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For more information about how you can participate, please call the Florida SHOTS enrollment desk at

(877) 888-SHOT

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Tallahassee, FL 32399-1719
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www.flshots.com



Bureau of
Immunization



I-Trends

Florida SHOTS Hits 95% HEDIS Matching Rates Data Exchange Boosts Patient Matching Success

Based on bulk queries received at the Bureau of Immunization, HEDIS (Healthcare Effectiveness Data and Information Set) samples this year will cover a population of almost one million children and adolescent member patients for HMOs enrolled in Florida SHOTS. HMO participation in the registry has resulted in a much greater level of patient matching and HEDIS immunization history data collection than in the past. Matching rates for 2008 are 95% and higher for all HMOs who share their immunization data through the Florida SHOTS immunization registry. This translates to untold labor and cost savings to the HMOs and reduces hassles for physicians in the HMOs' networks since it significantly reduces the amount of manual chart reviews needed to gather immunization data and histories.

Importance of HEDIS Measures

HEDIS measures address a broad range of important health issues including childhood and adolescent immunization status. According to The National Committee for Quality Assurance (www.ncqa.org), "HEDIS is a tool used by more than 90 percent of America's health plans to measure performance on important dimensions

of care and service. Altogether, HEDIS consists of 71 measures across 8 domains of care. Because so many plans collect HEDIS data, and because the measures are so specifically defined, HEDIS makes it possible to compare the performance of health plans on an 'apples-to-apples' basis. Health plans also use HEDIS results themselves to see where they need to focus their improvement efforts."

US News & World Report partners with the NCQA to rank health plans by their HEDIS measures and publishes the rankings each fall. It's important that scores are good, because those scores affect national rankings.

Matching Case Study: UnitedHealthcare

UnitedHealthcare (UHC) began a data exchange partnership with Florida SHOTS after using the registry to help them with their 2006 HEDIS season. They uploaded about 1.75 million shots for patients born in 1989 to 2007 and with dates of service from 1997 to 2007. Last year (2006-07) UHC's HEDIS request for immunization histories resulted in matching 40% of the

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These software companies have created data exchange capabilities between Florida SHOTS and their EMR, practice management, or billing software. We appreciate their partnership!



Florida Shots™
CERTIFIED PROVIDER

- Athena Health
- Automated Medical Systems
- AutoMedicWorks
- CollaborateMD/Claimgear
- eClinicalWorks
- EHS
- e-MD
- EncounterPro/JMJ
- Medappz
- MediTab
- Misys
- NCG Medical (*Perfect Care*)
- NextGen
- Office Practicum

- Practice Partner—McKesson
- SynaMed
- TriMed Technologies (*Expert Practice Manager*)
- VipaHealth Solutions (*SmartEMR*)
- Visionary
- AdvancedMD*
- Allscripts*
- Amazing Charts*
- Bond Clinician*
- Doctors Access*
- GE Medical*
- medisoft*
- Workflow*

*in development

I-Trends

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patients requested. This year (2007–08) after participating in the upload of immunizations, we were able to associate their records with other immunization histories in the registry, and 94% of the kids from four distinct UHC plans were found in the registry.

We spoke with UHC's Mary Carraway, HEDIS Project Manager for Florida Health Plans, Kathy Cartwright, Southeast Regional QI Director, and Dr. Manuel A. Selva, Jr., Market Medical Director for UnitedHealthcare in South Florida, about how working with Florida SHOTS has improved gathering HEDIS measures.

"Traditionally, to find HEDIS scores, we start with a look at UHC claims, but shots given at a public health facility, or another doctor who's not one of our providers, could be missing. Going to the registry can give us a 20% to 30% increase in the immunizations that are showing up for a child," says Kathy Cartwright. "In cases where there's not a state registry, based on claims data we can see who it appears didn't get shots. We then hire nurses to go do a review of those records to fill in missing shots (i.e., a hybrid review rate). When we can find those shots in the registry instead, it reduces hassles to the physicians in our network."

