

# QA REVIEWS

---

## *Quality Assurance (QA) Reviews*

### *Types of QA Reviews*

### *Recognition*

### *Frequency of QA Reviews*

### *Requesting Help*

---

## **Quality Assurance (QA) Reviews**

Federal guidelines require Quality Assurance (QA) Reviews of each VVFC enrolled facility. The review evaluates your understanding of program compliance and includes vaccine storage checks. Reviews will be scheduled by phone two weeks prior to the desired visit date. After scheduling a QA Review, you will be sent a confirmation letter along with instructions on how to prepare for the visit. Reviews may occur any time. After the QA Review is completed, a summary letter including recommendations will be sent to you.

## **Types of QA Reviews**

Enrollment Visits (Member < 90 days): These visits are for newly enrolled providers in the VVFC program. The Consultant visits the provider and educates all appropriate staff members on VVFC program implementation. These site visits last approximately one hour. The consultant discusses VVFC program requirements and reviews 3 to 5 charts primarily to determine if the practice is already documenting appropriately. The consultant's findings are shared with the provider at the conclusion of the visit.

VFC Only Quality Assurance Visit: These are the most common type of visits that the VVFC Consultants perform. A VFC site visit is a formal visit to a VFC-enrolled provider site for the purpose of evaluating the provider's compliance with the VFC program requirements. This evaluation relies on the completion of the most current VFC Site Visit Questionnaire. These visits evaluate the following components of vaccine management:

1. Appropriate vaccine handling, storage and ordering procedures. This includes a physical inspection of vaccine storage units, temperature measuring devices, twice daily temperature recording, vaccine accountability, procedures for vaccine retrieval and storage in times of emergencies, and inventory management, including stock rotation to prevent outdating.
2. Proper documentation of children's eligibility status. This involves sampling a predetermined number of patient records (a mixture of active VVFC patients and privately insured patients) to ensure appropriate screening (e.g., Medicaid Uninsured, Alaska Native/American Indian, or Underinsured at a FQHC/RHC), and the administration of DOI supplied vaccines to eligible children.
3. Compliance with documentation and record retention requirements. This includes distribution of current Vaccine Information Statements and maintaining records in accordance with the National Childhood Vaccine Injury Act.

4. Compliance with other program requirements. This includes not charging for the cost of the vaccine, not charging a vaccine administration fee that is higher than the maximum fee established by the state, and agreeing not to deny vaccinations because of the parent's inability to pay a vaccine administration fee.

A VFC Quality Assurance Site Visit Summary Report is completed during this visit. This visit lasts approximately two hours. A QA summary letter is completed and mailed to the provider.

VFC and AFIX Quality Assurance Visit: A VFC/AFIX combined visit is a formal visit to a VVFC-enrolled provider site which integrates a VFC Only Visit (completion of the site visit questionnaire and vaccine management review to ensure compliance with the VFC program) with an immunization record assessment, followed by feedback guidance to help staff diagnose service delivery problems and adopt interventions for improvement, if necessary. VVFC consultants use a Clinic Assessment Software Application (CoCASA) developed by the Center for Disease Control and Prevention to provide an analysis of your facility's immunization rates. These visits require the facility to provide 50 charts of active patients for the immunization assessment (CoCASA). Due to the time it takes to enter the information into CoCASA, these site visits typically last between 3 to 6 hours. CoCASA reports are reviewed at the end of these visits as well as mailed to the provider along with the QA report summary letter.

AFIX Only Visit: An AFIX site visit is a formal visit to a private or public provider site to perform quality improvement activities. These visits consist of performing either a childhood or adolescent immunization rate assessment during the visit. These visits are usually performed on facilities that have recently received a VFC Only Quality Assurance Visit (< 6 months) or by special request. CoCASA reports are reviewed at the end of these visits as well as mailed to the provider along with a summary letter.

Qualitative AFIX Visit: An AFIX Qualitative visit is defined as an AFIX visit in which all components were implemented but during the assessment portion coverage levels were not generated because of the small number of patients in the designated age range for the assessment. These visits can be performed alone or as a part of a VFC and AFIX combined visit. This type of visit is usually performed on a facility if they have less than 10 active patients in the specified age range (childhood or adolescent). The immunization histories will not be entered into CoCASA. The consultant will review the charts and ensure vaccines are being administered according to the ACIP schedule and will also check for proper chart documentation.

Educational Visit: While all site visits are designed to be educational, these visits are completed for groups who wish to learn more about childhood immunizations or the VVFC program in general. Many times these visits are performed for individuals or facilities that are not members of VVFC or staff that are not in direct contact with the VVFC program. In general these visits are used to increase knowledge and understanding on vaccine handling and storage and the VVFC program. These visits are tailored to fit the groups' individual needs/requests and vary in duration.

Storage Check Visit: This is a visit where storage temperatures/conditions are checked. Due to the variation of conditions, these visits have no set time. A Storage Check visit is considered a VFC site visit follow-up (see below).

VFC Site Visit Follow-up: A VFC site visit follow-up is defined as any contact made with a VFC-enrolled provider to review progress towards correcting a problem identified during the most recent VFC site visit.

### **Recognition**

Providers exhibiting outstanding program compliance or exceptional immunization rates are recognized in VVFC's newsletter, the *Backpage*. In order to receive recognition and a VVFC Gold Star Award Certificate for outstanding program compliance, a practice must have appropriately answered every high priority question on the VFC questionnaire.

Providers participating in an AFIX visit who achieve a childhood immunization rate of 92% or above or an adolescent immunization rate of 90% or above are also recognized and receive with a VVFC Gold Star Award Certificate.

Providers are also recognized for implementing process improvements at their facilities that improve quality of care. A VVFC Gold Star is awarded in addition to the process improvement being highlighted in the *Backpage* newsletter.

Each quarter, VVFC also recognizes an "Immunization Champion." An Immunization Champion is a VVFC provider who has distinguished itself in an outstanding way. The Immunization Champion is highlighted in the *Backpage* newsletter and spotlighted on our website. Immunization Champions may be contacted in an advisory capacity when VVFC is considering programmatic changes or when feedback is sought on an existing policy or procedure.

### **Frequency of QA Reviews**

QA Reviews are generally performed at each VVFC facility annually. Consultants may schedule additional reviews if they feel they are warranted.

### **Requesting Help**

VVFC staff is available to help you. A provider can request assistance, educational materials, or guidance from the Division of Immunization. To make a request, contact your regional consultant or the Central Office at (800) 568-1929.