

FY 2023 PERFORMANCE PLAN

Immunization Clinic		PHD/CHSB & SH	CHSB: Brian Schuh x1274 SHB: Robin Harry x1656
Program Purpose	<ul style="list-style-type: none"> Immunize children and adults against vaccine-preventable disease in Immunization Clinic 		
Program Information	<ul style="list-style-type: none"> Immunization Clinic occurs four times a week on an appointment basis. Immunizations are also provided in several Public Health programs; this plan focuses only on the Immunization Clinic. Vaccines required by the Code of Virginia for children to enter school are provided free. Fees for recommended adult and childhood vaccines are based on insurance status, following VDH guidelines. Vaccines offered include: hepatitis A and B, tetanus, diphtheria, pertussis, <i>Haemophilus influenzae</i> type B, measles, mumps, rubella, varicella (chickenpox), polio, pneumococcus, rotavirus, human papilloma virus, meningitis, and zoster (shingles). Required and recommended vaccines by age group: <ul style="list-style-type: none"> More than 17 doses of vaccine required by Virginia Department of Health (VDH) to enter kindergarten Additional 6 doses of vaccine recommended by CDC for children ages 7 to under 19 Recommendations for adults are based on age, health conditions, job requirements, and other risk factors. Immunization Clinic provides influenza vaccine on a seasonal basis. IGRA blood tests, which are used to identify the presence of the bacterium that causes Tuberculosis (TB) are offered in the Immunization Clinic lab. The clinic continues to serve Arlington children and provide job-related IGRA tests, utilizing appointments, social distancing, and increased usage of PPE for staff. Co-managed by Community Health Services Bureau and School Health Bureau. Partners: Virginia Department of Health. 		
Service Delivery Model	<ul style="list-style-type: none"> Services are offered in-person, on an appointment basis. The Immunization Clinic is currently offering the full-range of services for children and adults. There are no plans to change the Immunization Clinic service delivery model for FY 2024. 		
PM1: How much did we do?			
Staff	2.95 FTEs including <ul style="list-style-type: none"> 1.6 Public Health Nurses FTE 0.6 Clinic Aide/Administrative Team FTE 0.6 Coordinator FTE 0.15 Supervisor FTE 		

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Customers and Service Data		Clients under 7 years of age		Clients ages 7 to less than 19 years		Clients 19 years of age or older		
		Number of Clients	Number of Visits	Number of Clients	Number of Visits	Number of Clients	Number of Visits	
	FY 2023	344	550	1,098	1,624	505	660	
	FY 2022	241	364	1,081	1,605	196	284	
	FY 2021	188	253	550	730	333	346	
	FY 2020	507	718	1,094	1,661	1,172	1,264	
			Clients under 7 years of age		Clients ages 7 to less than 19 years		Clients 19 years of age or older	
	Average number of vaccines per visit, excluding flu, FY 2023		1.9		2.6		1.3	
	Average number of services per visit, including vaccines and TB Screening, FY 2023		3.0		3.7		2.3	
	PM2: How well did we do it?							
2.1	Children under seven years of age who were offered and received all age-appropriate vaccines at the time of the visit							
2.2	Children age seven to under 19 who were offered and received all age-appropriate vaccines at the time of the visit							
2.3	Customer feedback							
PM3: Is anyone better off?								
3.1	Cases of reportable vaccine-preventable diseases among Arlington children and adults immunized at Immunization Clinic							