Dr. Selva adds, "We've looked at our records year over year, and after download of the Florida SHOTS registry, we've seen a significant increase in immunization rates that you can measure. It reduces the work on our part and gives us a positive yield. In several cases, it's a double-digit improvement in level."

Recommending Florida SHOTS

When asked whether they would recommend Florida SHOTS to physicians and other health plans, UHC's consensus was an unequivocal "yes."

"As a physician, I would say that a physician should participate in Florida SHOTS from a quality improvement standpoint," says Dr. Selva. "You want to track which children haven't been immunized. It highlights opportunities where we need to vaccinate children we otherwise wouldn't."

"Florida is a hurricane-prone state," Mary Carraway adds. "I live in Louisiana, and after Hurricane Katrina, I know the extreme value of having a registry—getting people situated and back in school."

"Participating in the registry should be an adjunct to their business resumption plan," states Ms. Cartwright. "It's the perfect way to back up patient immunization records."

"We pioneered with Florida SHOTS, and it was very easy to work with them and very beneficial for us," says Dr. Selva.

"If managed care companies are looking at this [participating in data exchange with Florida SHOTS], it was a win-win," concludes Ms. Cartwright. "We and the registry benefited greatly."

For more information about Florida SHOTS or data exchange, call 877-888-SHOT, or visit www.flshots.com.

You Said It

It's always nice to know what others who are enrolled in Florida SHOTS have to say about the program. This feature interview was conducted with Kelley Pusateri, LPN, LCHC, Lawton Chiles Health Center, in Bradenton. (This practice is part of Manatee County Rural Health Services.)

If another doctor's office were to call and ask you whether they should enroll in the registry, what would you say?

Yes. Quickly!

What do you think is the best feature of the registry for your office?

Easy access. Florida SHOTS is simple to update and use. It's a wonderful resource and a helpful tool.

What do you think is the best feature of the registry for your patients?

If a patient has been to other offices, Florida SHOTS gives us quick access to their records that have been entered in the registry from those locations.

Upload Update

Tired of keying in historical shot records?

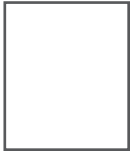
If you're using a practice management or EMR software that's partnering with Florida SHOTS, those days could be over. We've now passed 7.5 million shot records added to the registry via data upload, a process that exports immunization information from current electronic files and transfers it for import into the Florida SHOTS registry.

Interested in learning more? Call 877-888-SHOT or visit the [Data Exchange](#) page in the [Resources](#) section of www.flshots.com to find out which software companies are currently participating.

Tech Tips

Q: I'm locked out of my Florida SHOTS account. Do I have to call the help desk each time my password has expired, or is there an easier way to reset my password?

A: The easiest way to reset your password is to click the "Forgot password" link on the login page. You will be asked two security questions, and when you answer correctly, you will be back in the system. (If you didn't originally set the security questions, you may need to ask the Florida SHOTS administrator in your office for help.) As always, if you still need help unlocking your account, call 877-888-SHOT, Monday through Friday, 8 AM to 5 PM Eastern for assistance.



The Florida Department of Health Bureau of Immunization
Bin A-11, 4052 Bald Cypress Way
Tallahassee, FL 32399-1719

Welcome Aboard

We here at Florida SHOTS would like to wish a warm welcome to all of the new practices that have recently enrolled. In this issue we are highlighting new eClinicalWorks data upload participant Yahte Alexander, Medical Assistant, Kids First Pediatrics in Lakeland.

