DEPARTMENT OF HEALTH

MIIC Webinar 3: Supporting Immunization Quality Improvement

NOVEMBER 15, 2022

Good morning all and welcome to the third webinar for the Minnesota Immunization Information Connection or MIIC. Next slide please.

Just a quick note, at the top. We are, we do have live captioning in English, so you can click on the ellipses of more and you can turn on live captions and you'll get English text at the bottom of your screen as we present. Next slide, please.

Just a quick note that everyone except presenters are muted. You can put your questions in the chat at any time and there will be a pause during the webinar and at the end for questions. This webinar is being recorded and will be posted to our website you can find both webinars, number one and two already posted at our website linked here (https://www.health.state.mn.us/people/immunize/miic/train/index.html). If your questions not answered on today's webinars, please reach out to our MIIC Help Desk. When you do that, please do include your MIIC org code. It will just help us help you more efficiently. Next slide please.

Also, just a quick note, there's a Q&A on this screen you can see it at the top there. Please put your questions in the chat at any time. We'll be monitoring that throughout the webinar. Next slide please.

So, as I said, this is our third webinar and a set of four webinars. Today will be supporting immunization quality improvement. We'll look take a look at agenda next slide, but please do join us next week as well on Tuesday. At the same time, same place we'll be looking at some additional MIIC functionality. Looking at some few special reports and programs. Next slide please.

Our MIIC guidance and training materials (https://www.health.state.mn.us/people/immunize/miic/train/index.html) are updated on a frequent basis at our website here. They're updated in line with any changes in MIIC, so don't hesitate to reach out to our website and take a look at our materials we have both PDF user guides and also PowerPoint presentations with an audio overview as well. Next slide please.

Just a quick note on our regions and regional coordinators. You can find our contact information for our regional coordinators at this website (https://www.health.state.mn.us/people/immunize/miic/participate/regions.html). The regional coordinators do support primary health care clinics and local public health agencies as well. Next slide please.

Just a quick note on our webinar topics. We'll be creating lists, looking at assessment reports. We'll have a pause for questions. Review of client follow up and then question about the end. Next slide please.

Alright. And with that, I will hand it over to Sudha to talk about assessment reports.

Good morning, everybody. We'll be talking, as Rachel just mentioned, we'll be talking about assessment reports today. Gonna say the word assessment a lot in this next few minutes. So just as a quick introduction, you can use MIIC assessment reports to check your organization's data quality in MIIC, you can run it. And when we do the demonstration, you'll be able to see where in the report you can see how many people are considered for the assessment. So, you're expecting around seventy and it's actually five hundred or say you're expecting around seventy and it's only three. That is a huge clue that there's something, there's something going on with how your data is getting into MIIC. A great easy check for you to take to your IT or your EMR folks. You can also use MIIC assessment reports to assess baseline immunization rates. How are you doing right now as a practice, or as a local public health or tribal jurisdiction? Like, how are what is in your catchment area that you can assess who is coming to your clinic? How are those immunization rates? MIICs assessment reports can help you get a hold of that data, and see where you are then naturally, you can identify areas for improvement because you can identify which vaccine is doing is the lowest rate for your patients. You can identify what age range perhaps needs a little more of a catch up. Then from there on you can implement practice changes or outreach and implement outreach activities to improve those rates. And then it's very easy to regularly monitor rates and see whether you're practice changes or outreach activities are making an impact. Not only is it easy to regularly monitor those rates, but you can also run them on a regular basis and share them during meetings and like show progress and bring your colleagues in. Next slide please.

So, I'm gonna walk through the available assessment reports. I'm not going to demonstrate every single one of them, but we have a ton of resources online that you can see a sample, or you can just mess around with it. It's kind of fun to play around in there, but I'm highly biased in that regard because I love assessment reports. So, we do have the childhood assessment, the standard one looks at the patients that are not up to date at 24 months and looks at kids between the ages of 24 and 35 months. We do have an ability to run a standard report that just looks at that and summarizes sort of like all of the childhood immunization rates and the standard childhood immunizations given at or before 24 months of age. You can also run a line list from there of patients who are not up to date at 24 months but are still in that 20-to-35-month age range to see how many of these kids still need certain vaccines. You can also run a missed opportunity report under the standard childhood assessment as well. That shows you the number of kids that came in got one shot, but perhaps we're due for others and did not receive them. And then you also have a late up to date report. Like how many kids are late up-to-date simply because they didn't come in on time? How many kids are not up to date because they have an immunity code or a refusal code in their record that was sent over to MIIC? You also have the ability to run all of these assessment reports off of a list and Jenevera will talk about the list piece shortly, and I'll also show you how to run a report as well off of a list and then you also have the ability to do a custom reports of setting your own age ranges for each of these reports. And one piece I want to show in the adolescent reports, which is actually the same as the childhood assessment ones, with the exception of they we don't have like a land list of patients not up to date at a certain age for the adolescent vaccines, and we don't have a lead up to date graph associated with that, but we do have a missed opportunity one as well. Next slide please.

