

FY 2024 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 three 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 kindergartenAdditional 6 doses of vaccine recommended by Center of Disease Control and Prevention (CDC) for children ages 7 to under 19Recommendations for adults are based on age, health conditions, job requirements, and other risk factors.Immunization Clinic provides influenza vaccine on a seasonal basis.IGRA (interferon gamma release assay) 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 personal protective equipment (PPE) for staff.Starting in January 2024, Community Health Services Bureau assumed staffing full-time for clinics as the School Health Bureau began increasing immunization services in school clinics. The Bureaus partner to jointly staff clinics during the August back-to-school surge clinics.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. | | |
| PM1: How much did we do? | | | |
| Staff | <p>2.4 FTEs including</p> <ul style="list-style-type: none">1.35 Public Health Nurses FTE0.3 Clinic Aide FTE0.6 Coordinator FTE0.15 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 2024 | 453 | 725 | 1,163 | 1,722 | 686 | 854 |
| | 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 |
| | | | | | | | |
| | | 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 2024 | 2.2 | | 2.8 | | 1.1 | |
| Average number of services per visit, including vaccines and TB Screening, FY 2024 | 3.6 | | 4.1 | | 2.1 | | |
| 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 | | | | | | |

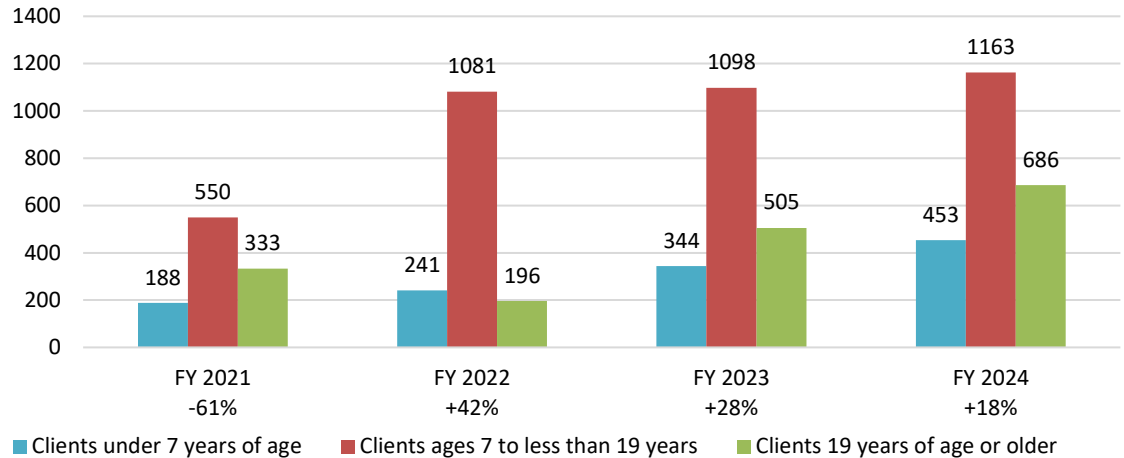
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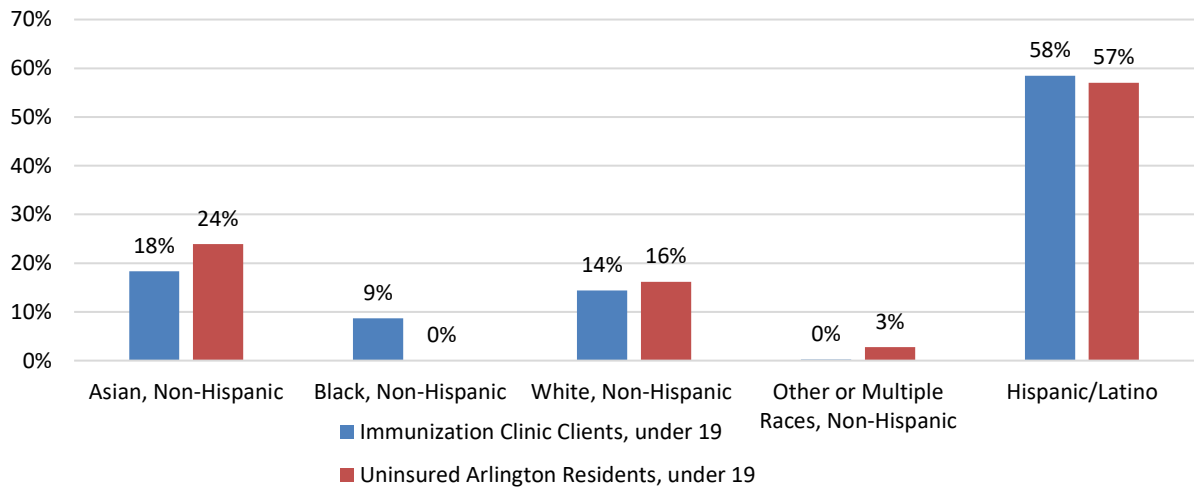
Measure **1** Clients and Visits