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Immunization Clinic

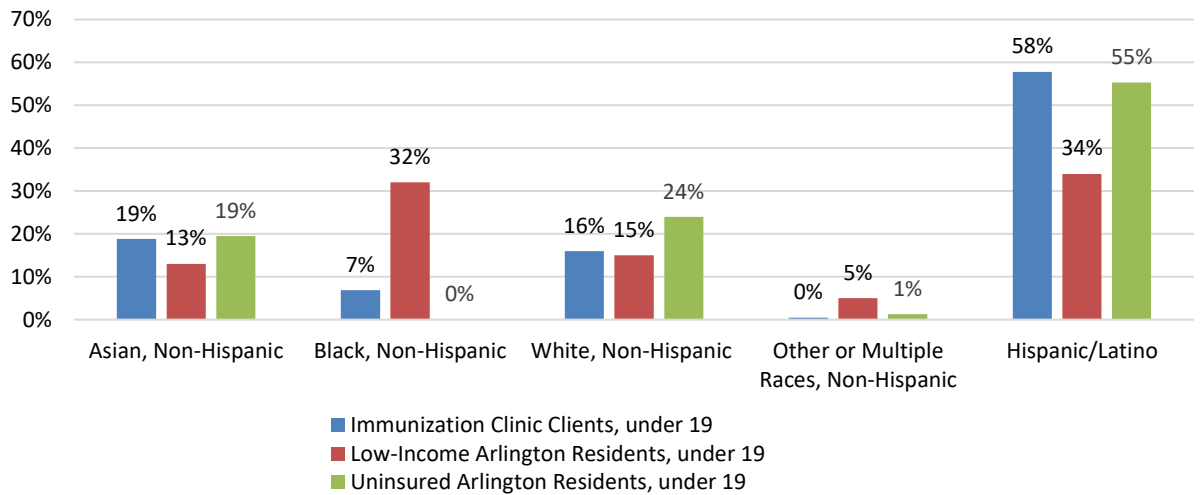
Measure 1 Clients and Visits

Data

Clients by Age Group



Immunization Clinic Clients by Race and Ethnicity, FY 2023



Data Summary

- The number of clients and visits decreased during the COVID pandemic.
- The number of visits is tracked in WebVision.
- Race and Ethnicity were unknown for 113 clients in FY 2023.

What is the story behind the data?

- In FY 2020 and FY 2021, the clinic was only serving school aged children.
- In June 2022, the clinic restarted services for adults and residents of other jurisdictions. In FY 2023, the number of adults served increased dramatically.
- In comparison to the population of low-income children in Arlington, the racial and ethnic breakdown of Immunization Clinic clients showed we served a lower proportion of Black

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clients and more White, Asian, and Hispanic clients. The immunization clinic often serves children who do not have Medicaid or other health insurance.

- To meet the needs of Hispanic clients, Immunization Clinic has bilingual and bicultural staff. Outreach to community about services is increasing as the community opens back up.

Recommendations

Target Dates

- Continually assess demand for clinic appointments.
- Coordinate with school health to support immunization opportunities in schools.
- Continue community outreach about immunization opportunities.

- On-going

Forecast

- For FY 2024, we expect there to be about 344 clients under 7 years old, 1,098 clients ages 7 to less than 19 years, and 505 clients 19 years or older.