For the adult assessment, we have standard, list and custom as well. This does need a little bit of work to be up to date with what ACIP is recommending. So, I'm not gonna demonstrate that one but feel free to go in and play around with it. We also have two single vaccine reports that I love. The first one is our very foundational first piece, which is influenza vaccine. So, looking at everybody who was vaccinated in the most previously completed flu season is our standard assessment for influenza. You can, in the custom option, look at the current season we are in right up until like where we are. So, you can see how people, how your patients are doing in the flu season in progress, but you can also just grab your last season just to look at as like a standard baseline piece as well. And of course, you can run the list on that and then we also do have the COVID-19 assessment report available that is going to be one that I will demonstrate for you guys. We don't have a standard one for that because we want people to be able to set their own age ranges. So, that will be true for the list or custom one. Setting your own age ranges is required for the custom piece. But you can also just do it to take a look at how people are doing for the primary series of COVID-19. Next slide, please.

I would like to talk a little bit here about the immunization quality improvement for providers program. It is a 12-month quality improvement program focused on improving on-time immunization rates for routine childhood and adolescent vaccines. All eligible clinics for this particular program are enrolled in the vaccines for children program, so if you're on here and you're interested in quality improvement, you can still reach out to me, we probably won't do a full on IQIP visit, but we can help you with certain quality improvement tools for sure. You can reach out to me or your MIIC regional coordinator if you or your organization or interested. Highly recommended. When else are you going to get immunization public health expert as a captive audience to help you consult on how to improve your practices immunization rates? It is this opportunity I am telling you. It is right here, so please do reach out if you are interested, assessment reports, so the piece I will demonstrate are the cornerstone of IQIP because we need to be able to baseline in order to measure improvement. How could we know how we are improving if we don't know where to start? So, setting us as a report sets a baseline for improvement and as part of the program, we end up monitoring changes in rates at six months and then 12 months the six month one is even optional. We usually do it as a year over year kind of comparison. Next slide please.

So, I am doing my demonstration of assessment now. Colleagues, I believe we have not had a demonstration of a list upload, so I am happy to do a list-based assessment piece. And can I would like to take over sharing my screen. OK. Can everybody see my screen? Colleagues who are presenters, I'm gonna assume you'll have to tell me because everybody else is on mute.

Yes, we can see you.

