

Parent Focus Group Moderator's Guide and Demographic Questions

Demographic Questions

1. Are you or is anyone in your immediate family a health care professional? yes no

2. Are you the parent (or legal guardian) of a child who is under the age of 2? yes no

3. Do you make the decisions about the health care of children in your home? yes no

4. Do you have regular access to: Internet? yes no E-mail? yes no

5. Where does your child receive his/her immunizations?
 - Health Department
 - Private Doctor's Office
 - HMO/Clinic
 - Other:

6. What is your highest level of education completed?
 - High school
 - Vocational Training
 - Associate Degree
 - Bachelor's Degree
 - Graduate Degree

7. What is your ethnic origin?
 - African-American
 - Asian/Pacific Islander
 - Caucasian
 - Hispanic
 - Native American

8. Are you: Female Male

9. What is your age group?
 - under 20
 - 20-25
 - 25-30
 - 30-35
 - over 35

10. In the past 12 months, how many times have changed your address?

11. If you have moved, did you change: *City?* yes no - *State?* yes no

Opening Comments and Introductions

- Introductions / Roles
- Explain what a focus group is (purpose is to obtain different ideas)
- Review process and ground rules for discussion;
participants should speak freely, not seek consensus, speak one at a time, ask for more information when something is not clear
- Disclose recording devices

Discussion

1. Disease Prevention

- Identify problems in having children stay healthy.
- Assess knowledge/attitude of/towards disease
 - a) what are some diseases that you as parents are most concerned about?

2. Immunization Importance

- Identify; motivation to/not to immunize
- List current effective reminders
- Describe relationship with immunization provider
 - b) what are some reasons people get vaccinations / do NOT get vaccinations?
 - c) do you think immunizations are necessary even when your child is healthy?
 - d) how do you know when it is time for your child to get a vaccine? (ie; postcards, reminder from school, use personal records)
 - e) what ways can you think of that would make it easier for you to keep track of what vaccines your child has had or will need in the future?
 - f) describe the length/depth of conversation with receptionist/nurse/doctor?
 - g) who would you prefer explain "programs" to you receptionist/nurse/doctor?

3. Registry - Overview

- Discuss and identify reactions to:
 - ✓ Main purpose is to provide seamless communication between providers (both public and private)
 - ✓ Allows for child's complete immunization history to be available to all health care providers
 - ✓ Tells a doctor which immunizations your child has already had/needs
 - ✓ Can produce a copy of your child's record for school/camp/etc entry
 - ✓ Accessible within state regardless if child moves/changes address
- h) what is your initial reaction to a registry?
- i) what appeals to you most about a registry?
- j) what concerns immediately come to mind?
- k) what further questions would you want to have answered?
- l) what have you heard about an immunization registry prior to this discussion?

4. Registry - Data/Contents

Discuss and identify reactions to:

- ✓ Shot Data (vaccine type, immunization date, manufacturer, lot #)
- ✓ Demographic Data (child's full name, birth date, gender, address, guardian information)

- m) what is your initial reaction to the above?
- n) what information are you most comfortable with sharing/why?
- o) what information are you uncomfortable with sharing/why?
- p) specific reaction to; address, social security number?
- q) who should/should not have access to the information?
- r) any circumstances that change access permission?
- s) how do you feel about the registry being linked to other systems such as:
 - WIC, Medicaid,
 - lead poisoning other health programs
 - schools, day-care
 - researches
 - health insurers

5. Registry - Consent

- Discuss 2 methods of registry "population" and identify reactions/attitudes toward each.
 - t) What are your initial reactions - to each - any preference?
 - u) When is consent important/not important?

6. Marketing

- Identify effective ways to communicate the registry message/encourage parents to join.
 - w) What would be the best way to let people know about the registry?
 - x) Who is the most believable source to "sell" the registry?
 - Doctor/Staff
 - Older adult/relative
 - Health Department city/county or state?
 - Celebrity/spokesperson
 - Medical Association
 - Brochure/Printed Pamphlet
 - Endorsement by: ?(name)
 - y) What message would convince parents to trust the registry?

