2009 Innovations Awards Program
APPLICATION

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ID # (assigned by CSG): 09-S-11MO

Please provide the following information, adding space as necessary:

State: Missouri

Assign Program Category (applicant): Health and Human Services – Health Services (Use list at end of application)

1. Program Name
   Missouri Vaccine University
2. Administering Agency
   Missouri Department of Health and Senior Services, Bureau of Immunization Assessment and Assurance (BIAA)
3. Contact Person (Name and Title)
   Jeannie Ruth, Bureau Chief
4. Address
   930 Wildwood, PO Box 570, Jefferson City MO 65102
5. Telephone Number
   573-751-6124
6. FAX Number
   573-526-0238
7. E-mail Address
   jeannie.ruth@dhss.mo.gov
8. Web site Address
   www.dhss.mo.gov/Immunizations
9. Please provide a two-sentence description of the program.
   Missouri’s Vaccine University training informs, educates, and empowers health care providers to sustain and improve immunization efforts in the communities. The trainings provide essential information to respond to the needs of the communities to protect and ensure the safety and health of citizens from vaccine preventable diseases.
10. How long has this program been operational (month and year)? Note: the program must be between 9 months and 5 years old on March 2, 2009 to be considered.
   Program planning began in the fall of 2005, first training was held April 18, 2006.
11. Why was the program created? What problem[s] or issue[s] was it designed to address?
   Results of Vaccine for Children (VFC) site visits and through quality improvement efforts, it was identified that VFC providers need on-going training and updated information concerning immunization guidelines and the VFC program. A survey conducted with providers and VFC program staff members determined the best avenue for provider education is face-to-face training. Using the survey, vaccine wastage evaluations, VFC site Visit results, provider questions, and consultation with all BIAA
staff members, the education team within the BIAA identified a number of areas of need:

- Overview of the VFC program
- Storage and handling
- Administration of vaccines
- VFC paperwork review
- Ordering and reporting procedures
- Changing recommendations: Screening, scheduling, and administration
- Using, CASA, COCASA, and AFIX to improve immunization rates
- Federal and state legislative issues
- Fraud and abuse

To provide the most efficient training and to reach as many providers as possible, it was decided to conduct the training in each region of the state throughout the year so that provider’s travel time and expenses would be minimal. Goals include increased effectiveness of the VFC program, reduction of vaccine wastage, and reduction of errors for order processing.

12. Describe the specific activities and operations of the program in chronological order.

A BIAA staff member attended a training provided by the CDC and recognized the value a similar training could offer in Missouri. After attending this training, a planning team was appointed. The team recognized the need for additional education and evaluated various types of trainings approaches to use. The team decided that face-to-face trainings in numerous geographic locations would be the most effective way to educate the providers across the state. The team then had to determine what needed to be taught so they reviewed vaccine wastage evaluations, surveyed providers, reviewed the site visits results, and evaluated the questions being asked by providers during phone calls and site visits. The planning team created an agenda, presentations, and determined other resource material that would be provided. They then set the dates and locations, let providers know about the trainings, and began to travel around the state and do the trainings. Once the year was complete, the team got together again and reviewed the evaluations from the trainings and made changes to better meet the needs of the participants. The team also determined dates and locations for the next year so that Missouri Vaccine University could continue. An evaluation, redesign, and determination of dates and locations occur yearly so that the training is kept relevant and useful for Missouri’s providers.

13. Why is the program a new and creative approach or method?

This program was new to Missouri’s Immunization Program. Although the state had evaluated the effectiveness of other educational efforts (such as the VFC field representatives one-on-one trainings with providers in need), this was the first time that the state chose to tackle the problems providers were having on such a large scale. The planning group thought of various ways to provide this training and determined that the face-to-face trainings held in regional locations would best serve the needs of the providers.

14. What were the program’s start-up costs? (Provide details about specific purchases for this program, staffing needs and other financial expenditures, as well as existing materials, technology and staff already in place.)

Approximately $15,000 was earmarked for the first year of the trainings. Expenses include:

- Printing of the program and related materials
15. What are the program’s annual operational costs?
This figure varies from year to year; due to the popularity of the trainings and their growth, it is estimated that last year the bureau spent $30,000 to fund the trainings (this figure does include travel expenses for training staff).