Thank you. I appreciate it. It's always nice to have that validity. All right, so I am logged in under a testing organization as a typical user. So, you guys don't see the bewildering amount of stuff that I have in my normal account assessment reports are pretty easy to find if you're a typical user, they're right here, right under client follow-up, which my colleague Holly will demonstrate later in this presentation. And as you can see, we have the four types of assessment reports I talked about in the presentation, childhood adolescent, adult, and single vaccine. So, I'm actually going to show you guys the influenza one, so you can go to the drop-down menu and hit influenza and then here you can see the different reports that you can run. The first is a standard one, it chops up the ages into 24 to 35 months, 13 to 17 years, 18 to 64 years, and 65 years. You will notice that they are not contiguous, or they're not age ranges that cover the whole gamut of your population. There's a big there's a little bit of a gap here and there, but especially with the kids, like you don't see most of the school age kids in here, but that's OK. You can actually take care of in the custom population and set age ranges there. For now, I am actually going to head over to the custom population piece and just show you how to enter the different age ranges. So, say you're interested, make sure you toggle between months or years depending on the age ranges you are setting. Let's say we're interested in kids between the ages of five and six. You can add an age range label here and you can see all the stuff that I've run fairly recently here in and the little thing that it's saving. And you can add up to four age ranges here. I'm actually not going to do more I just want to show you how easy it is to do that and then hit remove and then I'm just gonna grab everybody associated with MIIC testing. And as you can see here, this is the assessment date range. The default is to go to the last completed flu season, so as you can see, that's June/July of last year to June of this year. So, I'm looking at what was the most complete, recently completed season. This is where you can adjust to looking at the current one as well. By using the toggle and the calendar, you just need to make sure that you don't cross flu years when you're doing this. So, you can also name your assessment report down here. I'm not going to at this time, but I'm just gonna hit generate. And while that is chattering on, that's not a real word. But that's OK. I'm going to go back and take a look at a list-based report. Let's take a look once again. Well, let's do COVID, that's sounds like fun. I have a list that my excellent colleagues already uploaded, so I'm gonna go ahead and use that one. How handily named is that? That's wonderful. And as you can see here the age range to set for list is optional, you can chop it up into different age ranges if it makes sense for you, but I am familiar with this list. I know they're only six people on it and I am fine with keeping it blank here. So, feel free to add it will make it more specific and probably better for everybody that you're going to be sharing with to understand what's going on. But you can just leave it as is and that is what I will be doing. I'm going to hit generate. And then it's like I prepared for this webinar by running it ahead of time, so I'm gonna go ahead and show you the list based COVID report, no actually. What did I demonstrate first? I probably did the influenza one. So, let's take a look at the influenza one really quick. Click on the little people graph here. You hit generate output. Right now, MIIC is doing this really cute thing where you hit generate output. It says not found. Don't be scared by it. It's totally fine. We're working on it. We're going to have a fix hit the back button and then hit refresh down here and generated reports. And you will see it appear down here. It has run just fine. It's just being like I said, real cute. So, let's go ahead and click on the view page button right here. And dun-na-na-nah and here is your beautiful report. I'm actually gonna zoom in a little bit. I hope that's not. I hope that's fairly visible. As you can see MIIC grabbed all 1400-ish patients associated with this MIIC testing organization. That is the number I was expecting. So, I'm not scared by this. And as you can see you can take a look at the influenza coverage rates for the standard set of age ranges here. So, everybody who's included in this blue numerator here got at least one dose of influenza vaccine. In the previous flu season and you can see which flu season that I measured up here. This is the number of clients and as you can see here, this is the number and percentage of people who were vaccinated with one dose in that time range and who are in this age range. This report does not take into account those or does not measure those folks who are just starting flu vaccinations. So, need those first two doses in that flu season separated by a certain number of weeks. It does not account for that. It just looks at one dose given within that within the time range specified or for the standard one the previously completed flu season. I'm going to go back and show you guys the COVID report I just ran. Look at that. It just ran perfectly. How nice. I'm going to click on that there. Deal with MIIC being cute, hit the back button. Hit refresh. And go ahead and look at my view reports and this is the list based COVID-19 report that I ran. So, as you can see on this list of eight people. Six people have gotten at least one dose of COVID-19 vaccine. This doesn't look at like a flu season like the influenza one does. It looks at everybody in this age range, that's in this list, and any dose they have gotten in the past. So, this is much less time restrictive. And then it also looks at the completed COVID-19. So, the number who have had complete series of any U.S. licensed COVID-19 product. So that's two people and they are showing up in this dark blue bar. I am actually going to check in with my colleagues on time. Before I try to get into any other demonstrations which I do have. Rachel, can I continue to demo it, or do I need to hand it off?

Yeah, you can go ahead and demo for a little bit longer and then we'll pass it to Jenevera.

Perfect. Thank you so much. Alright. So, say you're not really interested in influenza and COVID which of course you guys are, but you want to look at other areas of your immunization practice. You can take a look at the child vaccines by 24 months, and I want to just show you a little bit about what this looks like even though like these are test clients. So, I don't have a ton of immunizations in for these guys. So, it'll look alarmingly blank. Which is not a big deal since I'm working on a test cohort, but if it looks alarmingly blank for you, that's a clue for you to be able to reach out to your EMR or your data exchange works at a MIIC Help Desk to see what's going on with your data entry into MIIC. And it's just hanging out here at 50% for right now. Let's say that you're looking at your adolescent ones. I have one of those already run, so I'll just share that with you guys. Clicking on the people here, I've already run this, so I'm just gonna click it on here and not deal with the not found. So here is our adolescent immunization summary. As you can see here, the adolescent vaccines will be here in this left-hand box, and it does Tdap, Mening, the booster, first HPV and complete HPV. And then it also has a childhood vaccines here for those vaccines that adolescents could still get caught up on that they should have had as younger kids. Obviously, these are test clients who don't see a ton of really exciting, awesome blue bars here. The Minnesota average is something that's a feature of several of our immunization reports that does change every year and we have kept up the healthy people 2020 levels because they are quite lofty and kind of nice for us to measure against. But it is something we are considering changing into the future. That's the bar graph, so down here you can take a look at the number and percentage here and it lines up really nicely against the Minnesota average too, so you can compare your own clinic and its rates against the rates for the rest of the state. I'm just going to see really quick if the childhood went look at that and only one person within this age range. So, let's take a quick look here. I'm just gonna do this summary report here, being cute. Alright, hit refresh. And this is what the childhood report looks like here, obviously, alarmingly blank, since it is a test set of test clients. But this is where you can see the DTaP, the polio, the MMR levels how they compare to the Minnesota average, the healthy people 2020 goal, and then the specific numbers and percentages here lined up with the against the Minnesota state average. I think I am at a time where we can probably pause for questions, and I can stop sharing my screen if someone wants to share the rest of the slides.