“We’ve used Florida SHOTS for a long time, and when we heard that eClinicalWorks had created an interface, we spoke with Holly Graff (Florida SHOTS Implementation Specialist) about getting it in our office. We do a lot of shot records, and before Florida SHOTS we had to write them all out. It’s much easier to upload them from our computer to Florida SHOTS and print them. We upload once per week, but if someone needs a 680 form right away, I go ahead and input their shots manually into the registry and print the form. The upload makes doing shot records so much simpler. Florida SHOTS is a great program. Being able to export vaccines from my computer to Florida SHOTS makes my job much easier.”

eClinicalWorks

If your office uses eClinicalWorks, you can implement data upload. Here’s how:

1. Contact eClinicalWorks to receive version 7.6.46 or greater.
2. Ask eClinicalWorks to activate the “Immunization Export Feature” for the State of Florida. Let your support representative know that the contact at e-Clinical to facilitate this is Satyr at 1-866-888-6929 ext. 379.
3. Contact Holly Graff at 904-755-5167, and she will help you complete the form to receive a secure ftp site from Florida SHOTS.
4. Holly can then schedule an on-site visit to your office to show a staff member how to easily upload a file.

Immunization data can be uploaded to Florida SHOTS daily, weekly, bi-weekly or monthly, whichever you choose.

Did You Know?

The American Academy of Family Physicians has published a CME Bulletin titled Using an Immunization Registry to Improve Vaccination Rates. They have designated a maximum of .50 AMA PRA Category 1 Credit(s)[™] can be earned by completing the self-assessment quiz. An online version of this bulletin and the corresponding quiz is available **for AAFP members** at: <http://www.aafp.org/online/en/>

<http://www.aafp.org/online/en/home/cme/selfstudy/cmebulletin/registries.html>. A PDF version of the bulletin is also available at: http://www.aafp.org/online/etc/medialib/aafp_org/documents/cme/selfstudy/bulletins/registries.Par.0001.File.tmp/Immunization.pdf.

Nonmembers can claim CME credit for this activity via mail or fax only.

Top 10 Spotlight

We’d like to commend the following practices for hitting our “Top 10 by Daily Usage” chart as of March 21, 2008. Thank you for your support of the registry!

Traditional Partners:

1. Pediatric Professional Associates: Miami
2. Carithers Pediatric Group: Jacksonville
3. Altamonte Pediatrics: Altamonte Springs
4. Family Health Centers of Southwest Florida: Ft. Myers
5. Island Pediatrics: Orange Park

Upload Partners:

1. Pediatric Associates PA: Lauderdale Lakes
2. All About Kids Pediatrics: Orlando
3. Florida Health Care Plans: Holly Hill
4. Children’s Medical Center III: Hollywood
5. Martin Memorial Pediatrics: Jensen Beach

- YES, please contact me to schedule a visit with a regional coordinator to enroll in Florida SHOTS.
- Sign me up for electronic copies of *SHOTS Tracker*.

EMAIL 1: _____

EMAIL 2: _____

CONTACT NAME: _____

OFFICE NAME: _____

ADDRESS: _____

CITY: _____

COUNTY: _____ ZIP: _____

PHONE: _____ FAX: _____

EMAIL: _____

NL:V4:12

How Do I Enroll in Florida SHOTS?

SIGN UP TODAY!

Fill out this information card and mail it back to us. Please include proper postage.

Call **(877) 888-SHOT**, or send an email to the help desk at flshots@doh.state.fl.us if you need more information.

So many enrollment options... and they're all FREE!



The Florida Department of Health Bureau of Immunization
Bin A-11, 4052 Bald Cypress Way
Tallahassee, FL 32399-1719



Now Available Online:

Easy Enrollment Form

www.flshots.com

Florida SHOTS Field Staff: At Your Service

In addition to the Florida SHOTS help desk that is always here to assist you, we have four field staff members dedicated to help with enrollment, utilization, and data upload issues. Diane McLeod, Technology Field Representative, works with medical software companies as they develop data upload linkages to the registry. She then teams with Holly Graff, Implementation Specialist, who works with healthcare providers to implement data upload linkages in their offices. Dianna Gosendi and Stina Bengtsson, Regional Coordinators, split the state to assist with enrollment, utilization, and presentation needs. Call 877-888-SHOT to reach the Florida SHOTS field team for help with any of these issues.



FLORIDA SHOTS FIELD STAFF

left to right: Dianna Gosendi, Regional Coordinator; Holly Graff, Implementation Specialist; Stina Bengtsson, Regional Coordinator and Diane McLeod, Technology Field Representative.