

The Business of IIS: Developing Consensus-Based Best Practice Guidelines for Improving IIS Operations

Introduction: This workshop will provide you with an overview of approaches that allow effectively combine diverse expertise of immunization registration community members in solving problems and developing a consensus-based guidance for IIS operations. These approaches will be illustrated with detailed case studies of two areas of immunization registration: vaccination level deduplication and management of immunization statuses for a patient. Additionally, the Public Health Informatics Institute will showcase utilization of business processes analysis to define the business requirements of information systems that serve public health program goals.

Workshop Purpose: To describe approaches to analyze and improve IIS operations and to present case studies of implementation of these approaches in various areas of immunization registration, including vaccination level deduplication and management of immunization statuses for a patient.

By the end of this workshop, participants will be able to:

1. Understand why techniques of business analysis, modeling, re-engineering, and facilitation are needed to develop effective business requirements specifications.
2. Understand how modern business engineering and facilitation techniques can be applied to the collaborative consensus-based analysis of IIS operations and development of best practice recommendations.
3. Describe two areas of IIS operations that used business modeling and facilitation techniques to develop best practice recommendations for
 - vaccination deduplication operations,
 - management for patient's immunization statuses.
4. Understand the collaborative approach used by the Public Health Informatics Institute to identify problems, involve stakeholders, define common work/business processes, and subsequently define the requirements of information systems to serve program goals.

The workshop topics are designed to be presented by knowledge experts in the field that will share their efforts in addressing specific themes.

Targeted Audience: This workshop is for programmatic and technical/operational personnel involved in creating or maintaining an IIS who need to have knowledge about best practices for immunization registration processes and effective ways to develop such practices in structured collaborations with peers.

Workshop Introduction

Objective: Workshop participants will gain an understanding of workshop purpose and structure, and will learn about business analysis and improvement initiatives reflected in workshop materials.

Presenters:

Warren Williams, MPH - Team Lead, National Center for Immunization and Respiratory Diseases, CDC;
??Therese Hoyle, BSHE - MCIR Coordinator, Michigan Department of Community Health.

Duration: 15 min (12:00 – 12:15)

Part 1. A Business Modeling Approach Using MOGE and Vaccination Level Deduplication Issues Case Studies

Topic 1. Analysis and modeling of IIS operations and processes

Objective: Workshop participants will learn a pragmatic results-oriented approach (based on modern business engineering and facilitation techniques) that can help to analyze IIS operations and develop consensus-based best practice recommendations and business requirements specifications.

Presenters:

David Lyalin, PhD – Consultant, Northrop Grumman – CDC Information Technology Support Contract;
Warren Williams, MPH - Team Lead, National Center For Immunization And Respiratory Diseases, CDC.

Duration: 35 min (12:15 – 12:50)

10 minute Break (12:50 – 13:00)

Topic 2. Case Study: Vaccination Level Deduplication in IIS

Objective: Workshop participants will learn vaccination deduplication process, its phases and steps, principles on which this process is based, business rules to follow during each step. Specific scenarios that illustrate application of principles and business rules will be reviewed. In addition, participants will understand how to apply deterministic and probabilistic approaches to selected steps of deduplication process.

Presenters:

Warren Williams, MPH - Team Lead, National Center for Immunization and Respiratory Diseases, CDC;
??Sherry Riddick, RN, MPH - Immunization Registry Operations Manager, CHILD Profile (WA State Immunization Registry).

Duration: 35 min (13:00 – 13:35)

Topic 3. Case Study: Management of Immunization Statuses for a Patient in IIS

Objective: Workshop participants will learn about best practice recommendations for management of patient immunization statuses utilized at the Provider (healthcare) and Geographic Jurisdiction (public health) levels of responsibility. In addition, efforts to evaluate impact of developed best practices and determine the extent to which IISs have adopted these best practices will be described.

Presenters:

?Rob Savage, Senior Business Services Analyst, EDS;
Elaine Lowery, JD, MSPH, Program Director, Colorado Immunization Information System,
University of Colorado Health Sciences Center.

Duration: 35 min (13:35 – 14:10)

10 minute Break (14:10 – 14:20)

**Part 2: Taking Care of Business: A Collaboration to Define Local Health
Department Business Processes**

Topic 4: A Collaborative Approach to Problem Solving

Objective: Workshop participants will gain an understanding of the collaborative approach used by the Public Health Informatics Institute to identify problems, involve stakeholders, define common work/business processes, and subsequently define the requirements of information systems to serve program goals.

Presenter:

Alan Hinman, MD, MPH, Senior Public Health Scientist, Public Health Informatics Institute.

Duration: 30 min (14:20 – 14:50)

Questions and Discussion (14:50 – 15:00)