Thank you, Sudha. We don't have any questions at the time. Just a reminder, go ahead and put your questions in the chat at the top under the Q&A button and we can get to those. But I think at this point, let's hand it over to Jenevera please.

Hi there. Sorry I had to find the mute button. OK. I'm going to start from the MIIC login page just in case there's some people on this call that are not or this webinar that are not familiar. So, when you log in and make you want to go to the login page, and you'll need an organization code, username, and password. These are just like Sudha said, this is a fake environment, or this is a fake user and fake clients and all of that. I'm gonna log in. And I just want everybody to kind of look at the screen at the top of the screen. It will show in the yellow ribbon, which your organization is who the user is and what your role is for the purposes of this webinar, I'm going to use the typical user role. The list feature is actually available for every user role that is available in MIIC. So, if you have a read only user role or a school and child care administrator role, you will also have an option for the list feature. It'll just look different in the left side navigation screen. I believe it's under routine functions for read only. More typical users, it is under the list feature. Before I jump over to lists, I just want to highlight this little thing. It's a light bulb you can click on, and this navigates you to our make user guidance and training resource web page (https://www.health.state.mn.us/people/immunize/miic/train/index.html). This is actually where all the webinars are stored and then all of our user guidance are on here. And then this drop down for population based. Like you can click these drop downs and it will give you all of the things like the using this feature is here. I'm going to jump that back to MIIC. Again, I'm a typical user. I'm gonna go to the list feature and there's a couple of ways to create a list. You can either create a list one client at a time, which is not fun, in my opinion, but you can do it, or you can create a list by uploading the actual spreadsheet. So, I'm going to go to manage list. And are two options. Are the create a new list, one at a time or create or update by uploading a file. First, I'll just show you how to create one at a time. When you click that radio button it just gives you a box to name a list. I'm just gonna name it something generic. Click save. And you'll see that this shows you Wonder Woman created a manual list. There is zero clients on this file. On this list rather. So, to add clients to this list, you're going to click on add client to list. And I'm going to put in a fake client. Hit find. And then it takes you directly to what looks like they're immunizations or their immunizations screen, but you'll now have this reports option, and there's a drop down where you can click which list you want to have on there, I'm going to click manual list. That's the one I just created. Click add, and then it tells me the client has been added to the select list. If I wanted to add another client. Prince Lone Star's record. I'll click the drop down ask him to the record. Click add. And it says add student or client to list, go back to manage list here for you and you'll see that there's now two clients on this list. I can click on view, and it shows my two clients. From here, if I click the last name, it'll navigate me to Rainbow Brights record I can click the box. And remove this client from the list if I want. Or I can go to those reports that Sudha and Holly will show you. So let me show you now the home button. How to create a list by upload by using the template. So, we'll go back to manage list. And I'm going to click the create or update by uploading a file. You click that. Think real hard. OK. And you'll see on the screen you have upload CSV template and then a hyperlink and then upload client query template and a hyperlink. You want the one that says upload CSV template, so we'll click on that and depending on your computer and your browser it'll either show you like on my screen on the bottom it says it has this zip file or it'll just open a CSV document for you. It really does depend on your computer and your browser. So, for me I'm going to double click on this. It opened it here and then I have this upload list. I want to note and stress that this is a comma separated value or CSV file and then from here you can click save. You can save it to your computer wherever you want to save it or remember where you're going to save it. Not going to do that on this screen, so I'll close it. And I'm just gonna show you t list that we have created. So, I've already created this list because nobody wants to watch any type. Highlight the whole thing and then expand it so you can see the columns. Now a couple of things to note, well more than a couple, this template you should not edit or alter the columns or rows short of entering data into this the template. I'm going to stress this because a lot of times the data you're pulling whatever you're pulling your information from won't have it in this arranged in this format or it won't have it in this order. A lot of people insert their own columns. A lot of people insert rows. With extra information. So, this template needs to stay as is, you cannot move any of these columns. A through H need to be there. If you put something in I it, that just means something to you, it's not gonna work. So just to make sure you're using this template as is, you do need last name first name and birthdate as the minimum required information. If you have middle name. If you have mothers first name. If you have a unique record ID number, that is specific to your organization, you can certainly put those in there, but they don't matter as far as pulling the data from MIIC for your list. The last name, first name and birthdate is minimum required. This because it is a CSV document, you cannot use any special characters so no parentheses. We get a lot of people that say Donald Duck went goes by Donnie.

