

### **UPIQ Immunization Project**

Ten medical practices from Salt Lake County were recruited to participate in the second phase of the Utah Pediatric Partnership to Improve Healthcare Quality (UPIQ) project. A modified Comprehensive Clinic Assessment Software Application (CoCASA) audit was completed at each practice from September 2008 through January 2009. Practices with immunization rates above 75% up-to-date for the 4:3:1:3:3:1 were excluded from participation and one clinic withdrew from the study. The remaining seven practices were randomized into Intervention and Control groups.

Initial in-office sessions were held at all intervention practices. The sessions last for approximately one hour during lunch. All providers and staff were invited to attend (attendance records for each visit available upon request). A UPIQ-trained community peer mentor physician and/or staff member presented a brief (20 min.) educational module on challenges to providing immunization services and opportunities to improve office systems related to immunization services. The UPIQ Program Manager presented the results from the practices' CoCASA audit and facilitated the group discussion and action planning portions of the meeting. All staff members were encouraged to identify areas of their office systems where improvements could be made. The UPIQ Program Manager guided practices in developing an initial quality improvement plan and in identifying the next steps required for implementation. In addition, UDOH staff and peer mentors were on hand to answer questions and provide suggestions as practices discussed the strengths and weaknesses of their current systems.

Upon conclusion of the initial session, UPIQ provided practices with a summary of the discussion and the practices' improvement plan. Follow-up support and additional in-office sessions have been offered and provided based on each practice's needs and desires. CoCASA audits will be repeated approximately 15 months after the start of the intervention.

Repeat CoCASA audits were completed for the first phase intervention groups by UDOH staff 15 months after the initial audit. It is still to be determined what follow-up will take place with the participating clinics.

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