

# IMMUNIZATION COMPLIANCE PROCESS

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UNIVERSITY OF  
**South Carolina**

**Purpose:  
Improve the student  
experience!!**



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# PURPOSE

**THE PURPOSE OF THIS PROJECT IS TO ELIMINATE BARRIERS AND INEFFICIENCIES, ULTIMATELY IMPROVING THE STUDENT EXPERIENCE AND STREAMLINING THE PROCESS FOR STUDENTS AND EMPLOYEES.**

**THE PROCESS FOR ENSURING STUDENT COMPLIANCE WITH THE IMMUNIZATION POLICY IS CONVOLUTED AND TIME CONSUMING.**

***FOR SOME, THIS BARRIER IS ONE OF THEIR VERY FIRST EXPERIENCES WITH OUR UNIVERSITY.***



# PEOPLE INVOLVED

**SPONSORS: J. REX TOLLIVER, DR. MARI ROSS-ALEXANDER**

**TEAM MEMBERS: CARLA SIGHTLER, LAMETTI LAMBERT, ALISON LEACH HUGHES, SCOTT VERZYL, ELIZABETH OREHOVEC, CLAIRE ROBINSON, SHERRY WARREN, GARRICK QUEEN**

**CONTENT EXPERTS: JOY FOLEY, SUSAN ROGERS**

**CUSTOMER: STUDENT**

**I TALKED WITH A SMALL NUMBER OF STUDENTS ABOUT THEIR EXPERIENCE WITH THE IMMUNIZATION PROCESS AND COMMUNICATION. THIS RESULTED IN LEARNING THAT THE COMMUNICATION RELATED TO IMMUNIZATION COMPLIANCE IS CONFUSING AND GIVES THE IMPRESSION THAT THIS REQUIREMENT IS LESS IMPORTANT THAN OTHERS.**



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# PROJECT PATH

**IMPROVE COMMUNICATION TO STUDENT**

**IMPROVE FUNCTIONALITY AND LOOK OF MYHEALTHSPACE**

**REVISE IMMUNIZATION POLICY**

**ENSURE PROACTIVITY GOING FORWARD**

## Items required for clearance

Clearance	Compliant Date	Status	Details	Last Updated	Comment
Measles	4/4/2023	✓ Compliant	📘 Satisfied	1/11/2024 10:32 AM	
Mumps	4/4/2023	✓ Compliant	📘 Satisfied	1/11/2024 10:32 AM	
Rubella	4/4/2023	✓ Compliant	📘 Satisfied	1/11/2024 10:32 AM	
Immunizations Record		✗ Not Compliant	📘 No Data	4/4/2023 8:38 AM	
TB Screen Risk Form		✗ Not Compliant	📘 No Data	4/4/2023 8:38 AM	

## Additional items NOT required for clearance

Clearance	Compliant Date	Status	Details	Last Updated	Comment
TmtAgreementNOPP2018		✗ Not Compliant	📘 No Data	1/11/2024 10:32 AM	
Testing Consent COVID Y22		✗ Not Compliant	📘 No Data	7/18/2022 11:20 AM	
COVID Test/Vaccine Upload	7/28/2021	✓ Compliant	📘 Satisfied	1/11/2024 10:32 AM	
Insurance Filing		✗ Not Compliant	📘 No Data	4/7/2022 11:04 AM	
TeleHealthHCConsent		✗ Not Compliant	📘 No Data	4/7/2022 11:04 AM	
TeleHealthSAVIPConsent		✗ Not Compliant	📘 No Data	4/7/2022 11:04 AM	
TeleMedicineCompliance	7/14/2020	✓ Compliant	📘 Satisfied	7/14/2020 5:02 PM	



