

# MIIS MAIC Meeting

---

June 2020



# HELLO!

---

I am Tricia Charles

MIIS Manager for 3 years and have worked on the MIIS project since 2012.

## Disclosure

*I, Tricia Charles, have been asked to disclose any significant relationships with commercial entities that are either providing financial support for this program or whose products or services are mentioned during my presentations.*

*I have no relationships to disclose.*

*I may discuss the use of vaccines in a manner not approved by the U.S. Food and Drug Administration. But in accordance with ACIP recommendations.*



## TOPICS FOR TODAY

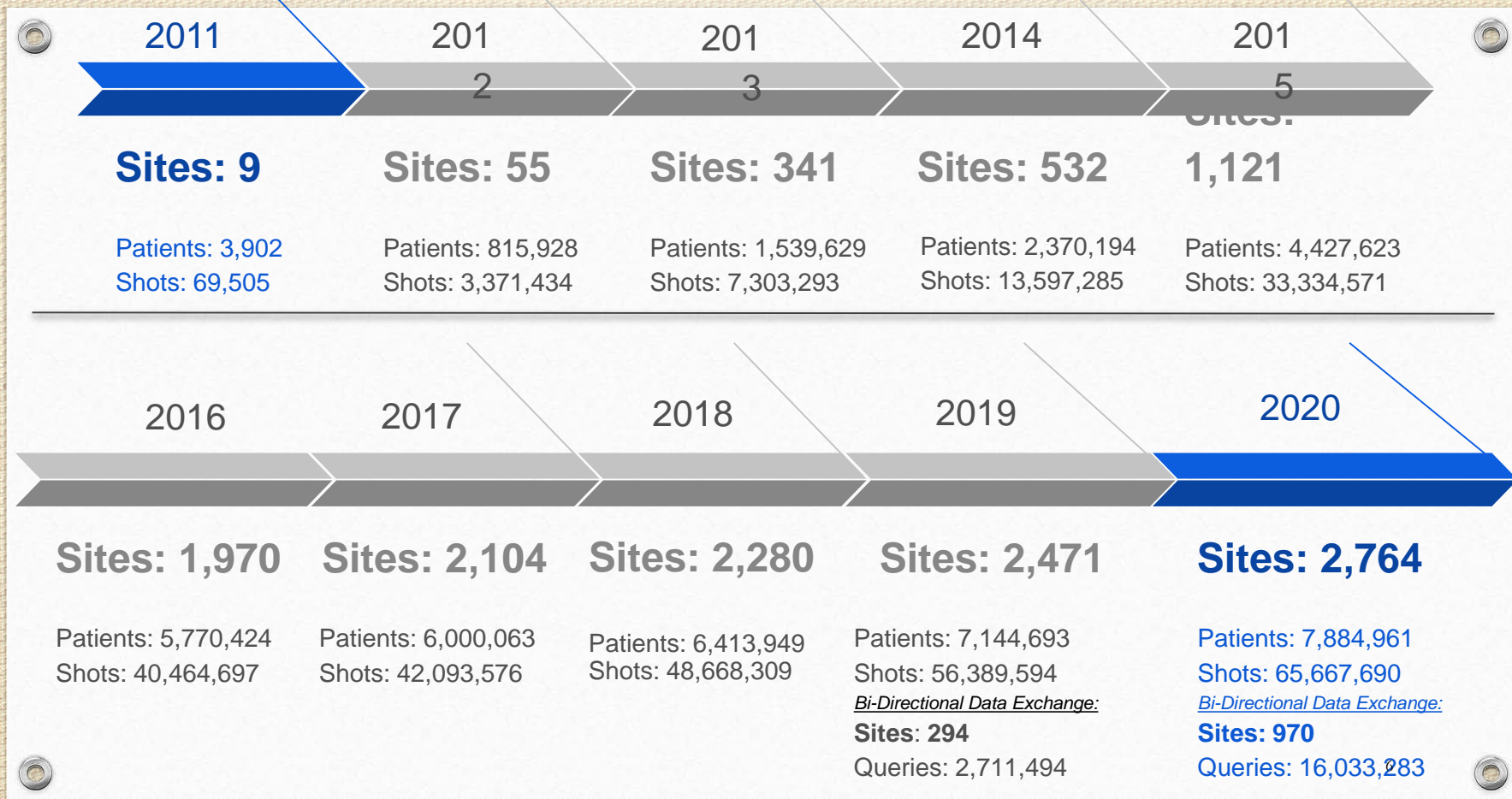
1. Progress Update
2. Big Announcement!
3. Bi-directional Data Exchange
4. How Well Do You Know Your Data
5. Patient Management
6. Enhancements 2020
7. Q&A