16. How is the program funded?
Funding is derived from the CDC grant received annually.

17. Did this program require the passage of legislation, executive order or regulations? If YES, please indicate the citation number.
No

18. What equipment, technology and software are used to operate and administer this program?
Computer, projector, Microsoft Office software programs

19. To the best of your knowledge, did this program originate in your state? If YES, please indicate the innovator’s name, present address, telephone number and e-mail address.
Although this type of training is offered by the CDC for the state program managers, Missouri was the first state to implement such training to local public and private VFC providers free of charge in various locations across the state. The innovator is not just one person, but the bureau itself as it was and still is a group effort. Jeannie Ruth, Bureau Chief; Bureau of Immunization Assessment and Assurance; Missouri Department of Health and Senior Services; P.O. Box 570; Jefferson City, MO 65102-0570; 573-751-6124; jeannie.ruth@dhss.mo.gov

20. Are you aware of similar programs in other states? If YES, which ones and how does this program differ?
The CDC offers a Vaccine University to Program Managers. This information is vital to the success of VFC providers at the local levels where the vaccine is actually being administered. Recognizing the value of CDC’s trainings to the VFC program on a federal level, BIAA chose to design a training of a similar nature that would be strictly geared towards the providers in the state of Missouri.

21. Has the program been fully implemented? If NO, what actions remain to be taken?
Yes

22. Briefly evaluate (pro and con) the program’s effectiveness in addressing the defined problem[s] or issue[s]. Provide tangible examples.
Missouri’s Vaccine University has proven to be a fun yet effective method of educating our VFC providers. It has resulted in improved immunization practice throughout the state and better relationships between Missouri Immunization Program and its providers. Provider errors and questions have decreased. The complexity of the questions presented has increased, which confirms that the dissemination of information has been effective and that providers are more familiar with resources. More accurate vaccine accountabilities are received. There has been improved storage conditions within provider offices as evidenced by the results of VFC site visits and the reduction in vaccine wastage.

23. How has the program grown and/or changed since its inception?
Missouri’s Vaccine University Trainings have grown tremendously in the past three years. In its first year BIAA held 6 trainings, and had 270 participants total. In 2008, BIAA held 12 trainings and had a total of 401 participants. In 2009, we expect the number of participants to increase yet again. The training is also evaluated every year based on the participant evaluations and discussions with all BIAA staff. The trainings are updated as needed to meet the needs of the participants. In 2009, BIAA plans to redesign the trainings yet again to include more participant interaction and hands on activities to better serve the needs of the providers.

24. What limitations or obstacles might other states expect to encounter if they attempt to adopt this program?

Other VFC programs could replicate this training concept easily based upon individual needs and identified quality improvement initiatives. Staff capacity and expenses are major components to consider when replicating this process.
2009 Innovations Awards Program
Program Categories and Subcategories

Use these as guidelines to determine the appropriate Program Category for your state’s submission and list that program category on page one of this application. Choose only one.

Infrastructure and Economic Development
- Business/Commerce
- Economic Development
- Transportation

Government Operations
- Administration
- Elections
- Public Information
- Revenue

Health & Human Services
- Aging
- Children & Families
- Health Services
- Housing
- Human Services

Human Resources/Education
- Education
- Labor
- Management
- Personnel
- Training and Development
- Workforce Development

Natural Resources
- Agriculture
- Energy
- Environment
- Environmental Protection
- Natural Resources
- Parks & Recreation
- Water Resources

Public Safety/Corrections
- Corrections
- Courts
- Criminal Justice
- Drugs
- Emergency Management
- Public Safety

Save in .doc or rtf. Return completed application electronically to innovations@csg.org or mail to:

CSG Innovations Awards 2009
The Council of State Governments
2760 Research Park Drive, P.O. Box 11910
Lexington, KY 40578-1910

Contact:

Nancy J. Vickers, National Program Administrator
Phone: 859.244.8105
Fax: 859.244.8001 – Attn: Innovations Awards Program
The Council of State Governments
E-mail: nvickers@csg.org

This application is also available at www.csg.org, in the Programs section.

Deadline: March 2, 2009