Using Prompts to Remind Providers to Offer All Vaccines Due in a Visit

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Learning Objectives

1. Understand the rationale of provider prompts during patient visits to increase the uptake of adolescent vaccines.

2. Use automated EHR-based prompts or manual prompts to remind providers of vaccines due at the visit.

3. Apply best practices for using provider prompts

Benefits of Provider Prompts

Increase vaccination rates

Decrease missed opportunities

Promote other preventive services

https://www.aap.org/en-us/Documents/immunization_reminderrecall.pdf; Krist, Alex. Electronic Health Record Innovations for Healthier Patients and Happier Doctors. *J Am Board Fam Med*. 2015;28(3):299-302; Ruffin et al. Impact of Electronic Health Record (EHR) Reminder on Human Papillomavirus (HPV) Vaccine Initiation and Timely Completion. *J Am Board Fam Med*. 2015;28(3): 324-333

Effective EHR-Based Prompts

Providers should all agree & support adding prompts to EHR

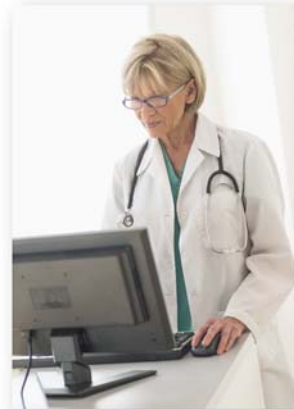Identify optimal timing to be useful in current workflow
- Nurse/MA during intake and/or provider during encounter

Ensure everyone is aware of the prompt and agrees with the location on screen
- Greater success when prompt is at the top of the screen versus the bottom

To avoid prompt fatigue:
- Easy and actionable (1 line only)
- Reliable and consistent
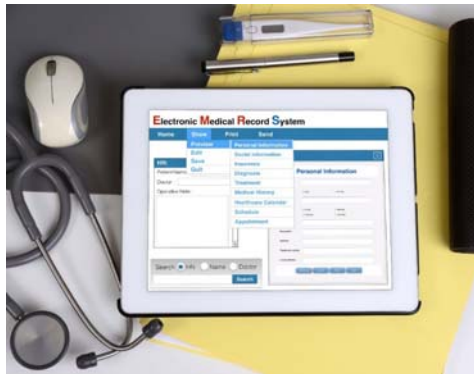- Provide accurate content

Carroll, et al.. Understanding Why Clinicians Answer or Ignore Clinical Decision Support Prompts. *Appl Clin Inform.* 2012; 3(3):309–17; Scheepers-Hoeks, et al.. Success Factors and Barriers for Implementation of Advanced Clinical Decision Support Systems. 2011; Dixon et al., Health care providers' perceptions of use and influence of clinical decision support reminders: qualitative study following a randomized trial to improve HPV vaccination rates. *BMC Medical Informatics and Decision Making.* 2017; 17:119.

Creating Electronic Prompts

Explore your EHR's options for location and text

Test options for location and text through PDSA cycles to identify optimal configuration for your practice

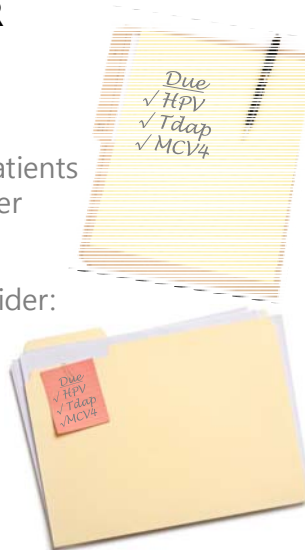VHealth can provide free technical assistance for adolescent vaccine prompts

https://www.healthit.gov/providers-professionals/achieve-meaningful-use/core-measures-2/clinical-decision-support-rule

Manual Provider Prompts

Manual prompts can also be effective without an EHR or in addition to EHR

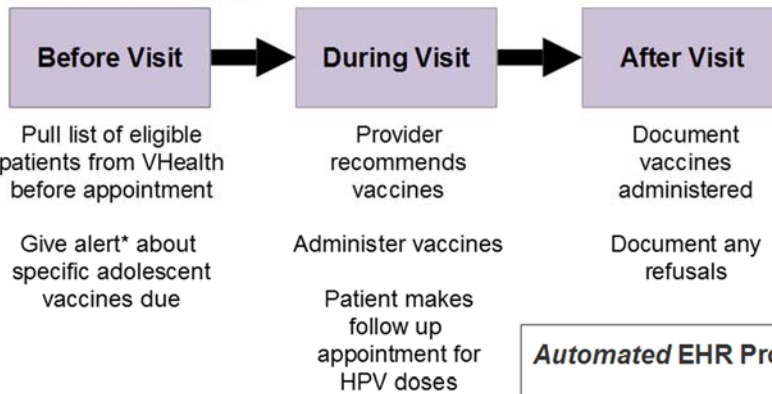**Build prompts into workflow and appointment preparation**

- Designated staff pulls list of scheduled patients from VHealth and verifies if HPV and other adolescent vaccines are due

- Use one or more options to flag for provider:
  - ✓ Sticker or sticky note
  - ✓ Preprinted vaccine form
  - ✓ Checklist of preventive services
  - ✓ Door flag

Due
√ HPV
√ Tdap
√ MCV4

Customize Your Workflow
Use prompts to remind providers to offer all vaccines due in a visit

Sample Workflow:
Manual Provider Prompts

Before Visit	During Visit	After Visit
Pull list of eligible patients from VHealth before appointment	Provider recommends vaccines	Document vaccines administered
Give alert* about specific adolescent vaccines due	Administer vaccines	Document any refusals
	Patient makes follow up appointment for HPV doses	

*Door flags, post-it note on chart, separate form, etc.

Automated EHR Prompts

Technical assistance from VHealth to turn on automated prompt in EHR

Thank You!