# PROGRESS UPDATE

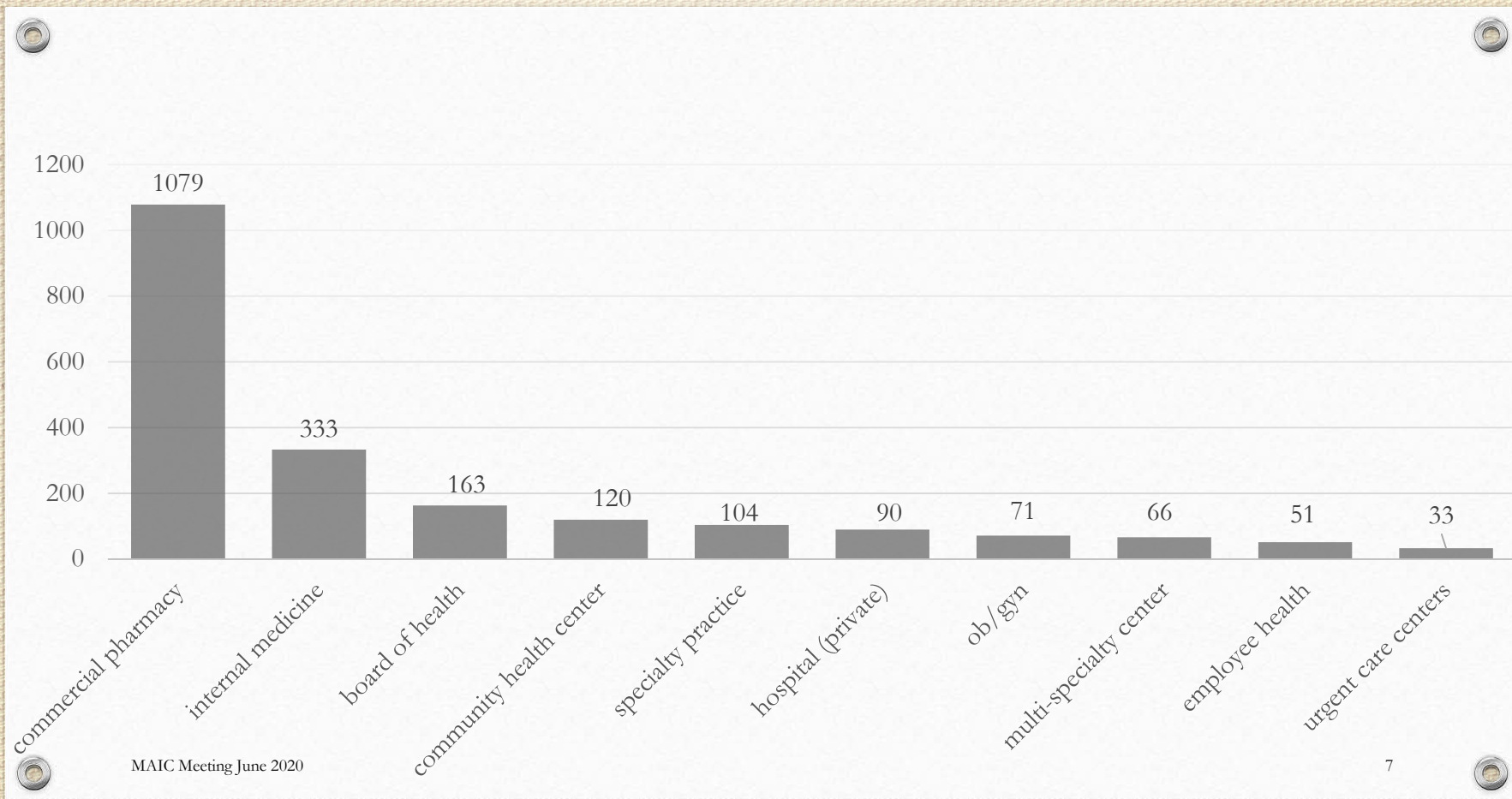
---

Who's Using The MIIS





# TOP 10 ADULT PRACTICE TYPES REPORTING





# BIG ANNOUNCEMENT

---



Available as of

May 2020

# Welcome to the MIIS Resource Center

*Where would you like to go?*

Registration

Onboarding

Training Center

Resources



# Training Center

## Mini Guides

Colorful step-by-step guides to walk you through specific functionality in the MIIS.



