

AVP STRATEGY #2: ASSESSMENT & FEEDBACK

ABOUT ASSESSMENT & FEEDBACK

The AVP assessment and feedback (A&F) reports are given quarterly to providers and clinic staff to raise awareness about their delivery of the HPV (1st dose and completion), Tdap, and meningococcal vaccinations over time and to set goals for the future. The reports are tailored by clinic size (i.e., number of providers). If your clinic has multiple providers, then A&F reports comprise 1) vaccine trends (Tdap, MCV, HPV) for the provider, 2) HPV vaccination rates for each provider in the clinic, and 3) HPV vaccination rates for the clinic over time. Report metrics include percentage of eligible patients who have ever received vaccines for Tdap, MCV, and HPV, and percentage of patients who have completed the HPV vaccine series.

STEPS TO DEVELOP AND DISTRIBUTE ASSESSMENT & FEEDBACK (A&F) REPORTS

1. The A&F reports can be created by the AVP Champions or a designated staff member.
2. To create your A&F report, you will need to enter adolescent vaccination data for each of the physicians at your clinic. If this EHR data is not available, you can also use ordering data to get a general idea of the number of patients who are receiving Tdap vaccine compared to HPV vaccine. This method is described at the end of this section under 'How to use ordering data for assessment and feedback.'
3. The following is a guide to build your clinic A&F reports. Instructions are provided for each component in the order that they appear in the A&F Report Template.
4. Download the **A&F Report Template**. The 'Tools' section of the Action Plan contains a '**#docs AF Template**' to download. This guide uses screenshots from the '**2docs AF Template**' as an example.

TIP: The A&F Template is labeled with a number that should correspond to the number of physicians in your clinic. This is drawn from the data entered when creating your Action Plan. Therefore, a file titled '6docs AF Template' would be the correct template for a clinic with 6 physicians. If the template indicates an incorrect number or this number has changed, simply go to the 'My Toolkit' page on the AVP-IT, then proceed to the 'Assessment & Feedback' dropdown section and click the 'View More' button next to 'Tools'. Once you're in the 'Tools' section, select the correct template from the list of A&F Templates.

5. To create your A&F report, open the '**#docs AF Template**' by double clicking on the file. The template is an Excel file. The A&F Template will open at the Data Entry page (Figure 1). The tabs of the report template include:

- Data Entry – To enter your data.
- Clinic Report – Clinic-level data reported in a table and graphic.
- Physician 1* - Report for your first physician presented in table and graph form.
- Physician 2*- Report for your second physician presented in table and graph form.

**NOTE: There will be a tab for each physician based on the report template that you are using. The template you use should coincide with the number of physicians at your clinic.*

Figure 1. Screen capture of the AVP-IT A&F Template Data Entry Screen

Step	Enter Data About Each of Your Physicians	Physician 1	Physician 2
3	Enter the name of each physician in your clinic.		
4	Enter the number of unique patients, ages 11-17 seen this quarter.		
5	Enter the number of those patients have ever received any HPV vaccines.		
6	Enter the number of those patients who received the 1st HPV vaccine AND received it before their 13th birthday.		
7	Enter the number of patients, ages 11-17 seen this quarter who have EVER completed the HPV vaccine series, according to ACIP guidelines. (2 doses at least 5 months apart if HPV vaccine initiation is before 15th birthday; otherwise, 3 doses are required.)		
8	Enter the number of patients ages 11-17 seen this quarter who received both a tetanus, diphtheria, and pertussis (Tdap) vaccine between the ages of 10 and 13 and their 1st meningococcal (MenACWY) vaccine between the ages of 11 and 13?		
Step	View and Print Reports		
9	View your Physician Report. (You can review your report once all data is entered.)	Click Here to View Report for Physician 1	Click Here to View Report for Physician 2
10	View your Clinic Report. (You can review your report once all data is entered.)	Click Here to View the Complete Clinic Report	

TIP: If the report opens at a page other than the Data Entry page go to the bottom left of the spreadsheet and select the tab marked 'Data Entry.' Depending on the amount of physician tabs that you have, you may be required to click the 'left arrow' in order for the 'Data Entry' tab to appear.

6. Complete the 10 steps to build your A&F reports. Please read the questions carefully and answer all questions to receive a complete A&F report.
7. In the Data Entry page (shown in Figure 1 above), complete the first two tables: 'Enter the Quarter and Your Clinic Name (Steps 1-2)' and 'Enter Data About Each of Your Physicians (Steps 1-8)'. As you enter data, it will auto-populate your clinic report and physician reports.

- Step 1:** Select data cell 5D (row 5 and column D) to activate a drop down list of quarters. Select the quarter that you will report data on. This will appear in the header of your final reports.
- Step 2:** Type in your clinic name in cell 6D (row 6, column D).
- Step 3:** Select each cell in Row 9 and enter the physician's name. This will appear in the physician's personal A&F report.

TIP: The A&F reports have been most effectively used with transparency where each is identified by name. However, if you wish to maintain greater anonymity, simply use another identifier rather than your physician name (e.g. Physician 1).

