Quality Improvement: Childhood Immunisation
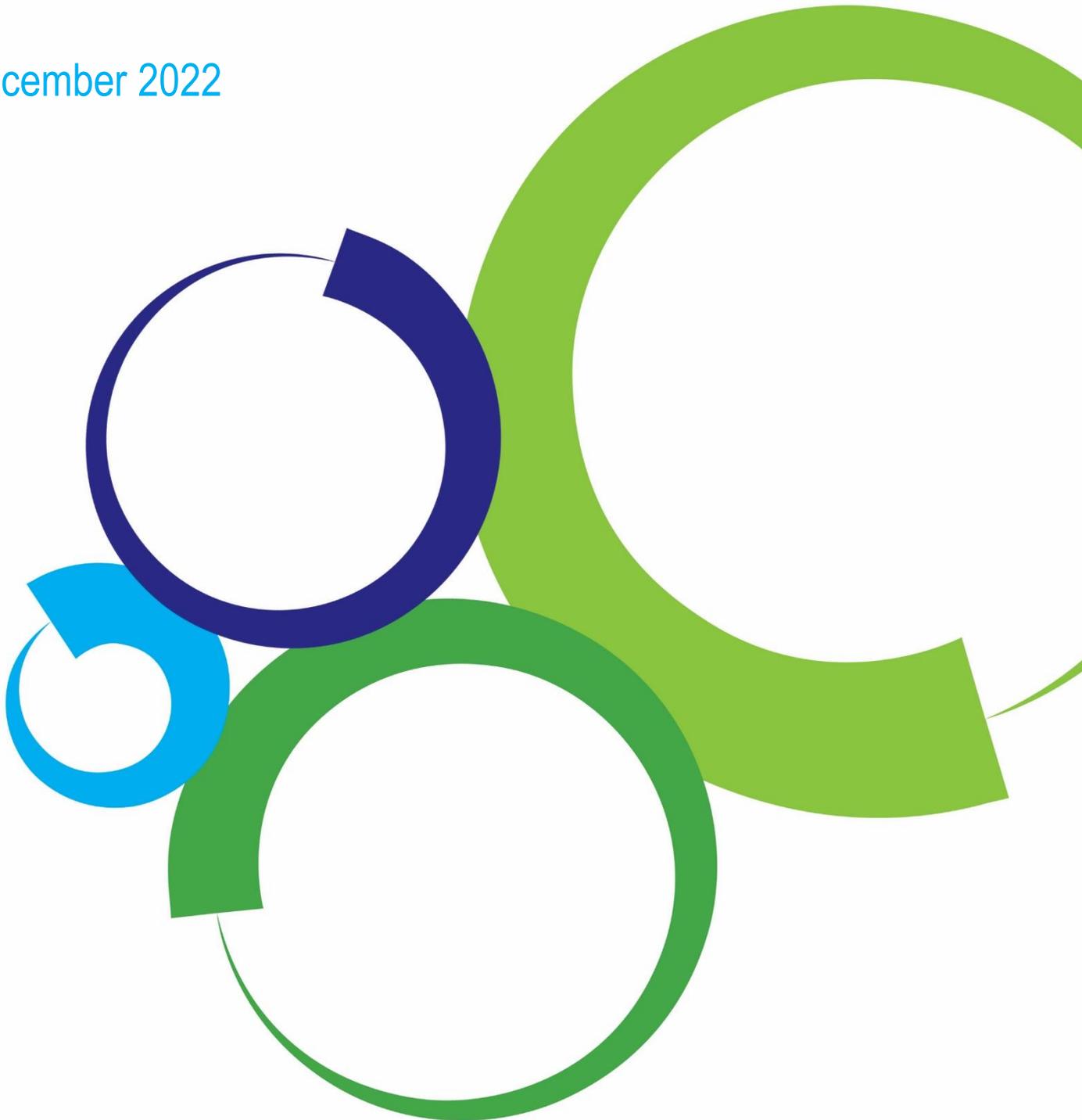
December 2022

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Why should we have a Quality Improvement (QI) focus on childhood immunisations?

Routine childhood immunisations help protect children from the most serious childhood infections, some of which may threaten their lives. Children have their last routine immunisation at 4 years. This is a particularly important age group as they prepare for the transition from preschool to primary school.

The national aspirational target for all immunisations, including childhood immunisations is 95%. The Nepean Blue Mountains region is a high-performing region for immunisations. Our goal is to maintain our region's percentage above 95% and the QI focus will allow us to collectively achieve this.

The QI steps outlined below are for identifying your 5-year-old active patient cohort, but the age group can be altered if you would like to do additional immunisation QI work for other age groups. By continuing to identify your patients who have missed vaccinations or who are due for vaccinations, we can stay above the national aspirational target and improve the health of the children in our community.

Sources:

https://www.health.gov.au/health-topics/immunisation/when-to-get-vaccinated/immunisation-for-infants-and-children

https://www.health.gov.au/node/38782/childhood-immunisation-coverage#:~:text=Australia's%20national%20aspirational%20coverage%20target,and%20other%20vaccine%2Dpreventable%20diseases.