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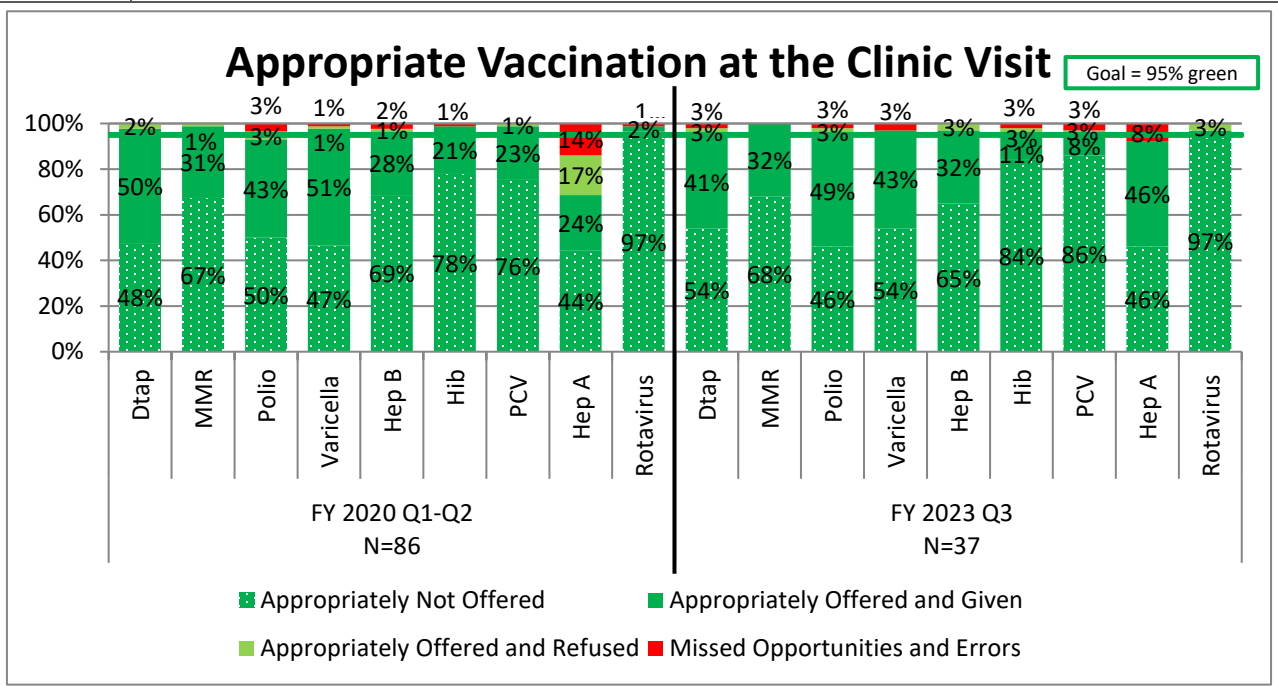
Immunization Clinic

Measure

2.1

Children under seven years of age who were offered and received all age-appropriate vaccines at the time of the visit

Data



Data Summary

- In FY 2023, of all possible recommended and required vaccines, 92% – 100% were appropriately offered to clients.
- 8 of the 9 vaccines met the goal of being appropriately offered to clients 95% of the time.
- Data gathered through internal audit of randomly selected charts. The sample size is based on the number of visits in the quarter and is determined using standard statistical methods.
- The audit was restarted in Q3 FY 2023. The audit was not conducted in FY 2021 or FY 2022.

What is the story behind the data?

- In FY 2023, the Immunization Clinic met goals for appropriately offering vaccines to children under 7 years old for 8 out of 9 vaccines.
- Prior to FY 2021, the Hepatitis A vaccine was recommended but not required for school entry. Hepatitis A is now required for students in Kindergarten, First, and Second Grades and recommended for older grades. This state requirement will slowly be phased in for older grades.

Recommendations

- Increase audit frequency to twice per year.
- Continue to offer, recommend, and educate parents on the changed guidelines for Hepatitis A vaccine.

Target Dates

- FY 2024 Q2
- On-going

Forecast

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- In FY 2024, the goals for appropriately offering vaccines to children under 7 years old will be met for 8 out of 9 vaccines.