Sometimes they'll put Donnie in parentheses next to his first name. Don't do that, please. It will break the list and it won't work. And then we'll be talking later. Sometimes a common error is a leading space before the last name, first name or birth date. So those are kind of the main ones. So just make sure you have the bare minimum last name, first name and birth date. You've entered it all in, and then you'll save it. And when you hit save as again, I'm stressing a lot. Just make sure that it does save as a CSV document. Sometimes Excel tries to change it to something it likes better or thinks better for you. Just make sure you save it as a CSV document, so I didn't change anything. I'm not gonna save it. I'm going to go ahead and close this, so you don't have to see it. Once you've created your list and you've saved it to your computer, you're going to go back into the MIIC and again go to manage list. Then you’re gonna go to create or update. It's going to think real hard again. And then instead of picking one of these, you're just going to create a new list. And then you're going to choose your file. And we'll click the list, click open. Upload. With that upload button, once you've found your file. And depending on the size of the list, if you have thousands of clients on your list, this will take a little longer if you have. This was all clients or something. It shouldn't take that long. You wanted to say complete when it's done. If it says error, it means there's something wrong with the file it says exception. It means there's something wrong with MIIC and you can always email the Help Desk. As long as you provide your organization code so we can look at your file. This one says complete, and I just want to look at the screen. You can see the job name says testing you can click on this. Job name. I'll show you another way to get there. And I want to show you this is the list that MIIC reads so this is a copy of your list. This is how MIIC sees it. This is how many members were added to your list from the template or the file you loaded, and it actually provides the MIIC ID numbers for you. And then this one will tell you if there's members that were not added to your list or not found. So, if you see down here, it says that there are three clients that were not added to the list I click on this little tell me that Mickey Mouse was not found in MIIC. So, you can search Mickey Mouse manually. So, you don't have a Mickey Mouse, but you can search the manually and add them manually to your list. If you do find them. Or you'll have to just not have them on your list, Donald Duck has been locked to an organization that means Donald Duck went to a different organization and doesn't want anybody but the one he wants to give consent to see his record and then Donna Test is unfortunately marked as deceased so you're not going to be able to add them to a list or run any reports on them. I click back real quick; I'll show you another way to get to this screen is just got to by going to check status under data submission. I just want to show you this so you can actually see what happens if you log out and need to contact us. You can click check status, you can change the drop down to when you loaded the list and then you can click on that job name, and it gets you back that screen. The other thing I wanted to go over real quick was if I go back to manage lists, there is a way to copy a list. So, if you click save as say you want to use Wonder Woman's list they are in here as He-man and you want to go to Wonder Woman's list and create something new. You'll click save. Yes, I want to copy the list. So it shows you that I've just copied Wonder Woman's list. It's the same number of clients and then I can delete this testing one if I don't want it anymore. This screen will show you any list that any users have created under your organization. So, you can edit all of them as long as you're a user under this organization. And then I'll show you real quick. We can add something to copying list. Go back to add plant to list. And then we're going to add Harry Potter. One of our list. I'm gonna click Harry Potter. You were going to pick a drop down here. To the webinar list, click add and it says that Harry Potter has been added to this list. I'm going to show you one more thing before I hand it off. Look up Rainbow Bright again. Click find. Then I want to add a Rainbow Bright to that list that we had referenced earlier. The webinar 11/15, you'll notice that is not an option in this drop down. That means that this client already exists on this list. I'm only showing you this because if you do have a list with thousands of clients or even hundreds. And you don't know if Rainbow Bright is on that. You can hit add client to list and try to add them. And if the list are looking for it doesn't show up. It means that client already exists on that list. From there, I think I can either go to questions or it go to Holly.

Thanks, Jenevera. We don't have any active questions right now, so I think we can go right on to Holly. Just as a reminder to participants feel free to put your questions in the Q&A chat at any time. Thank you.