Data

Clients by Age Group



Immunization Clinic Clients by Race and Ethnicity, FY 2024



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 93 clients in FY 2024.
- The data on uninsured Arlington residents under 19 is from IPUMS USA using 2018-2022 ACS Census Bureau data.

What is the story behind the data?

- In 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 FY 2024, the number of clients in all age groups continued to increase.

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- The immunization clinic often serves children who do not have Medicaid or other health insurance. In comparison to the population of children without insurance in Arlington, the racial and ethnic breakdown of Immunization Clinic clients showed we served a higher proportion of Black clients and a lower proportion of Asian clients. Over half the clients served by the Immunization Clinic identified as Hispanic or Latino.
- To meet the needs of Hispanic clients, Immunization Clinic has bilingual and bicultural staff. Outreach to community about services includes meeting with community partners such as Arlington Public Schools, and offering flu vaccine and promoting clinic services at community events and social service organizations.

Recommendations

Target Dates

- | | |
|---|---|
| <ul style="list-style-type: none">• Continually assess demand for clinic appointments.• Coordinate with school health to support immunization opportunities in schools.• Continue community outreach about immunization opportunities.• Consider adding data on COVID vaccinations and school health clinic vaccinations to the FY 2025 PMP. | <ul style="list-style-type: none">• On-going• FY 2025 Q4 |
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Forecast

- For FY 2025, we expect there to be about 453 clients under 7 years old, 1,163 clients ages 7 to less than 19 years, and 686 clients 19 years or older.

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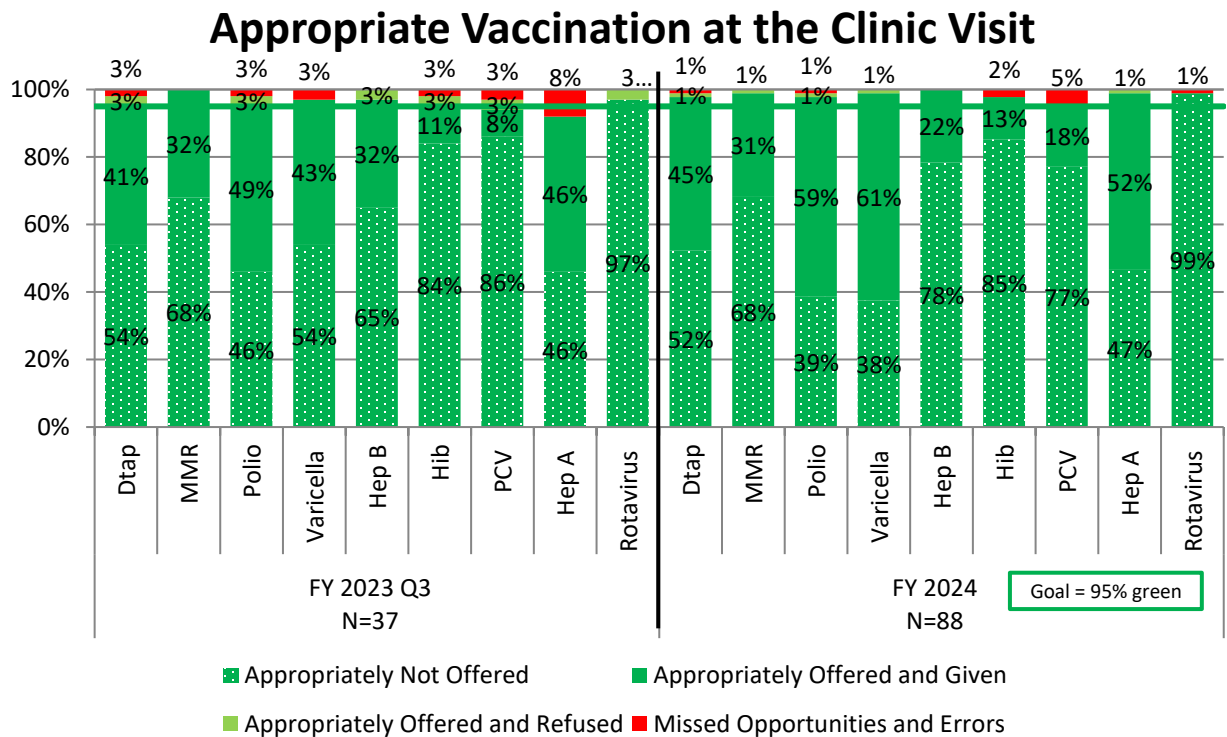
Immunization Clinic