Summary:

If there is one thing you could say to people who are responsible for how the registry system works, what would it be?

Provider Focus Group

Opening Comments and Introductions

- Explain what a focus group is (purpose is to obtain different ideas)
- Review process and ground rules for discussion; participants should speak freely not seek a consensus, speak one at a time, ask for more information
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Review “Registry”

- Captures private and public provider’s immunization data - tells a provider which immunizations a child has had/needs
- Providers reminders, reports and assessments
- Saves providers time, resources, money

Discussion

1. Level of Interest (perceived value of a Registry):

What appeals to you about a registry?

How do you think this would help you/your work?

2. Concerns Regarding a Registry:

Would your office have concerns about sharing data with a registry?

Would your office be willing to contribute historical data if there was an (easy) way to transfer the information?

3. Types of Assessment Procedures Currently in Place:

Does your office use CASA or other software to assess the immunization coverage levels of your patients?

What resources (people, amount of time) go into performing an assessment?

How often do you perform assessments?

Does anyone/organization require you to perform/report assessments?

4. Office Needs (to join a registry):

Hardware

Computer Training

Additional Information on the Registry

Legislation for Mandatory Reporting

Capability to generate reports - what type would be helpful?

5. Community Relationships:

What are your (office) interactions with the surrounding community?

Describe your (office) relationship with: local immunization programs/coalitions, WIC, etc.

6. Incentives:

Are incentives currently being provided by any outside organization/person to your office?

If so, what is the incentive, requirement to obtain the incentive? What type of incentive most appeals to you/your office?

Would your office be willing to participate in a pilot project without an incentive in place?

Managed Care Structured Interview Questions

Interviewed:

Date/time:

Participants:

Issue/Phase	Question and Response
<p>Current Measurement Process</p>	<ol style="list-style-type: none"> 1. Describe the process your organization currently implements to determine the immunization coverage level of your patients (0-2 years). 2. What resources are required? Number of FTE's: Level/type of staff positions involved? 3. How long does it take to complete the process? 4. How (estimated) accurate are the results of this process? 5. What is the estimated cost of this process? 6. What are the frustrations/feedback with this process?
<p>Privacy/Confidentiality Issues</p> <p>(Important for surveyor to discuss that the registry will not maintain health plan enrollment status, enrollment dates or span of enrollment.)</p>	<ol style="list-style-type: none"> 1. What issues would this organization have with sharing data with the statewide registry? 2. Can historical immunization data the organization collects be provided to the statewide registry? If not why: 3. Would this organization require to provide historical data to the registry?

Issue/Phase	Question and Response
MCO Model	<ol style="list-style-type: none"> 1. What does the “business” relationship with the provider involve? (Contract, direct employment with no private practice, etc.) 2. What is required of the provider in order to meet MCO’s requirements? (Attend quarterly meetings, provide weekly/monthly reports, etc.) 3. What influence does this MCO have over the provider’s office management?
Registry Functions	<ol style="list-style-type: none"> 1. What types of functions would you like to see the registry provide for you?
Coalition	<ol style="list-style-type: none"> 1. Would you be interested in attending the state coalition meetings?
MCO Demographic	<p>Number of private providers in network: Number with Patient Management Systems (PMS): Name of PMS:</p> <p>Number with electronic billing links:</p> <p>Who are your high volume immunization providers?</p>
MCO Technical Status	<p>On a scale of 1 to 5: Describe the technical status of your typical provider office: Type of Hardware: Electronic billing capabilities: Level of computer knowledge: Internet capabilities:</p> <p>If data is collected now and sent to the City registry, how is it sent?</p>
Incentives	<p>Are incentives in place to increase immunization rates?</p> <p>How well are the incentives working?</p> <p>What would the organization be willing/interested in providing providers who want to submit data to the registry? (Hardware, upgrade costs, etc.)</p>