Alright, thank you Jenevera. If someone could pull up the slides that would be great. Right there. Perfect. Thank you. Hi, everyone. My name is Holly, and I'm going to walk through how to use our client follow up function within MIIC. But before I do that, I just want to touch on a use case for client follow up. So, client follow up is most commonly used for reminder recall, and reminder recall is used to notify individuals that are recommended or overdue for vaccinations. And so, if they're recommended, they're called reminders if they're overdue, they're called recalls. And reminder recall can be delivered by various methods such as text messages, letters, postcards. Pretty much any way you can think about sending immunization reminders out, and you can tailor your reminder recall for individual clients or certain populations. So, if you wanted to do a specific population of children, or adolescents, or adults, you can to that as well. Alright, next slide please.

And one more. Alright, so as I did just touch on a 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 vaccinations. Client follow up can also help healthcare providers and local public health agencies conduct reminder recall for their client or county population. And it allows you to conduct follow-up for specific ages and vaccines. Next slide please.

Alright, I will take over one second. Alright, so you should see MIIC now. So again, just like Jenevera, I am logged in as a typical user and so your left-hand side menu may be shorter or longer based on your user role. But to begin client follow up you should just look for the client follow up header on the left menu and then underneath there is a create follow up and manage follow up options. So, to create one I'm gonna click create follow up and then similar to assessment reports I can create a manual client follow up cohort or create one from an existing list. And I will walk through both. To begin, I'm just gonna use the manual creation. Which is this top bullet point. So, when you're creating a client cohort manually, you get to select the age range and client associations that you're looking for. And so, for a range you can select a cohort based on months or years of age, and you can also change the as of date. So, let's say for my cohort today I'm looking at 2- to 4-year-olds who were 2 or 4 as of the beginning of the month, so I'm just gonna change this to 11/01 One so these this is gonna pull all two- to four-year-old. That were that age as of November first. Then the next section is client associations and based on your organization type you might have different options and so the first option is clients associated with your org and so the org I'm using as MIIC testing. If you're a local public health user, then you might see this, which is clients residing in selected counties below and then you can just select your counties from the pick list and just add them. Using add or move by selecting and hitting remove. And then you may also see this option which is clients within your org or residing in your selected counties which combines the two options. I'm going to just look at those associated with my org. Then after you select that, you get to determine the follow up type, so you get to create a cohort. Looking at only those who are overdue for selected vaccines, only those who are recommended, or both overdue or recommended, or you can just pull all clients. If you if I select all clients here, you'll notice that vaccine type and this bottom part is going to disappear. So, I'll click on that quickly. And that's just because. All clients, regardless of vaccination status, is my way of telling MIIC I wanna know all the two- to four-year-olds associated with my org, no matter if they're up to date on vaccines or not. However, for this demonstration, I'm going to look at those overdue or recommended so I get a bigger cohort since it's pulling both vaccination statuses. After that you can select the vaccine type. There is a COVID function and COVID option this allows you to do product or dose specific follow up for the COVID-19 vaccine. But for the purposes of this demonstration, I'm going to stick to a vaccine groupings and/or individual vaccines, which is the top option. And this brings up a pick list at the bottom here and so. You can select whatever vaccines you wanna pull the cohort based on. So, if I was interested in childhood vaccines, I could pick the child grouping and as you can see, that automatically selects DTaP, Hep A, Hep B, Hib, MMR, the pneumococcal conjugate, polio, rotavirus, and varicella. I can also add or subtract any vaccines that I'm interested in since my age group is 2 to 4 let's say I wasn't interested in rotavirus. I could just click and remove that as well. If I wanted to add flu, I could click to add flu too. And if you want to start over, you can just deselect all and it will clear the selection. The Adolescent vaccine grouping will automatically select HPV, MenACWY, Men B and Tdap. And again, you can add or subtract any other vaccines you want. You can also select all of them. Or deselect all. I'm going to stick with the childhood grouping. And then the last step is to name your client follow up cohort and so I'm going to name it something that means something to me so that I remember what this is. Next time I look at it. So, I'll do child 4 to 6. Overdue and rec. And then you just click create follow up and I'll bring you to this manage client follow up screen. And you can see, previous clients follow cohorts that I have created. I can stick here and hit refresh until this is ready. If you're pulling a bigger cohort, it's going to take more time and so you can actually navigate away from this page. You can go do other things in MIIC. You can sign out of MIIC, whatever and when just to get back to that page, all you have to do is click manage follow up under the client, follow up header and it will bring you to this page. Alright. And I'm gonna create one more so since I'm on the managed client follow up page, I can click create follow up here or select it from the left-hand menu. And I'm going to do a list-based cohort. And so, since Jenevera added a list earlier today. I'm going to do a client follow up cohort on that list. So. From this dropdown I'll just select the list that I want. And since I'm not interested in any specific immunizations for this group of people, I'm only interested in reaching out to this group of people because we I predetermined why earlier I'm going to select all clients regardless of vaccination status and then I'm just going to name it webinar list and create follow up. And then, since there's only nine people, it. Generate pretty quickly to view your client follow up cohort. All you have to do is select this people icon. So, I'm going to look at this one. And this gives you information on your cohort as a whole, so it tells you the name, when it was generated, the number of clients in the list age as of and then what type. So, I did click all client's regardless vaccination status. If I selected overdue. You can sort this list based on these options. It does say filter, but it will actually just sort them with any