

Small Group Discussion

General Instructions

For this part of the workshop, we will divide into small groups to explore a number of issues related to working with immunization registries to measure and improve immunization coverage. Each group will be asked to work on a different issue for 30 minutes. During the final 30 minutes of the workshop you will have an opportunity to report your key ideas back to the larger group.

Each group has been given a topic related to the deployment of an immunization registry. Choose one group member to facilitate the discussion (FACILITATOR), another to note key points on the flip chart (RECORDER) and a third to report back to the larger group (REPORTER). If your group prefers to combine any of these roles, feel free to do so.

Spend two to three minutes thinking about the topic description on your issue. Then use the following technique to ensure that all options are considered and that the main ideas are reported to the larger group:

1. Starting with a volunteer, go clockwise around the circle and have each group member to contribute one idea and record it on the flip chart. This is not the time to discuss the ideas, just get them all on the board. Continue to cycle through the group until all new ideas are recorded.
2. Use a new page of paper to group similar ideas together.
3. Summarize the key **three** points for presentation to the group.

After the session, we will summarize the results and make them available via the web (leave an email address or business card if you want to be notified when this material is available).

The Situation

Your managed care organization is interested in collaborating with a local immunization registry to more efficiently monitor the immunization status of enrolled children, to assist with quality assurance measures, and to target immunization improvement initiatives. You must be prepared to address a number of policy and operational issues that may be raised within your organization, by providers, and by the registry staff. Use your planning team (small group) to prepare strategies to address these issues.

Issues and Questions

1. **Confidentiality** – For a registry to be successful, confidential medical data will need to pass between project participants (the health department in your jurisdiction, the MCO, and health care providers). What are the confidentiality issues related to sharing data? Come up with three strategies that address these issues.

2. Roles and Responsibilities – To collaborate with an immunization registry your organization might need to work with a local or state health department as well as your enrolled health care providers. How do you negotiate appropriate roles and responsibilities with this diverse set of players? What are the issues involved? Outline three strategies that you would use to address these key issues.

3. Working with Providers – Registries are most successful when they leverage existing relationships and influence. How can your organization work with public health to make a registry appealing and useful to providers? Consider issues of registry marketing, provider reluctance to change, and technological diversity. List the key issues and three strategies that you would use to address them.

4. Business Case Within the MCO – How can you convince your own management that collaboration on an immunization registry is a worthwhile investment, especially when it may take some years to reap the benefits of that investment? Brainstorm around the likely issues you will have to address and come up with a compelling three-point “case”.

5. Information Technology – Many technical issues arise when one is trying to move data between different organizations, or when considering access issues to software and communications networks. Consider issues surrounding harnessing appropriate technical assistance within the MCO and at the provider level and outline three strategies to address them.