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# KEY IMPROVEMENTS

**POLICY, STAF 7.03, REVISION**

**ELIMINATED BARRIERS IN PATIENT PORTAL TO  
COMMUNICATION AND COMPLIANCE**

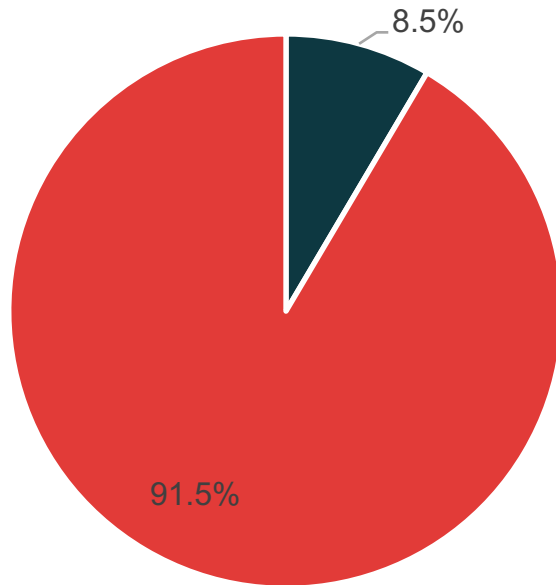
**IMPROVED MYHEALTHSPACE WITH CLARITY OF OPTIONS  
(APPOINTMENT TYPES, IMMUNIZATION REQUIREMENT  
AND DOCUMENTATION OPTIONS)**



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# RESULTS

Immunization Compliance



■ Non-compliant ■ Compliant

**CURRENTLY, IMMUNIZATION NON-COMPLIANCE IS AROUND 7-10%..**

**WITH NEW PROCESS INCLUDING PROACTIVE OUTREACH, STUDENTS WILL BE ABLE TO UPLOAD IMMUNIZATIONS SOONER IN THE PROCESS, IDEALLY PRIOR TO ARRIVING ON CAMPUS.**

**THIS WILL RESULT IN A GREATER COMPLIANCE RATE LEADING INTO THE SEMESTER AND LESS WORK OR OUTREACH PRIOR TO REGISTRATION.**



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# **NEXT STEPS**

**MEETINGS WITH CAMPUS STAKEHOLDERS**

**UPDATE COMMUNICATIONS RELATED TO IMMUNIZATION TO EMPHASIZE IMPORTANCE AND CONSEQUENCES OF NON-COMPLIANCE ALONG WITH ALL STAKEHOLDERS**

**SET UP A DAY WITHIN SEMESTER WHEN IMMUNIZATION HOLDS ARE SET TO BE PLACED**

**ENSURE DATA IS BEING COMMUNICATED BETWEEN SYSTEMS CORRECTLY**

**CREATE OVERALL COMPLIANCE REPORT TO ENSURE WE ARE PROACTIVE IN COMMUNICATION WITH NON-COMPLIANT STUDENTS**





# REFLECTIONS

***WHAT HAS BEEN YOUR BIGGEST LEARNING (SO FAR) FROM THE PROJECT?***

**INCLUDE AS MANY AS POSSIBLE EARLY ON TO ENSURE THAT PARTIES KNOW OF THE PROJECT SO THE NEED TO MAKE CHANGES PREMATURELY OR ON PORTIONS OF PROCESS IS ELIMINATED.**

***WHAT'S AN EXAMPLE OR TWO OF HOW YOU PLAN TO USE THESE IDEAS AND TOOLS GOING FORWARD?***

- 1. USE PROJECT CHARTER, PROCESS MAPPING OR SOME FORM OF IT TO HELP ALL FOCUS ON END GOALS**
- 2. BE FLEXIBLE WITH GOALS AND TIME AS PROCESS UNFOLDS**

***HOW HAS THIS PROGRAM CHANGED HOW YOU THINK ABOUT IMPROVEMENT?***

**THIS PROGRAM HAS HELPED ME TO BETTER UNDERSTAND THAT YOU CANNOT SIMPLY PROVIDE A SOLUTION TO A PROBLEM.**



# THANKS!

Eric Tyler, RN

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