if I selected client with undeliverable address, it'll pull them to the top of the list, so I'll do that quickly now. So, they moved. Sorry, they're moved to the bottom of the list or no, they're at the top. Yes. And then I'll just remove that filter. You can also sort by any of the information that's listed in this table. And if you notice, there is some color coding going on and so you may see red, orange, or yellow showing up here. So, this red indicates that this client has opted out of reminder recall contact and if I scroll over. It'll actually show an N in this contact column, so that means that I cannot reach out to them for reminder recall activities. They have opted out of all reminder recall contact. So that is why their color code red and then this orange here means that they have an undeliverable address and if you look in the undeliverable column here, they both have Ys and that's just means that their address is marked undeliverable and MIIC. And then if you saw a yellow color coated client, that means that they have an insufficient address. There are some buttons down here that allow you to select all of your clients, deselect them, and then you can also edit your cohort using no reminder or not our client, so no reminder will actually remove the person from this cohort and any report that you make based on this cohort. If you, not our client would remove the client association, so you only want to use not our client if you're certain that the client is no longer. A client at your organization because it will remove the link between that client and your organization. If so, now I'm gonna go on and create some reports and so up at the top here, there's this view and create output option, so I'm going to click that and as you can see, there are four available reports that I can generate. So, I'm just going to start making those now. I would not recommend making all of them at the same time. By selecting all four and then hitting generate because sometimes they get stuck in the queue if that happens, so I just did two at a time. Some people do one at a time. It really depends on the size of your cohort. And I'm going to quickly just walk through each of these reports as well. So, the first is this client report and so I'll click the carrot to get this dropped down and then to view it this page icon. May click that and because it's a PDF, it's going to open up in my browser window and this is what it looks like. And so, this includes a section for each client. It's two clients per page unless all the vaccines selected for your client follow up cohort since I did all clients, it just generates this list and as you can see on the left of each immunization on, there are some status labels and so if it says needs like this one does it means that the person's recommended or overdue for a dose? If you see exempt, that means they have a medical exemption comment and MIIC. If it says immune that means they have an immunity comment in MIIC. Just like this person does for varicella if there's an NV, that means it's not valid. And if you have any questions about any of the comments in MIIC that will be discussed in webinar four which is next week. The next report is the mailing labels. Click to open it and this again is a PDF. And this will not include those who have opted out or those who have undeliverable addresses, so if you remember, my cohort had nine clients, two were undeliverable, and one opted out and so that leaves me with six mailing labels here. These can be printed directly onto a three by ten label sheet. And then this number listed above each client's name is their MIIC ID and so if you are sending things out by mail and get undeliverable mail you can easily look up the client by using their MIIC ID. And a quick refresh there and then the next one is mail merge, and this is a CSV. And this is what the mail merge looks like. And so, you can use this if you're doing a mail merge in Microsoft Word. You can also add or customize to the file. As much as you want so you can move columns around you can add columns. You can edit it, remove clients whatever you need to do to make this usable for your use case, so if I was, since I did a cohort of children, I might want to add a column that says to the parent slash guardian of and then fill that in. So that in so that when I do my mail merge this is going to be printed before the client’s name and then mail merge also has MIIC ID, clients name, their address, including their other address field and PO Box, which is not included on the mailing labels report. So, if you have a population that uses a lot of PO Boxes, you might want to use mail merge instead of the mailing labels report City, State, and ZIP code is also included as well as phone number and email. Anything that isn't listed so like these clients here means that's not in MIIC, so we don't have an email address in MIIC for these three clients. And then the last report is contact list, so I will open that quickly. This is another CSV. And so, the top here is a heading which includes the organization name and the org ID of the organization that I ran the client follow cohort under. It also includes the follow up name, the age range, if I did a manual cohort creation instead of a list based the as of date, the type when it was generated, a number of clients. So, as you can see this one does have nine clients and so it does include those who have opted out or who have undeliverable addresses. All of this information is the same that was displayed on the client follow up screen. So, if I were to go back to manage follow ups and click to view my client follow cohort. This information displayed on this screen is the same that's on the contact list and so some people like to download the contact list because it's easier to use in Excel because you can edit it, you can sort it; you can do whatever you need to do to make it more useful for you. And then this includes record. This is just a count of clients. So, one through nine. Each client's MIIC ID, their last name, first name, date of birth. It also includes their most recent shot, so this is the date that they received their most recent immunization, as well as the provider that owns that immunization. The client, city, state, and zip, phone number and email. And then this also includes undeliverable address and contact columns as well, and so again, undeliverable anything with a Y means that they're address is marked undeliverable and MIIC and so that would be, this client and this client. And then contact indicates if they allow reminder recall contact. So, N means that they've opted out, and so that would be this client here. So, since they're contact indicator is N, they have opted out so I cannot reach out to them for reminder recall contact. And then one other thing that I just want to note is if you edit a client's address and then our running a client file cohort, we actually recommend editing their address and then waiting 24 hours or waiting until the next day before creating your client, client followed cohort just to make sure that everything's updated as it should be. And that is client follow up do we have any questions?