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 2024, of all possible recommended and required vaccines, 95% – 100% were appropriately offered to clients.
- 9 of the 9 vaccines met the goal of being appropriately offered to clients 95% of the time.
- Data gathered through semi-annual internal audit of randomly selected charts. The sample size is based on the number of visits and is determined using standard statistical methods.
- The audit was restarted in Q3 FY 2023.

What is the story behind the data?

- In FY 2024, the Immunization Clinic met goals for appropriately offering vaccines to children under 7 years old for 9 out of 9 vaccines. This is an increase from FY 2023, when only 8 out of 9 vaccines met goals.
- 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, Second, and Third Grades and recommended for older grades. This state requirement will slowly be phased in for older grades.

Recommendations

- Continue to offer, recommend, and educate parents on the changed guidelines for Hepatitis A vaccine.

Target Dates

- On-going

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Forecast

- In FY 2025, the goals for appropriately offering vaccines to children under 7 years old will be met for 9 out of 9 vaccines.

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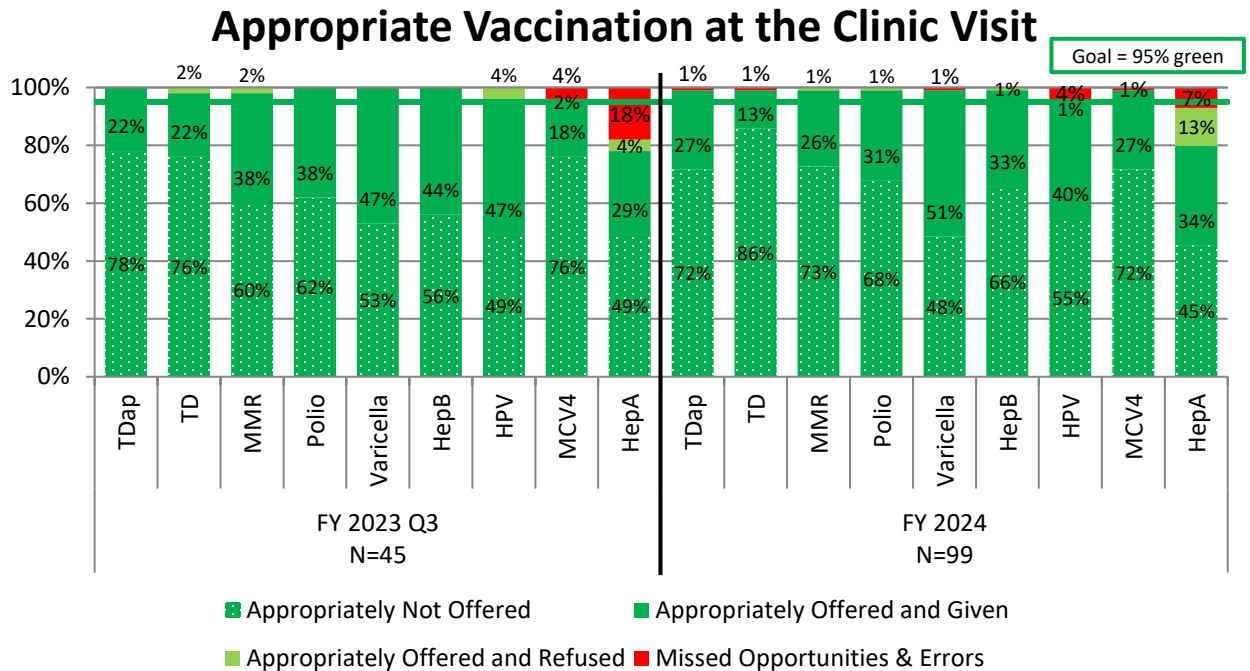
Immunization Clinic

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 2024, of all possible recommended and required vaccines, 93% – 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 semi-annual internal audit of randomly selected charts. The sample size is based on the number of visits and is determined using standard statistical methods. The audit was restarted Q3 of FY 2023.