Issue/Phase	Question and Response
Confirm MCO Commitment	<ol style="list-style-type: none"> <li data-bbox="500 279 1040 306">2. Do you agree with the registry vision? <li data-bbox="500 342 1333 407">3. Are there any reasons why your organization would not submit data to the registry? <li data-bbox="500 443 1016 470">4. Is liability relief legislation an issue? <li data-bbox="500 506 1208 533">5. Do you support mandatory reporting to the registry? <li data-bbox="500 569 1256 634">6. Would you consider providing cost sharing incentives to encourage provider's participation? <li data-bbox="500 669 1289 697">7. Are there concerns you have that we have not addressed?

Provider Office Structured Interview Questions

Date _____ Time _____

Number Participating: _____

Questions:

1. What was the first thing that came to your mind when you learned of the USIIS computer system?
2. How do you feel about the USIIS computer system now that you have heard a description of it?
-Why do you say that?
3. What do you think are the most attractive things about this system?
-Are there any distinct advantages of the system?
-Are there any distinct disadvantages of the system?
4. How many of you would consider using this computer system?
-Why?
-What are the top two or three things that would influence you to use this system?
5. How would the decision be made to use the USIIS system in your office?
-Who would make this decision?

If the answer to Q#5 is Doctor, proceed to Q# 6. If the answer is not Doctor, Proceed to Question 7.

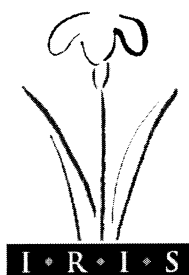
6. What do you think are the most attractive things about this system for doctors?
7. What would be an incentive for you, as an office manager, to use this system?
8. What is the best way to communicate/reach out to all office managers in Utah to inform them about this computer system?
9. The USIIS program is planning on sending out a survey to assess potential user's technical capacity and administrative willingness to use this computer system----
 - A. Who in your office would be able to answer such questions as:
* What is the estimated number of children (<18 years) immunized per month in your office?
OR
* Is your practice involved in the Vaccine for Children Program?
 - B. Who in your office would be able to answer the following type of questions:
* What is the name of the company or vendor that supports your application?
* Do you have immunization records on the computer?
* Does your office have access to the Internet?
 - C. Who in your office would be able to answer a question about:
* An immunization registry's ability to interface with existing billing systems, track inventory, or forecast and identify when shots are due?
10. Should such a survey be sent to every physician at each practice, if there are multiple physicians working at one office?
-Who would/should receive such a survey?
- Only the office manager?
- What about the physician's nurse?
11. What do you think of the name: USIIS - Utah Statewide Immunization Information System?

Provider Practice Workflow Analysis

Immunization Registry Information System (IRIS) Recommendations for Registry Implementation

Sample Clinic XXX

February 15, 2000



Immunization administration is becoming increasingly complex. With advances in technology, more vaccines and vaccine combinations are becoming available and are increasingly important in health care. At the same time, families are more mobile and children frequently see more than one provider during childhood. To facilitate immunizing children on schedule and to give health care providers easier access to more complete immunization histories, the Santa Clara Valley Health and Hospital System Public Health Department is implementing an immunization registry.

The immunization registry is a tool that can assist providers with immunization management. The registry enables clinics to expedite the documentation of immunizations, access immunization histories of patients participating in the registry, assess immunization levels of patients, and send reminders to patients when vaccinations are due or past due. An immunization registry benefits the patient and his/her parents, health care providers, educational institutions, and the community as a whole.

In agreeing to participate in the registry, Sample Clinic XXX will be able to better serve its patients by having easy access to patient's immunizations that were administered by other providers, by avoiding painful and costly over-immunization, by providing recall notices to parents of children who are overdue for vaccination, and, ultimately, by saving time in record-keeping. The following proposal presents a summary of Sample Clinic XXX's feasibility/workflow assessment and recommendations for immunization registry implementation.