## Training Videos

Short videos demonstrating specific functionality in the MIIS.



## Recorded Webinars

Missed an MIIS webinar?  
Find it here!



## Live Webinars

Register for live webinars about the MIIS. All webinars include time for Q & A from attendees.



## In-person Trainings

Register for in-person trainings that provide a hands-on individualized experience.



## Self-hosted Trainings

Large organizations can request to host the MIIS at their location for personalized in-person training.



# Resources

## MIIS Materials

Fact Sheets  
Objection Forms  
Posters  
And more...



## Immunization Schedules

Adult  
Childhood



## Vaccine Information Statements



## Reporting Vaccine Errors and Adverse Reactions



## Additional Resources

Traveler's Health  
Immunization Action  
Coalition  
And more...





# BIG CHANGES = BIG ADVANCES

## **SINGLE SIGN-ON**

No more tracking a separate ContactMIIS Resource Center username and password. Manage everything through MIIS!

## **SIMPLE DESIGN**

Clean intuitive design makes finding training materials and resources a breeze.

## **IMPROVED REGISTRATION**

The registration process has been streamlined and simplified. Internal changes result in faster processing time. Reduced wait time for MIIS access.

[PATIENTS](#)[SCHOOL](#)[VACCINES](#)[REPORTS](#)[MANAGEMENT](#)

Hello, Tricia!

[My Site](#)[Training Center](#)[Resources](#)[Signout](#)

Welcome Back, Tricia!



#### ALERTS

##### **Attention - State-Supplied Vaccine Ordering Providers!**

The MDPH Immunization Division's Vaccine Management Unit is still fully operational. All vaccine orders are being processed and there should be no anticipated delays in vaccine. If you have any changes to your hours of operations, contact the Vaccine Management Unit at 6828.



#### TAKE ACTION

As of 05/20/2020 02:01 AM, 3555 patients required review for manual deduplication - [REVIEW](#)

[DUPLICATE PATIENTS](#)

As of 05/20/2020 02:01 AM, 8349 immunizations required review for manual deduplication - [REVIEW](#)

[DUPLICATE IMMUNIZATIONS](#)



#### DELIVERED REPORTS

Reports have recently been generated by you and are now available to be reviewed.

[Provider Enrollment Data Export XLSX 03/11/2020](#)

[Provider Enrollment Data Export XLSX 01/06/2020](#)

**MIIS Resource Center  
now accessible from My  
Site, Training Center &  
Resources**

### Welcome to the New MIIS Resource Center

[Add a User Guide](#)[Promote a User  
to AA Guide](#)[Deactivate Users  
Guide](#)

Take a look at our new **Training Center** and **Resources** using the links in the top right corner of your screen.

Other new features including managing users, updating contact information, submitting a request to onboard your site with the MIIS and more can be found by clicking **My Site** in the top right corner of your screen.



#### REMINDERS:

Updated VISs for **DTaP (Diphtheria, Tetanus, and Pertussis) Td (Tetanus and Diphtheria) Tdap (Tetanus, Diphtheria, and Pertussis) , Yellow Fever**, and the "Your Child's First Vaccines" **Multi-Vaccines** VISs have been posted.

We encourage providers to begin using these VISs immediately, but stocks of the previous editions may be used until exhausted.





[PATIENTS](#) ▾

[SCHOOL](#) ▾

[VACCINES](#) ▾

[REPORTS](#) ▾

[MANAGEMENT](#) ▾

## My Site

### STATE VACCINE PROGRAM ENROLLMENT

Enroll/Re-enroll annually to receive state supplied vaccine.

### SITE/USER MANAGEMENT

Update provider site information and add/remove user access to the MIIS.

### MY CONTACT INFORMATION

Update your contact information including name, email and phone.

### ONBOARDING

Submit your provider's site request to onboard with the MIIS to send immunization data, set up bi-directional querying or indicate an EHR transition.

### ADMIN CONSOLE

View a summary of HL7 messages, HL7 details and other HL7 reports.

