

Premier Medical Associates

Premier Medical Associates, an affiliate of Allegheny Health Network, is the largest multi-specialty physician practice in the Greater Pittsburgh area. They pride themselves on being a leader in the delivery of efficient, high quality care and their work around improving HPV vaccination rates in their pediatric practice proves their dedication. They invest time to ensure their physicians and staff are trained in understanding the importance of the vaccination and emphasize speaking with patients and guardians. They have a multi-faceted approach that they intend to keep expanding upon.

What They Do

Engagement Approaches

- Utilize the “Moving the Needle” Physician Checklist Perforated Cards! While doing chart preparations for the following day, they check to see if the patient received the HPV vaccination. If not, they fill out the card for the front-desk staff to give to the patient and/or guardian when they check in. This not only often starts a dialogue between the physician and patient, but it allows for the patient to receive and begin processing information about the vaccination before seeing the doctor.
- Invest time in educating all staff about the vaccine so they are able to field patient questions. They provide training to Medical Assistants, nurses, and front desk staff. They also dedicate staff meeting time to move away from just discussing data and purposefully engaged in motivational conversations about preventing cancer in teens.
- Keep track of physician vaccination numbers. They are able to identify where physicians may be having trouble and if they are doing well, they encourage sharing their best practices with the group.
- Every month, nurses pull a list of patients who are due for their second and third dose of the vaccine. The nurses call three times and then send a letter. If still there is not a response or an appointment scheduled, the doctor is notified and determines next steps. Usually the nurses are instructed to keep trying or the task is inactivated due to the patient needing to come in for an annual appointment soon.
- Whenever possible, they schedule second and third dose appointments during the first dose appointment.
- They order light-up magnets from their Gardasil representative. Magnets are activated the day the first vaccine is given and is programmed to light up when the second and third dose are due.

Plans for Moving Forward

- Vaccination clinics prior to the start of school. As momentum builds, they would like to implement these clinics monthly.
- Engage with community schools to educate them about the vaccine and possibly have in-school vaccination clinics.
- Involve the family-practice physicians within Premiere in their vaccination quality Improvement work. Important because these physicians tend to see patients who are in their late teens and early twenties.

Best piece of advice for someone engaging with this work...

Use the cards! They not only help with patient engagement and education but they've helped keep track of patients who need additional doses. Finally, following up with patients regularly increases their chances of receiving all three doses!