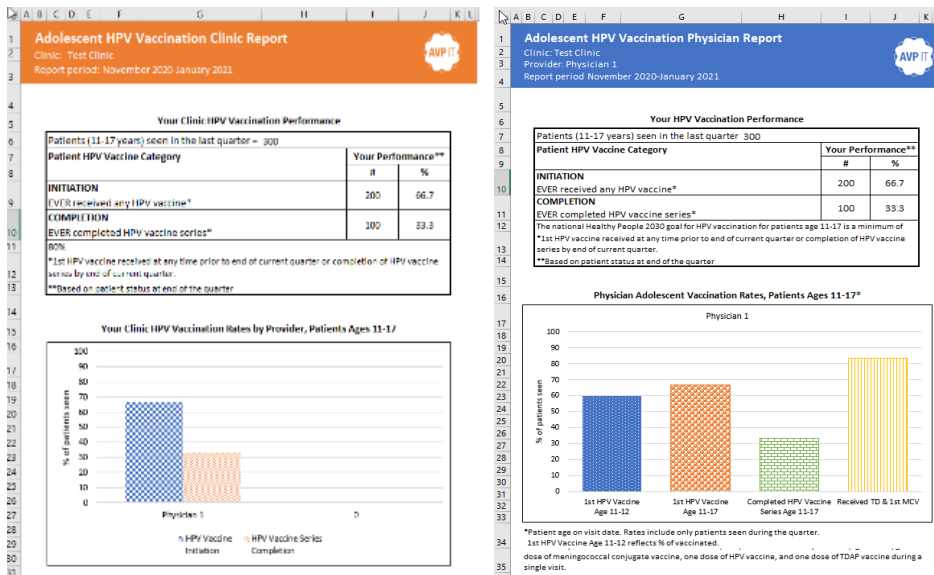
- Steps 4-8:** Complete these steps by entering the requested data for each physician you have listed in Step 3. Query your EHR to extract data specific for each physician you have listed in Step 3.

TIP: If the AVP Champion is not familiar with extracting data from the EHR database, identify someone else in your clinic who can take on this task.

TIP: You may need to team up with your EHR vendor to learn how to construct a query to extract the data elements listed in the 'Data Entry' tab of your '#docs AF Template' that can be found in the 'Tools' section of the Action Plan.

- Steps 9 & 10.** Once you have completed entering all of the data, select the active cells in Table 3 'View and Print Reports' (Step 9-10) to access your reports. These cells are hyperlinked to make the reports easily accessible. You can either hover and click 'Click Here to View Report for Physician #/Clinic Report' or go to the 'Clinic Report' and 'Physician #' tabs (bottom left of the spreadsheet) to view your complete A&F reports.

Figure 2. Example physician and clinic reports as seen in the A&F Template



8. Print each physician report and the appropriate number of clinic reports to provide a copy to all nurses, clinical staff, and the practice manager. Note that the physician reports contain two pages (the individual physician report and the clinic report) so these can be presented in a single page (2-sided) printout to the physician. The clinic report is a single page that can be provided to the rest of the clinic staff.
9. Deliver the A&F reports to physicians and other clinic staff in person during clinic meetings, huddles, or one-on-one, and track distribution using the '**A&F Tracking Form**'. Respond to any questions or concerns.
10. Distribute A&F reports each quarter. At the end of the following quarter, either open up a new '**#docs AF Template**' and input the data for the current quarter, or edit the data in your template from last quarter.

How to Use Ordering Data for Assessment and Feedback

If EHR data is not available, you can use ordering data to provide assessment and feedback to your physicians.

1. For each physician, calculate the ratio of the number of HPV vaccines ordered against the number of Tdap vaccines ordered.
2. Interpret this ratio. A perfect ratio would be 2:1 for adolescents ages 11-14 and 3:1 for teens and young adults ages 15-26. This will give you a general estimate of the number of patients who are receiving Tdap vaccine but not HPV vaccine, indicating missed opportunities.

TOOLS FOR ASSESSMENT & FEEDBACK

The AVP Assessment and Feedback (A&F) Reports are given to providers and clinic staff to raise awareness about their delivery of the HPV (1st dose and completion), Tdap, and meningococcal vaccinations over time. Below you will find A&F template documents to use for creating your reports and an A&F Tracking Form to track if clinic personnel have received the reports. The A&F Template documents are labeled with a number that corresponds to the number of physicians in your clinic. Select which template works for you based on that number. For example a file titled '6docs AF Template' would be the correct template for a clinic with 6 physicians.

1. [1doc AF Template](#)
2. [2doc AF Template](#)
3. [3doc AF Template](#)
4. [4doc AF Template](#)
5. [5doc AF Template](#)

6. [6doc AF Template](#)
7. [7doc AF Template](#)
8. [A&F Tracking Form](#)

TIPS FOR SUCCESSFUL ASSESSMENT & FEEDBACK REPORTS

Here is a list of tips that we encourage you to consider in order to successfully extract data to produce assessment and feedback Reports. We have found these tips to be successful in previous work when assembling assessment and feedback Reports, and think they can benefit you as well!

- ❖ Consult with your IT personnel or EMR vendor on the method for extracting data through your EMR system to create reports as efficiently as possible.
- ❖ Frame the conversations about the reports as a tool of encouragement for the clinic's quality care standard so that physicians will want to improve their rates, and their clinic rates as a whole.
- ❖ Enlist the help of the AVP Champion, your practice manager, or a trusted employee to decrease the workload of compiling reports for your physicians and staff.
- ❖ Consider using a third party program such as Qlikview to help with data extraction to ensure its appropriateness for the reports.