Process Flow

Identify <5yr old patients → Check their immunisation on AIR → Update Clinical software / recall patients for catch up Vaccines

Identify Your Patients

PAT CAT Recipe

You will need to start by generating a report to identify your 5-year-old patients who do not have all required immunisations recorded.

Under the CAT 4 section and 'General' tab, the recipe for 5-year-old data extraction is:

- Age
  - o Start Age: 5
  - o End Age: 5
  - o Select 'Yrs'
- Visit: select 'Any'
- Activity: select 'Active (3x in 2 yrs)'

Under the Active Report, select the 'Immunisations' tab, then select the 'Child' tab, followed by 'Child Schedule'.
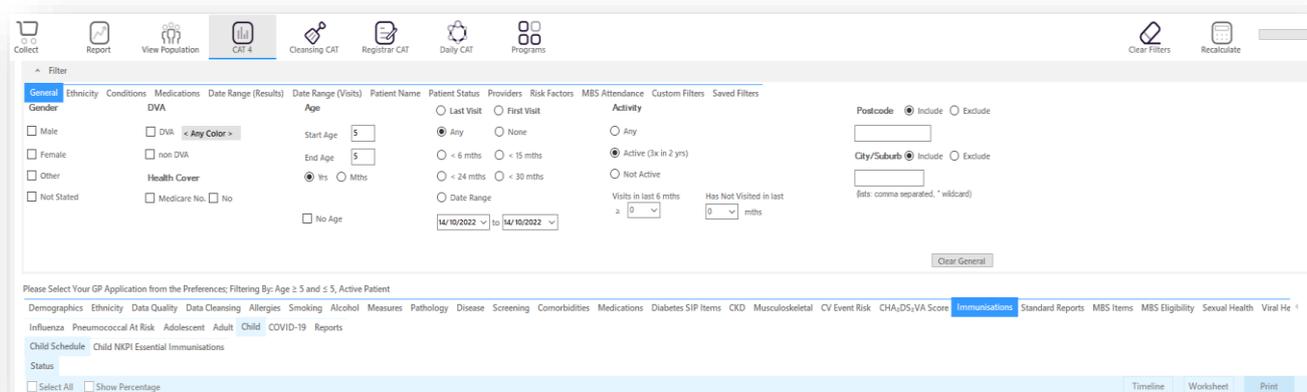
Accessing the Australian Immunisation Register (AIR)

The AIR is a national register that records vaccines given to all people in Australia. From 1 July 2021, it became mandatory of vaccination providers to report to the AIR all National Immunisation Program (NIP) vaccines administered.

Sources:

https://www.servicesaustralia.gov.au/what-australian-immunisation-register?context=22436

https://www.health.gov.au/news/mandatory-reporting-of-national-immunisation-program-vaccines-to-the-australian-immunisation-register-began-on-1-july-2021

Accessing the AIR via Best Practice

1. Search for the patient's record: Press F2 on the home screen and enter the patient's details
2. On the left-hand side of the page, click on the Immunisation tab
3. Then click on 'View AIR'

4. The report will then appear with the patient's immunisation history.

Accessing the AIR via Medical Director

1. Search for the patient's record
2. Click on the 'Imm' tab
3. Then select 'Immunisation History'
4. The patient's immunisation history will show at the bottom of the screen

Accessing the AIR via PRODA / HPOS

PRODA

Provider Digital Access (PRODA) is an online identity verification and authentication system. It lets you securely access online government services. PRODA is digital and portable across internet enabled devices allowing you to use PRODA anywhere. You can access a number of services using PRODA, including Health Professional Online Services (see next), Medicare Online, Pharmaceutical Benefits Scheme Online (PBS Online), etc. You can register for PRODA here if you don't' already have one.

HPOS

Health Professional Online Services (HPOS) is a simple and secure way for eligible providers and healthcare organisations to do business with Services Australia. You can nominate someone to do tasks on your behalf in HPOS, including access to the AIR. When the practice does this, that person becomes the practice's delegate. The person nominated must have their own PRODA account. Administrative staff can be a delegate for multiple providers.

Instructions for providers nominating a new HPOS delegate

You must use your delegate's valid Registration Authority (RA) number to nominate a delegate. You can get the RA number from your PRODA account email.

How to nominate a new delegate

1. Log on to HPOS
2. Select 'My details'
3. Select 'My delegates'
4. Select 'Add new delegate'
5. Enter the RA number for your nominated delegate, then select 'Search'. If you use an invalid or expired RA number, you can't go any further.
6. The delegation end date will be the default 12-month period. You can enter another end date up to the maximum 12-month period.
7. You can unselect services from the list (these are the services that you do not want your delegate doing on your behalf). Some services can be delegated based on your provider number/s issued for your location/s.
8. Select 'Nominate' to confirm the delegate to act on your behalf. The new delegate will appear in the 'My delegates' list.

