“It’s Immunisation Calling”

Amanda Hicks
Clinical Nurse Consultant
Health Contact Centre
Department of Health
### Upper Mount Gravatt

**Mostly Sunny**

<table>
<thead>
<tr>
<th></th>
<th>Now</th>
<th>6pm</th>
<th>7pm</th>
<th>8pm</th>
<th>9pm</th>
<th>10pm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weather</td>
<td>☁️</td>
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<tr>
<td>Temp</td>
<td>24°</td>
<td>22°</td>
<td>19°</td>
<td>18°</td>
<td>18°</td>
<td>17°</td>
</tr>
</tbody>
</table>

- **Tuesday**: 27°C/11°C
- **Wednesday**: 26°C/9°C
- **Thursday**: 24°C/9°C
- **Friday**: 26°C/10°C
- **Saturday**: 22°C/9°C
- **Sunday**: 22°C/10°C
- **Monday**: 23°C/11°C
- **Tuesday**: 25°C/12°C
- **Wednesday**: 26°C/12°C

Today: Mostly sunny currently. The high will be 28°C. Clear tonight.
Timeline

- **September 2015**
  - Minister for Health announcement

- **October 1st 2015**
  - Commencement of *Immunise to 95*

- **December 2015**
  - Completion of 3 month pilot
  - 28,724 children

- **January 2016**
  - Ongoing *Immunise to 95* program

**June 2016**
Evaluation of Pilot

**Program ongoing**

**September 2017**
5 year strategy
Figure 1: Trends in immunisation coverage by age group, Queensland

- 1 year fully immunised
- 2 year fully immunised
- 5 year fully immunised
Comparison %

Queensland
Australia

30/06/2017
Health Contact Centre | Immunise to 95 follow-up model

1. Identification
   - Details of children who are not up to date with their immunisations are extracted from the Australian Immunisation Register (AIR) and imported into the Health Contact Centre (HCC) client resource management (CRM) system.
     - Analyse data contained on Queensland Health’s Vaccination Information and Vaccination Administration System (VNAS) database and the AIR database to identify discrepancies in the data.
     - Notify AIR of discrepancies e.g. duplicate records, incorrect dose numbers, demographic errors, missing information and pending statuses.
     - CRM is updated. Outcomes are recorded for future analytical and reporting purposes.

2. Child up to date?
   - No
     - 3. Vaccine service provider (VSP) follow up
       - Last known VSPs are followed up via phone, fax or email by the Immunise to 95 team to obtain additional information and/or further contact details.
       - Information is verified by a team member and updated on HCC CRM. Parent/VSP will be followed up if required.

3. Child up to date?
   - Yes
     - Yes - Record updated or child immunised by VSP
   - No
     - Data updates
       - Immunisation records received via email or mail are analysed.
       - All relevant data obtained from the VSP and parent contact is entered on to the HCC CRM. This data is extracted and uploaded onto the VNAS database and considered through AIR.

4. Parent follow up
   - For children without an immunisation history or where VSP contact has not resulted in a complete record.
   - Immunise to 95 staff obtain contact details from either VNAS, VSP, The Viewer or HCC CRM.
   - Parents are provided instructions via phone, email, SMS or mail about updating records, immunisation schedule information and to encourage parents to follow up outstanding immunisations.
   - When telephone contact is not successful, parents are sent a letter to the address held on their Medicare record.

5. Child up to date?
   - Yes
     - Yes - Record updated or Parent arranges for child immunised by VSP
   - No

Contact Health Contact Centre
Email shelley.peardons@health.qld.gov.au or phone (07) 3877 8258.
Call Centre

Immunise to 95:
A reminder about your child’s immunisation

Dear Parent/Guardian,

You were recently contacted by the team at Immunise to 95 as your child’s record on the Australian Immunisation Register (AIR) showed that your child may be overdue for an immunisation.

