webinar our final and last webinar for fall for this fall. Thank you for participating and if you have any questions, as always, do feel free to send us. Thank you for your time and have a good rest of your day.

Minnesota Department of Health
Minnesota Immunization Information Connection (MIIC)
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