MIIS: Coming Soon to an Office Near You!

Massachusetts Immunization Action Partnership
Annual Conference
October 13, 2011
Overview

- Benefits
- Legal Responsibilities
- Functionality – today and future plans
- Pilot Status Update
- Statewide Roll Out Timing
- Process for Coming On-Board
Benefits of the MIIS

- Secure, confidential, web-based system
- Lifespan registry that supports a complete set of immunization-related functions
  - Helps identify pockets of unimmunized and under-immunized children and adults
  - Assists providers with clinical decision making
  - Provides infrastructure for tracking essential information during natural disasters, bioterrorism events, influenza pandemics and other infectious disease emergencies
- Will track approximately 3.5 million doses of vaccine distributed by MDPH annually
In June 2010, legislation was passed charging MDPH to establish an immunization registry (M.G.L. c. 111, s.24M).

The law provides the legal framework for the registry:

- Reporting (mandatory)
- Provider Duty to Inform
- Right to Object to Data Sharing
- Confidentiality protections
- Vital Records data feed
- Access
  - providers
  - schools
  - local health departments
  - WIC
  - staff of other state agencies' programs involved with education and outreach about immunizations
MIIS Functionality 2011

- Consolidates immunization information
- Provides clinical decision support at the point of care
  - Immunization Forecast Module (IFM)
- Reports
  - Reminder/recall
  - Immunization coverage
  - Vaccine usage
- Prints forms for school and camp
- Uni-directional data exchange
  - Data from EHR to MIIS
MIIS Functionality: Coming Soon!

- **Vaccine Ordering**
  - Will replace current CDC system, VACMAN
  - Will allow for online ordering and usage reporting by providers

- **Vaccine Inventory Management**
  - Automated inventory tracking and vaccine recall functionality
  - Online annual VFC provider enrollment

- **Roster Upload**
  - Many patients, same shot (i.e. flu clinics)

- **Wide array of reports**

- **Bi-directional data exchange**
  - Data from EHR to MIIS and data from MIIS to EHR
MIIS Status Update
for providers with paper-based records

- Non-EHR providers manually enter immunization information into the MIIS web-based user interface

- Pilot with 7 non-EHR providers went “live” in March 2011
  - Various locations around Massachusetts
  - Various provider types

- The pilot has been successful and immunization data is being entered into the MIIS
  - Total Number of Shots = 47,758
  - Total Number of Patients = 2,755
  - Total Number of Users (excluding MDPH) = 32
Pilot Participants

- Many locations in Massachusetts
  - Attleboro, Brookline, Framingham, Gloucester, Longmeadow, Salem, Springfield

- Many Types of Providers
  - Community Health Centers
  - Boards of Health
  - Pediatricians
MIIS Status Update for providers with EHRs

- EHRs will exchange data with the MIIS using Health Level Seven (HL7) version 2.5.1 messaging format
  - HL7 is a national standard for exchanging health-related information between medical applications
  - Commonly used by EHRs today
- Electronic messages are sent through a secure portal, the EOHHS Virtual Gateway (VG)
- The MIIS IT team is currently finalizing data exchange functionality
- Piloting Fall 2011 through 2012
‘Meaningful Use’ and the MIIS

- Electronic data exchange with the MIIS meets the public health objective for ‘meaningful use’ of EHRs

  - MA providers and hospitals are eligible for thousands to millions of dollars through federal reimbursements by CMS under the HITECH Act of 2009
  
  - Will help the MIIS roll out by populating the system with a lot of data quickly
  
  - HL7 Gateway is currently available in QA environment for integration testing for providers to meet meaningful use
MIIS Statewide Roll-out
Roll-Out: Prioritization

Prioritization: Pediatric Provider Sites & Large Provider Networks

- Populate the MIIS with data quickly
- CDC goal: increase the percentage of children <6 years of age participating in an IIS
- Current functionality of system
  - Making modifications to system to include roster upload in response to LBOH requests
- Will be available to schools once we have more data
Roll-Out: Timing

- Non-EHR Practices
  - Ready to start the registration process for practices that do not use EHRs

- EHR Practices
  - Should contact your IT department/EHR vendor to assess technical readiness before starting registration
    - Some EHR systems are in more advanced stages of readiness
Roll-Out Steps

- IT to IT connections (EHR sites)
  - Provide specs for message creation and transport

- Clinical Integration
  - Initial contacts and coordination with organization (clinical integration ‘champion’ for larger orgs)
  - Informing your patients / Data Sharing
  - Registration
  - Training
  - Integration into clinical workflows

- “Go-live” with the MIIS
  - Data quality is reviewed
  - Processes are in place for patient notification
  - Ongoing support from the MIIS user support team
Coming On-Board:

What you need to know
Clinical Integration – Identifying Contacts/Champion

- To come on board with the MIIS, you will need buy-in throughout your organization
  - CEO / Medical Director must sign off on Site Enrollment
  - ‘Champions’/Access administrators will help register the organization and individual users – may ‘shepherd’ through the process
Informing your Patients/ Data Sharing

- Each patient must be informed about the MIIS and their right to limit data sharing

- MDPH has developed tools to help (see ContactMIIS)
  - MIIS Fact Sheet for Parents and Patients
  - MIIS Posters in registration areas
  - Sample emails/letters from your practice
  - MIIS Sample Language for office registration forms and new patient materials
  - MIIS Objection (or Withdrawal of Objection) Form distributed to Parents and Patients upon request
Informing your Patients/ Data Sharing (cont’d)

- **Objection to Data Sharing**
  - Objection Form completed and signed by patient / parent
  - Provider changes Data Sharing status in the MIIS
  - Fax form to the MIIS Help Desk

- **Withdrawing previous objection to Data Sharing**
  - Patients can change their Data Sharing status at any time
  - Follow same process as above
Registration

- ContactMIIS – one stop shopping for registration and resources!
  - [www.contactmiis.info](http://www.contactmiis.info)

Becoming an MIIS user involves multiple steps

- MIIS Registration
  - Provider Site Enrollment Agreement
  - Individual User Agreement and Confidentiality Statement

- Virtual Gateway (VG) registration
  - Services Agreement
  - Access Administrator
Registration (cont’d)

- Identify champions or Access Administrators to coordinate registration process

- Enroll your site first, then users

- MIIS User Support Staff will serve as an intermediary between your site and the VG
Welcome to the MIIS Resource Center

The Massachusetts Department of Public Health (MDPH) Immunization Program is committed to promoting the health of Massachusetts’ citizens by reducing the burden of vaccine preventable diseases that affect the residents of the Commonwealth. The goal of the MIIS is to give health care providers and families a tool to help ensure that all individuals are immunized based on the latest recommendations. The MIIS will establish a complete, accurate, secure, real-time immunization record for residents of Massachusetts of all ages. Once fully implemented, the MIIS will be the official source of immunization information for Massachusetts.

This web site is designed to offer providers the information and resources you need to use the MIIS effectively. This will allow the benefit of more complete, up-to-date and easily accessible immunization records and information for your patients.

Information and Benefits for Providers
The MIIS is designed to serve the needs of electronic health record (EHR) users through electronic data exchange and can also support the needs of non-EHR users through direct data entry. Please see the [MIIS Provider Flyer (PDF)](https://www.contactmiis.info/MIIS-provider-flyer.pdf) / [RTF](https://www.contactmiis.info/MIIS-provider-flyer.rtf) for an overview of MIIS features and more information about utilizing the MIIS.

MIIS Policy Statement
By law (M.G.L. Chapter 111, Section 24M), the MIIS must be discussed by providers with each of their clients before immunization data is first entered or transmitted to the system. This should be done at the first immunization encounter after the MIIS has been integrated into the practice. The [MIIS Policy Statement (PDF)](https://www.contactmiis.info/MIIS-policy-statement.pdf) / [RTF](https://www.contactmiis.info/MIIS-policy-statement.rtf) describes the guidelines for all health care providers who are registered to use the MIIS.

MIIS Readiness Checklist
The MDPH has created the [MIIS Readiness Checklist (PDF)](https://www.contactmiis.info/MIIS-readiness-checklist.pdf) / [RTF](https://www.contactmiis.info/MIIS-readiness-checklist.rtf) for provider sites to
Enrollment Request

The MIIS is hosted in the Executive Office of Health and Human Services Virtual Gateway (VG). There are registration forms for the MIIS and the VG that must be completed for your site and for each user. The enrollment process, which you will complete through this website, will collect all of the required information and fill out the forms for you. Once you have completed the enrollment process, you will simply need to download, print out and sign the forms. Instructions on the forms will indicate how to send them to the MIIS Help Desk (i.e. mail, email, fax).

Through this enrollment process you will first create account credentials for this website, the ContactMIIS Resource Center. You will be prompted to create a username and password which you will use to access your account.

To begin, click on the Provider Site Enrollment icon (black) below. Every site will need to designate a primary contact for the MIIS who will be responsible for authorizing users and facilitating the registration process for the practice. This contact is called the MIIS Access Administrator. If you or your site’s Access Administrator(s) have already completed the Provider Site Enrollment, then select the User Enrollment icon (in blue) below.
Provider Site Enrollment Request

Before you begin provider site enrollment, make sure you have the following information about your site:

- Site name, address, phone number, and other basic contact information
- National Provider Identifier (NPI)
- Tax ID number
- The name of the Medical Group your site is a part of, if applicable
- Your site’s Massachusetts Department of Public Health’s Vaccine Pin #, if the site is enrolled with the MDPH Vaccine Unit
- Primary immunisation contact’s information
- Supervising physician, site manager or designee’s contact information
- The site’s technical contact information
- MIIS Manner of Usage (direct data entry vs. data exchange with an electronic health record)
- List of requested MIIS users for the site (a partial list is acceptable for initial enrollment, and additional users can be requested by the Access Administrator at any time)