What is the story behind the data?

- In FY 2024, 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 Second, and Third 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. In FY 2024 staff received education on Hepatitis A requirements and recommendations, and the percentage of missed opportunities and errors decreased.
- Uninsured children are eligible for free required vaccines. Uninsured children are also eligible for free recommended vaccines but are 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

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

- On-going

Forecast

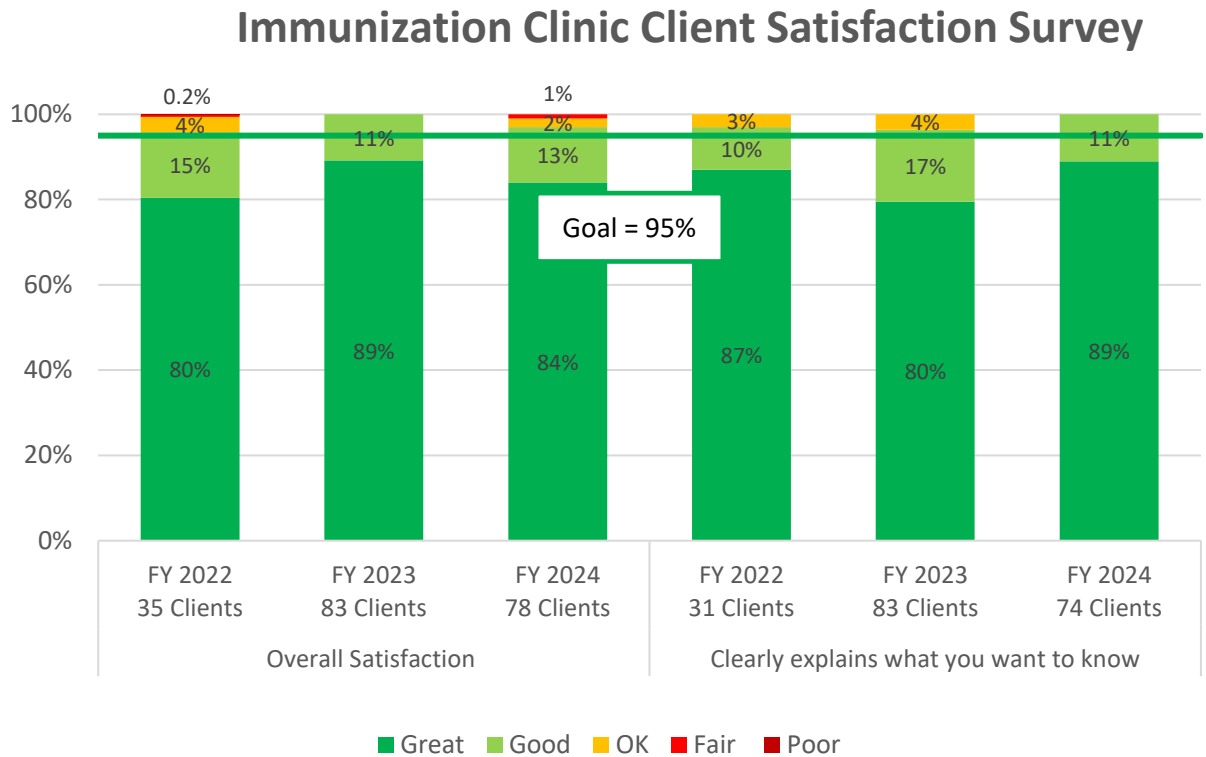
- In FY 2025, the goals for appropriately offering vaccines to children age 7 to under 19 will be met for 8 out of 9 vaccines.

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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 and FY 2024, 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 2024 response rate was 60%.

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.

Target Dates

- On-going

Forecast

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- In FY 2025, the percentage of Immunization Clinic clients who rated their overall customer experience as “good” or “great” will be 97%. The percentage of Immunization Clinic clients who rated their how we explained things as “good” or “great” will remain 100%.

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Immunization Clinic

| | | | | | | |
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| Measure | 3.1 | Cases of reportable vaccine-preventable diseases among Arlington children and adults immunized at Immunization Clinic | | | | |
| Data | | FY 2021 | FY 2022 | FY 2023 | FY 2024 | |
| | 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 2024.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 2025, the number of cases of vaccine-preventable diseases will be zero. | | | | | | |