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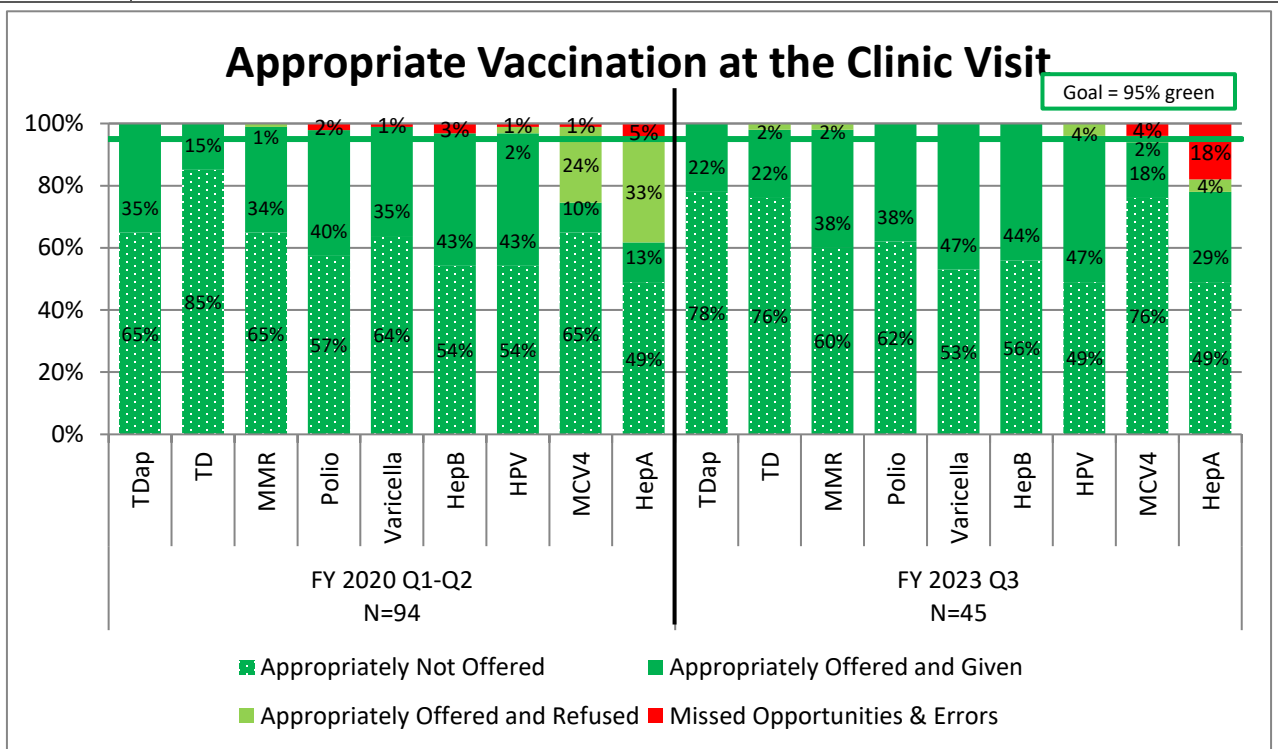
Immunization Clinic

Measure

2.2

Children age seven to under 19 who were offered and received all age-appropriate vaccines at the time of the visit

Data



Data Summary

- In FY 2023, of all possible recommended and required vaccines, 82% – 100% were appropriately offered to clients
- 8 of the 9 vaccines met the goal of being appropriately offered to clients 95% of the time
- Data gathered through internal audit of randomly selected charts. The sample size is based on the number of visits in the quarter and is determined using standard statistical methods. The audit was restarted Q3 of FY 2023. The audit was not conducted in FY 2021 or FY 2022.

What is the story behind the data?

- In FY 2023, the Immunization Clinic met goals for appropriately offering vaccines to children age 7 to under 19 for 8 out of 9 vaccines.
- Hepatitis A vaccine is being phased in as a required vaccine, and is currently required for students in Kindergarten, First and Second Grades. The missed opportunities and errors for Hepatitis A may be greater for the older age group because it is currently a recommended vaccine instead of a required vaccine for most clients in the 7 to less than 19 years age group.
- Uninsured children are eligible for free and recommended vaccines but are still asked for a fee to cover vaccine administration per Virginia Department of Health (VDH) policy. This fee may be a deterrent for some clients. If the client states they cannot pay it, the fee is waived.

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- Children with insurance are eligible for free vaccines paid for by the state for required vaccines only. For recommended vaccines, children with insurance are charged the full price of the vaccine plus an administration fee or referred to their primary care provider.

Recommendations

Target Dates

- Restart audits twice per year.
- Continue to offer, recommend, and educate parents on the new guidelines which phase in the requirement for Hepatitis A vaccine.