Immunisation is the easiest way to protect your child, your family and your community from many serious and life-threatening preventable diseases. To give your child the best protection it is important that they are up to date with the recommended vaccinations. To see what vaccinations are recommended, visit http://www.immunisation.org.au/schedule/

If you are not sure about your child’s vaccination history, talk to your doctor or usual immunisation service provider. If you think your child is up to date with their immunisations, fill in the form on the back, and send the form with a copy of your child’s immunisation record (you can take a photo or scan it) to us by:

POST
(reply paid envelope provided)
immunise to 95
Reply Paid 80413
Brisbane Qld 4001

EMAIL
immunise@health.qld.gov.au

If your child’s record is not up to date on the Australian Immunisation Register, it could mean:
- Payments for child care fees assistance (child care rebate and benefit) and the Family Tax Benefit Part A supplement will be affected.
- Your childcare provider may choose to restrict enrolment or attendance if your child is not up to date with their immunisations.

For more information about these payments and immunisation, visit www.humanservices.gov.au/customer/subjects/immunising-your-children

If, for any reason you would like to speak to us about this letter, please call 1800 HEALTH (1800 437 468) and ask for the Immunise to 95 team. All information you provide will be confidential.

Yours sincerely,
The team at Immunise to 95

What’s your date to vaccinate?

[Image of a phone and a computer]
# Childhood Immunisation

Information for families of babies and young children

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**Official vaccination record**

<table>
<thead>
<tr>
<th>Age</th>
<th>Antigen</th>
<th>Batch No.</th>
<th>Date</th>
<th>Organisation</th>
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<tbody>
<tr>
<td>Birth</td>
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<td></td>
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<tr>
<td>2 months</td>
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<tr>
<td>6 months</td>
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<td>12 months</td>
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<td>18 months</td>
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<tr>
<td>4 years</td>
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**Vaccine providers note:** The National Immunisation Program Schedule (NIPS) is subject to change. Before commencing vaccination always check you are administering vaccines according to the most recent NIPS for Queensland. See the Queensland Health website [www.health.qld.gov.au/immunisation](http://www.health.qld.gov.au/immunisation). All children should be offered the vaccines listed in the schedule below.

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**Immunise**

their best protection

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Immunise to 95
State-wide follow up through the Health Contact Centre (HCC)

Overview
The HCC provides confidential health assessment, information and health coaching services 24 hours a day, seven days a week across multiple channels (13HEALTH and 13QUIT). The HCC was engaged to deliver the Queensland Government's Immunise to 95 initiative between October and December 2015. The initiative followed up 26,724 Queensland children under five who were considered not up to date with their immunisations on the Australian Childhood Immunisation Register (ACIR).

Enabling Follow up – Technology and Workforce
- The HCC’s Microsoft Dynamics Customer Relationship Management (CRM) system was configured to allow tracking and reporting of follow up activities and record immunisation histories
- Soft Phone technology and 100% recording of interactions for quality purposes
- Clinical nursing staff and administration staff trained thoroughly in the immunisation schedule
- Counseling staff trained to make parent calls working 7 days a week across extended hours

Immunise to 95 follow up model

Outcomes
- Contact completed for 26,724 children using a multichannel, tiered follow up model
- Extensive data cleansing of ACIR and VMAS
- Proactive parent contact well received - 96% of parents contacted engaging in discussion
- Follow up for children with no vaccine history and/or no last known VSR, a group usually missed through other follow up processes
- Daily tracking of progress and weekly status reports to stakeholders
- Proof of concept for ongoing delivery – evidence of a robust centralised service model utilising contact centre technology and a CRM system
Get the VaccideDate app

The easy way to track your child’s vaccination dates so they get the best protection.

Find out more

https://youtu.be/VPUBNbyfEgq

http://vaccinate.initiatives.qld.gov.au
References

Immunise to 95 Evaluation of phase
Published by the State of Queensland (Queensland Health), June 2016

Immunisation Strategy 2017–2022
Published by the State of Queensland (Queensland Health), December 2016

Australian Immunisation Register