Begin Site Enrollment
User Enrollment Request

In order to complete user enrollment, your provider site must be enrolled with the MIIS. Every site will need to designate a primary contact for the MIIS who will be responsible for authorizing users for the practice. This contact is called the MIIS Access Administrator. Please verify that your site’s MIIS Access Administrator has sent a request to authorize you as an MIIS user. If you have been requested as a user, please make sure you have the following information before you continue:

- The name of the provider site where you work
- Your own personal contact information
- The name of your site’s Access Administrator
- Your site’s Massachusetts Department of Public Health’s Vaccine Pin #, if the site is enrolled with the MDPH Vaccine Unit

Begin User Enrollment
Training

- All sites – including those that do data exchange – will need to access the web-based interface to perform some core MIIS functions
  - Look up a forecast
  - Search for a patient new to the practice
  - Run usage, coverage, and reminder/recall reports
  - Data quality checks
  - And soon – online vaccine ordering!
Training

- Multiple options for user training
  - Regional in-person trainings – Coming early 2012!
  - Encourage train-the-trainer approach
  - Training Library on ContactMIIS Resource Center
    - Online Video Training Modules
    - MIIS User Manual
    - Online Help
    - Webinar with live demo of MIIS
    - Quick User Guides
  - Online Video Training Modules are the foundation
Training Library

The Massachusetts Immunization Program has provided a variety of materials to help users of the MIIS learn the system and utilize all the important features as effectively as possible. The following describes the training tools available to all users of the MIIS.

**User Manual** – This Manual is a detailed document that can be viewed online or downloaded to your computer and printed. The Manual covers all aspects of the functions available in the MIIS and includes detailed step-by-step instructions on how to use each feature. We recommend that new users initially view all training videos and refer to the User Manual for more detailed questions or instructions. See #1 in the table below.

**Online Help** – Online help is an electronic version of the User Manual in a searchable format. Each screen in the MIIS system has a Help button, which links to the relevant Help topics based on where you are in the system. Users can navigate the sections by using the clickable table of contents, related links within the sections or by using the search feature. See #2 in the table below.

**Webinar** – This Webinar is a recording of a Power Point presentation that provides a background of the development of the MIIS, and a live demo on how to use the key features of the MIIS. See #3 in the table below.

**Training Videos** – We recommended that users view each training video module at least once, prior to using the MIIS system, and refer back to specific modules as needed. Each of the 9 training video modules gives an overview of the commonly used functions within the MIIS. Training modules include both audio and visual explanations and either video or audio may be used independently. The training videos are topical and short in length so that you can quickly review a topic and see pertinent examples. Most questions about using the MIIS will be answered once you review the video training modules. See #4-12 in the table below.
Integrating the MIIS into Your Clinical Practice – Users from Non-EHR Sites

- Consider how to best incorporate data entry to the MIIS into your daily work
  - Establish “go-live date”, and enter every shot administered from that day forward
    - Optimally entered during the visit
    - Batching and entering records days/weeks later not recommended – BMC did this and lost 38% of shot records
  - Initially, have a back-up plan to ensure all shots are being entered post-visits
  - Develop a plan to work through “backlog” (consider by year of birth)
Integrating the MIIS into Your Clinical Practice – All Users

- Develop your plan for informing patients/parents of the MIIS and their right to object to data sharing
  - Recommend giving Fact Sheet to all patients for a set period of time, then new patients only
- Identify users that will be responsible for changing data sharing in the system
- Consider how Forecast Module can work for you
- Incorporate data quality checks
- Consider optimal timing for ongoing use of Reminder/Recall, Coverage, and Usage Reports
- Start thinking about online vaccine ordering through the MIIS
Take Home Messages

- Integrating the MIIS at your clinical practice is a multistep process.
- Visit the ContactMIIS to learn more about the MIIS.
- Speak with your Medical Director/CEO to determine your site’s readiness for the MIIS.
- Contact your IT staff or vendor to determine the ability for your EHR to interface with the MIIS.
Conclusion

- Visit our MIIS table
- We will offer a live demonstration of the MIIS to:
  - Explore basic functions
  - Explain features
  - Illustrate common tasks
- We will be happy to answer your questions and show you specific functionality
Questions?
Resources

- MIIS
  - Contact MIIS
    https://www.contactmiis.info
  - MDPH website
    http://www.mass.gov/dph/miis

- Meaningful Use
  - Centers for Medicare and Medicaid Services
    http://www.cms.gov/EHRIncentivePrograms/
  - MeHI, MA Regional Extension Center
    http://www.maehi.org/
MIIS Contacts

MIIS Help Desk
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