- FY 2024 Q2
- On-going

Forecast

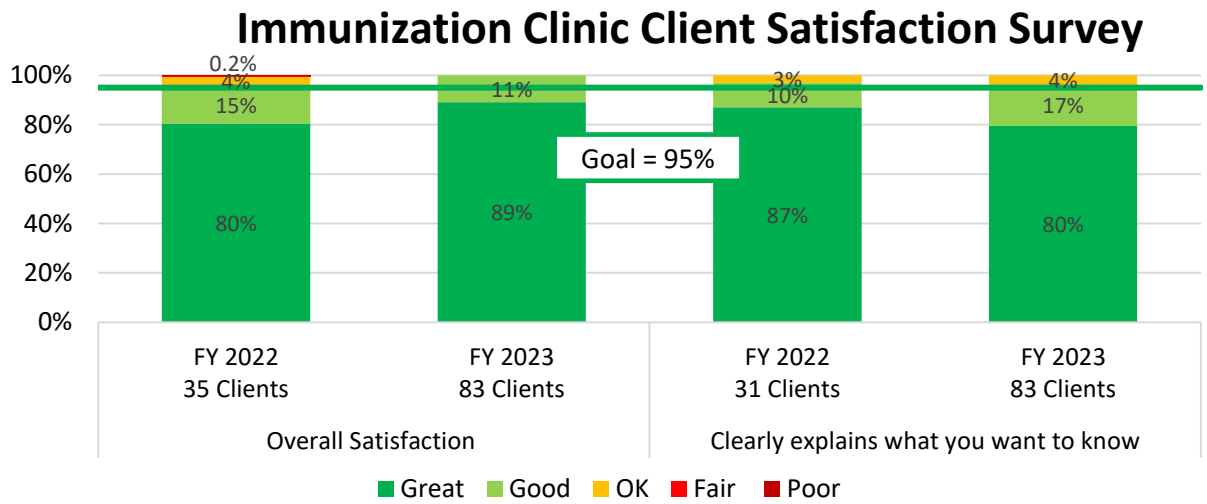
- In FY 2024, the goals for appropriately offering vaccines to children age 7 to under 19 will be met for 9 out of 9 vaccines.

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Immunization Clinic

Measure 2.3 Customer Satisfaction

Data



Data Summary

- Survey captured all clients served over a three-week period, using a paper survey in English and Spanish.
- In FY 2022, overall satisfaction was calculated by averaging the results from all the questions on the survey. In FY 2023, a question was added to ask explicitly about overall satisfaction.
- FY 2023 response rate was 56%.

What is the story behind the data?

- In FY 2022, the customer satisfaction survey was changed to a survey that VDH requires for some PHD clinic programs.
- Clinic staff and the facilities received the highest scores on the survey. Time between making an appointment and being seen and wait time during the visit received the lowest scores.
- Comments on the survey are overwhelmingly positive. There were no patterns detected.

Recommendations

- Continue to optimize the appointment system to minimize wait time.
- Consider resuming open immunization clinics without appointments during surge periods (January and the summer months prior to school entry).

Target Dates

- On-going
- January 2024

Forecast

- In FY 2024, the percentage of Immunization Clinic clients who rated their overall customer experience as "good" or "great" will be 100%. The percentage of Immunization Clinic clients who rated their how we explained things as "good" or "great" will remain 97%.

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Immunization Clinic					
Measure	3.1	Cases of reportable vaccine-preventable diseases among Arlington children and adults immunized at Immunization Clinic			
Data		FY 2020	FY 2021	FY 2022	FY 2023
	Cases of Vaccine Preventable Diseases Reported in Arlington Residents Immunized at Immunization Clinic	0	0	0	0
Data Summary	<ul style="list-style-type: none"> • There were no cases of a vaccine-preventable disease in FY 2023. • A list of cases of vaccine-preventable disease among Arlington residents is obtained from the Disease Surveillance and Investigation program to see if they were immunization clinic clients. • Probable and confirmed cases of vaccine-preventable disease are included. 				
What is the story behind the data?					
<ul style="list-style-type: none"> • Immunizations are effective against vaccine-preventable diseases. 					
Recommendations				Target Dates	
<ul style="list-style-type: none"> • Stay the course. 				<ul style="list-style-type: none"> • On-going 	
Forecast					
<ul style="list-style-type: none"> • In FY 2024, the number of cases of vaccine-preventable diseases will be zero. 					