Thanks, Holly. We don't have any questions. Feel free participants we have a couple of minutes left, feel free to put your questions in the chat. I'm wondering, Holly, if you wouldn't mind just one more time navigating over to our MIIC user guidance and training page. And I'll just say a couple of quick notes.

Yes. So, I also wanna mention that if you click Help Desk here it will open an email to the Help Desk and then to get to our training web page you can just click the light bulb there and it'll bring you to our training page and I believe everything that's been in this webinar is a population-based tool and so we under this drop down.

Fabulous. And Holly if you wouldn't mind just scrolling a little bit down as well. Just wanted to note, for participants here today, this is where you can find the recordings for this MIIC webinar series. So, you can see here we've linked webinar one and webinar two, and Holly if you wouldn't mind just clicking on webinar one. You could see it opens a little bit of a drop down there you can see the recordings available there. You can see a transcript available there, and then you can also find the continuing education unit evaluation that you can click on there as well. We will continue to add our recordings here to this part of our web page so check back here in a few days to see this one and reminder that these continuing education units are available whether you watch this as a recording or whether you were able to attend live, so feel free to share with your colleagues as well and they can access these continuing education unit documents here as well. Thank you, Holly. Alright, I'll just see if there's any questions.

There is a question in the chat about the question. I'll defer to you. Rachel is how many languages can you send text reminders in? And so, I believe this is text messages.

Yes, thank you. I can answer for the text if this is related to the MIIC program where we can text clients who are overdue or recommended for vaccine. Right now, we are texting. We have three languages in addition to English. We have Hmong, Spanish and Somali. We are open to other translations as well please feel free to reach out to Help Desk if you have any questions about that program or if you want to join, we're happy to discuss and just a plug to the next week at our webinar four. We will be doing a little bit of an overview of that program as well. So, you can come to next week's webinar to get a bit more information on our MIIC texting functionality. I believe that's all the questions we have. So, I just want to thank everybody for joining today. Thank you so much for joining this webinar series. Please feel free to join us next week at the same time, same place. Tuesday from 11:30 to 12:30. We are we will be sending another reminder and including the links to that webinar as well, but we look forward to seeing you there. Please invite your colleagues and spread the word and we'll look forward to looking at some special functionality, some special reports and MIIC, as well as a few special programs we have, including our public inquiry program. All right, I'll say one last plug for our email for our Help Desk email. When you email us with questions, if you have questions that you think of from today feel free to email us at the MIIC Help Desk and put that again in the chat. When you email us, please do right away give us your MIIC org code that will help us address your question and kind of help you more efficiently. So please include your MIIC org code when you reach out to the Help Desk. We are going to go ahead and thanks, Elizabeth, you can check our chat. We put the continuing education evaluation link in the chat. We'll also be including that in materials that go out after the webinar and some other plugs for our final webinar as well. So, take so keep a lookout for that and you can always find that on our website as well. And with that, I think we'll close out. Thank you everyone for joining today and we'll see you next week. Thank you.

Minnesota Department of Health
health.miichelp@state.mn.us
www.health.state.mn.us/miic

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