



# PROVIDER GUIDANCE DOC/FAQ INFORMATION

## → What is the Data Quality Report Card?

The report card analyzes the completeness of key data measurements based on the data being submitted from your facility to VIIS. The completeness of these measures can be used to identify areas of improvement and allows you to see a side-by-side comparison to the state average and AIRA Expectations. The report card is used to assess the overall data quality in VIIS which impacts the accuracy of the system's functionality such as, immunization coverage assessments and patient immunization forecasts.

## → What is AIRA and how did they come up with these guidelines and expectations?

AIRA is a membership organization that exists to promote the development and implementation of immunization information systems (IIS) as an important tool in preventing and controlling vaccine-preventable diseases. The guidelines and expectations utilized by this report card were taken from AIRA's Data at Rest program, which aims to help measure the quality of data residing in an IIS database. The expectation thresholds proposed by AIRA are in line with the published national standards. You can read more about AIRA here: <https://www.immregistries.org/about-aira>.

## → Where can the report card be accessed?

Report cards will be accessible through VERIP (Virginia Electronic Registration for Immunization Programs). Individuals must have a VERIP login that is linked to their existing account. You can refer to our "how to" with step by step instructions on accessing the report card, located on the VERIP homepage.

*\*Note: creating a new VERIP account will not automatically give you access to your location's report card. The user account must be linked to the existing organization account through VDH.*

VERIP Link: [VERIP Registration System \(virginia.gov\)](https://www.virginia.gov/verip)

## → How does someone within our office obtain access to the report card if they do not have access to VERIP?

The individual(s) with access to VERIP can use the "Export" button on the top right corner of the provider report card screen to download a copy of the report card for distribution.

If direct access is required, then access must be granted by a VDH staff member. You can reach out to [VIIS\\_Helpdesk@vdh.virginia.gov](mailto:VIIS_Helpdesk@vdh.virginia.gov) for additional assistance. Please be sure to include your name, email, best contact number, and the VIIS org code.

## → How often will I receive an updated report?

Report cards will initially be provided for the following time frames:

- 2022 annual report
- 2023 annual report
- 1<sup>st</sup> Quarter 2024 report
- 2<sup>nd</sup> Quarter 2024 report

You will continue to get quarterly reports and an annual summary at the end of each year.

*\*If you do not report any doses during a given time period, you will not receive a report card for that timeframe.*

## → Are previous report cards archived?

Yes, you can access previous report cards in VERIP Report Card screen, by clicking the drop down menu under "Report Card Timeframe" on the top left corner of the screen.

## → My office reported vaccines, but we do not see a report card for that time frame, how can I correct this?

**Scenario #1** If you confirm your doses have transmitted to VIIS either through data exchange or manually entered into VIIS, but are not populating in the report card, please contact our VIIS Helpdesk at [VIIS\\_Helpdesk@vdh.virginia.gov](mailto:VIIS_Helpdesk@vdh.virginia.gov)

**Scenario #2** If the interface between your EMR and VIIS is no longer active, we encourage you to open a ticket with your vendor and contact our data exchange team to assist with resolving the issue and backfilling missing data.

**Scenario #3** If you failed to report your doses administered in VIIS we can connect you with the VIIS outreach team for training on how to manually update the immunizations. Please contact the outreach team at [VIISInfo@vdh.virginia.gov](mailto:VIISInfo@vdh.virginia.gov)

## → Define the data that is being represented in the report.

The report card only reflects the data being entered during the selected time frame. Below is breakdown of the four fields represented in the top portion of the report card.

- **Total Patients Updated in Selected Timeframe:** Total number of patients who received an active and/or historical shot during the selected timeframe.
- **Vaccine count:** Total number of administered doses and historical doses reported during the selected timeframe.
- **Total Active Patient Population:** Total number of patients associated to the practice with an “active” status during the selected timeframe.
- **Date of Last Administered Vaccine in Selected Timeframe:** This date represents the last day in the selected timeframe in which VIIS received an administered vaccine.

## → What data fields are being used to measure the quality of my data?

Your practice/organization is being measured in 17 various areas. We are looking at the quality of incoming data and the level of completeness in these various areas. The percentages help to see if data is present in areas like name, address, sex, race, ethnicity, etc. Below is a breakdown of the 6 columns in the provider report card, screenshot for reference below:

- **Column 1: Measure Number-** Used to reference the measurement.
- **Column 2: Measure-** Defines the specific data field that is being measure.
- **Column 3: Records with Measure-** Based on the total number of patients updated in the selected timeframe, this percentage represents how many of those patients had the defined data measurement present.
- **Column 4: State Average-** Represents the state averages for practices/organizations in Virginia participating in VIIS that meet the measurement.
- **Column 5: AIRA Expectation-** Represents the expected percentage of records to meet the measurement according to the American Immunization Registry Association (AIRA).
- **Column 6: Meets Expectation-** Shows if your practice/organization has met the expectation by comparing Records with Measure (column 3) to the AIRA Expectation (column 5).