### DATA QUALITY DASHBOARD

Review metrics of data sent by your site.

### SYSTEM USAGE DASHBOARD

# BIDIRECTIONAL DATA EXCHANGE

---

Accessing MIIS Data Virtually

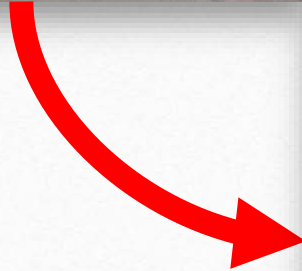


## BIDIRECTIONAL DATA EXCHANGE

Provider Office Sends Query



MIIS Sends Back all  
Immunizations and Forecast\*



Patient Immunization History and  
Forecast is available directly  
through Electronic Health Record  
and can be added to the patient's  
record instantly\*\*

\*EHR must be configured to accept Immunization forecast from MIIS.

\*\*Integration into patient records is dependent upon EHR capabilities.

PATIENT  
MANAGEMENT IS  
CRITICAL TO  
SUCCESSFULLY  
USING  
BIDIRECTIONAL  
FUNCTIONALITY IN  
THE MIIS

# ONE TO ONE MATCH



# DATA QUALITY ISSUES

## **CLINICAL ERRORS**

Data entry errors

Missing data

Internal workflow errors

Not managing dedup queues in the  
MIIS

## **TECHNICAL ERRORS**

Mis-mapped data

Missing data

EHR limitations

# WHO DOES BAD DATA IMPACT?



## **EVERYONE!**

- Every Patient
- Provider Practices
- State/Local levels
- National level





HOW WELL DO YOU KNOW YOUR  
DATA?

---

So You Think You Have Data Quality Issues?

# What Can I Do Right Now?

**1.**

Perform a data  
review check

**2.**

Review Inventory  
Decrementing  
Tool

**3.**

Call the MIIS Helpdesk  
and request to receive  
weekly HL7 Summary  
email

**4.**

Understand your  
EHR and its  
limitations (if any)

**5.**

Once problems have been  
identified, reach out to  
your EHR vendor to  
explain the issues

**6.**

Begin to review Patient  
Dedup and  
Immunization Dedup  
queues in the MIIS



## HL7 SUMMARY EMAIL

Emailed each week

Identifies missing  
messages/patient data

Assist with identifying technical  
errors

Site PIN	Provider Name	Message Type	HL7 Messages	Success	Success With Warnings	Errors	Percent of Errors	Avg Processing Time(ms)	Avg weekly count	Percent change	Last Message Received
		VXU	144	110	11	23	16.2%	1	175	82.3%	2/23/2019 12:21

**SUCCESS:** Displays the total number of HL7 messages successfully received.

**SUCCESS WITH WARNINGS:** Displays the total number of HL7 messages successfully received but had warnings. A warning is a missing or invalid field value that is not essential for the message. Please have your technical contact review these messages, and make corrections.

**ERRORS:** Displays the total number of HL7 messages that failed. Failed messages are not uploaded to the system. These messages require attention and resubmission. Please have your technical contact review these messages and resubmit.

# What Can I Do Moving Forward?

1.

Perform a data  
review check  
quarterly

2.

Review HL7  
Summary email  
each week

3.

Establish a  
relationship with  
your IT  
department or  
your EHR vendor

4.

Continue to  
review Patient  
Dedup and  
Immunization  
Dedup queues in  
the MIIS.



# PATIENT MANAGEMENT

---

Getting The Most From The MIIS

# THE IMPORTANCE OF PATIENT MANAGEMENT

**1.**

Provides a more accurate denominator for your reports

**2.**

Lessens your dedup queues so you only manage patients that are yours

**3.**

Consolidates patient and shot records which ensures more accurate patient histories and better return rates when querying the MIIS



# COMING ENHANCEMENTS

---

2020

## **SPRING 2020**

New MIIS Resource Center

Pop up alert in Roster Entry if autosave is disrupted due to internet connectivity issues

Access Administrators included on the System Usage Dashboard

School Survey includes 7th grade residential questions



## **SUMMER 2020**

New Data Quality Scorecard

New 11th grade survey in school survey

Various improvements to HL7



Q&A

---





**Massachusetts Immunization  
Information System**

**Thank you**



**MIISHELPDESK@STATE.MA.US**



**617-983-4335**



**WWW.MIISRESOURCECENTER.COM**