Logging in:

1. Go to https://www.servicesaustralia.gov.au/proda-provider-digital-access#a2
2. Log on to your PRODA individual account
3. Under *My Linked Services* the *Health Professional Online Services* (HPOS) tile will display
4. Click on 'Go to Service' on the tile to access HPOS
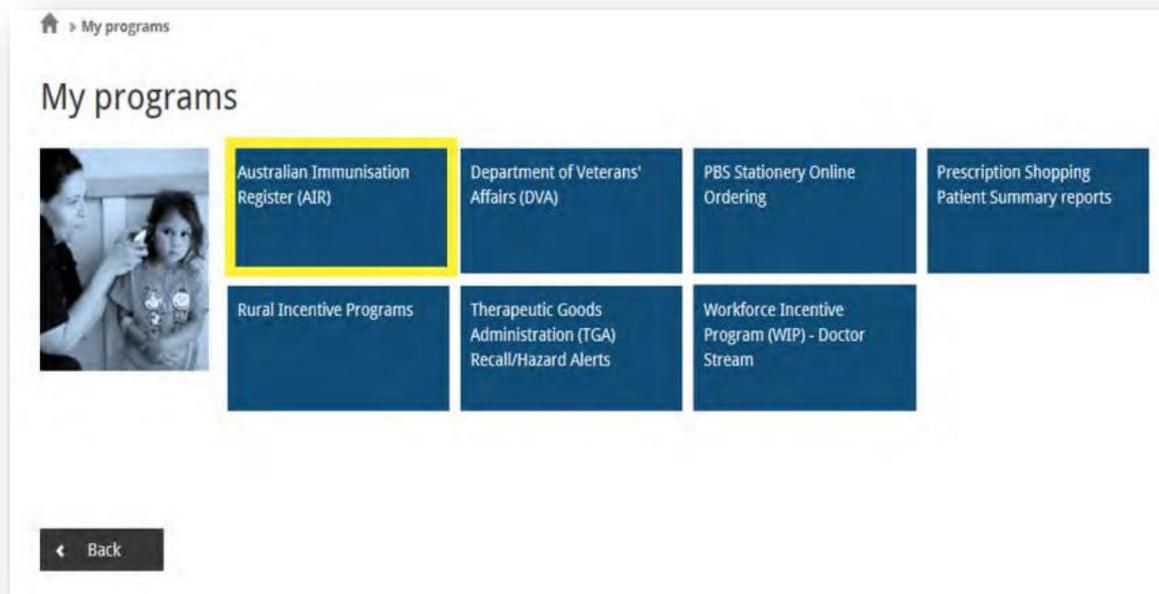5. Click on 'No Organisation – Proceed as an individual only', then 'Continue'

6. From the 'My providers' table, select in the action column for the relevant provider
7. Select 'My programs'
8. Click on the 'Australian Immunisation Register (AIR)' tile

Identifying patient details

1. To search for your patient, on the left-hand menu, select 'Identify Individual'.
   - If the **patient is eligible for Medicare**, you can find the patient's AIR record by entering their Medicare number and Individual Reference Number (IRN).
   - If the **patient is not eligible for Medicare**, look them up by entering their surname, first name and date of birth.
2. If the AIR finds a unique match, the 'Individual details' page will display their immunisation details.

Sources:

https://www.servicesaustralia.gov.au/proda-provider-digital-access

https://www.servicesaustralia.gov.au/hpos

https://www.servicesaustralia.gov.au/managing-hpos-delegations?context=22786

Update your clinical software

Cross-check the immunisation report with the details in the clinical software. This report will show you the patient's immunisation history. Once cross-referenced against the information in your clinical software, your clinical software will need to be updated to reflect the correct information.

Update via Best Practice

1. Select 'Add'
2. Choose the correct vaccine from the list provided
3. Under 'Billing Provider', select 'Not given here' from the drop-down list
4. Enter the date that appears on the report from the AIR
5. **DO NOT** select the 'Send to AIR' box
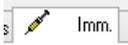6. Select 'Save'

You will now be able to identify which vaccinations your patient has not received.

Update via Medical Director

1. On the main screen of the patients file, click on 'Imm'

2. To add an immunisation, click on the ➕

3. If you have identified that the vaccination was provided elsewhere, click on the box 'Vaccine given elsewhere'

4. Complete the details from AIR in the 'Vaccination Window', then select 'Save'

Patient Reminders

Reminders are a part of preventative care and a proactive way of promoting health care. Use your practice's software and internal processes to remind the parents/guardians of your overdue 5-year-olds that vaccines are due and recommended for the patient.

Source: https://www.mcnsw.org.au/recalls-and-reminders-do-you-know-your-obligations

Catch-up Calculator

The National Immunisation Catch-up Calculator (NICC) is available through the Australian Immunisation Handbook. The NICC currently includes catch-up information for all healthy children under 10 years of age (it cannot be used for children over 10, adolescents, or adults), and provides a catch-up schedule for any missed or delayed National Immunisation Program (NIP) vaccines.

Please note that if the parent/guardian does not adhere to the dates provided on the catch-up schedule, the patient's immunisation information will need to be re-entered to ensure you are using the most up-to-date schedule.

The calculator can be located: https://immunisationhandbook.health.gov.au/catch-up-calculator/calculator