Provider Name: <b>Tester4</b>	Total Patients Updated in Selected Timeframe: <b>5</b>
OrgCode: <b>BLUE</b>	Vaccine Count: <b>6</b>
Report Card Timeframe: <b>2nd Quarter 2024</b>	Total Active Patient Population: <b>190</b>
	Date of Last Administered Vaccine in Selected Timeframe: <b>05/31/2024</b>

Measure #	Measure	Records with Measure	State Average	AIRA Expectation	Meets Expectation
1	Patient first name is present	100%	77.6%	99%	YES
2	Patient middle name is present	0%	33%	75%	NO
3	Patient last name is present	100%	77.65%	99%	YES
4	Patient birth date is present	100%	77.65%	99%	YES
5	Patient sex is present	100%	77.56%	99%	YES
6	Patient address street is present	100%	74.7%	85%	YES
7	Patient address city is present	100%	74.78%	85%	YES
8	Patient address state is present	100%	75.57%	85%	YES
9	Patient address ZIP code is present	100%	74.74%	85%	YES
10	Patient complete address is present	100%	74.6%	85%	YES
11	Patient race is present	60%	69.34%	95%	NO
12	Patient ethnicity is present	100%	68.86%	95%	YES
13	Patient phone Number is present	60%	69.99%	90%	NO
14	Patient vaccine administration date is present	100%	77.65%	99%	YES
15	Patient Mother's maiden name is present	0%	31.72%	90%	NO
16	Patient vaccine administration code is present	100%	77.65%	99%	YES

## → Why does my “Total Active Patient Population” count higher than my actual patient population?

Practices/organizations must manually update the status of a patient record if they are no longer a patient of your practice.

## → How does a patient become “active” to my practice/organization?

- You can manually set the patient status to “Active” by updating the status directly in VIIS.
- When you manually update or add an immunization to a patient’s VIIS record.
- When you electronically update or add an immunization via your electronic medical record (EMR). Please note: For electronic updates, your practice must have a live connection setup between your EMR and VIIS.
- You create a new patient record directly in VIIS.

## → How does a record become “Inactive” to my practice?

You **MUST** manually update the status to “Inactive” directly in VIIS. [How to Activate and Inactivate Patients](#)  
You can also contact the [VIIS\\_Helpdesk@vdh.virginia.gov](mailto:VIIS_Helpdesk@vdh.virginia.gov) for additional assistance.

## → Why do I need to change the status to “Inactive”?

Inactivating patients in VIIS will give you a more realistic assessment of the immunization rates for your organization.

## → When should a patient’s status be changed to “Inactive”?

When a patient meets the criteria of one of the following statuses:

- **Inactive – Lost to Follow Up**
- **Inactive – MOGE** (Moved or Gone Elsewhere)
- **Inactive – MOOSA** (Moved Out of Service Area)
- **Inactive – One Time Only** (Received an immunization once but is not a regular patient)
- **Inactive – Other**
- **Inactive – Permanently Deceased**
- **Inactive – Unknown** (A patient is made Unknown in VIIS when only the demographic and historical data are sent and without a specific status selected. This can occur when providers are sending data electronically.

## → Is there a report in VIIS to pull a list of my active patients?

Yes, you can use the “Ad Hoc List” report in VIIS to pull a full listing of your patients. [How to Run Active Patient Report](#)  
For additional training you can contact the VIIS Outreach/Training team at [VIISInfo@vdh.virginia.gov](mailto:VIISInfo@vdh.virginia.gov)

## → How can I improve the accuracy and completeness of these measurement for my practice?

If you are submitting data through an interface/data exchange, you can review internal processes to ensure these key fields are being populated in your EHR for automatic submission.

If the fields are currently being populated in your EHR system but not populating in VIIS, you may want to open a ticket with your EHR vendor for further investigation. We can also connect you to a member of our data exchange team for additional assistance. Please contact our help desk to troubleshoot at [VIIS\\_Helpdesk@vdh.virginia.gov](mailto:VIIS_Helpdesk@vdh.virginia.gov)

If you are manually entering data in VIIS and would like additional information/training on how to populate these key data fields, please email us at [VIISInfo@vdh.virginia.gov](mailto:VIISInfo@vdh.virginia.gov)