

CAHPS® Tip Sheet

Annual Flu Vaccine

Measure Description

The percentage of adult patients who received an influenza vaccination between July 1 of the measurement year and the date when the Consumer Assessment of Healthcare Providers Systems (CAHPS®) Survey was completed (i.e., February-June).

This is self-reported by patients and collected annually as part of the Consumer Assessment of Healthcare Providers Systems (CAHPS®) Survey.

Survey Question

- Have you had a flu shot since July 1 of the prior year?

Best Practices

- Institute a Standing Order Program (SOP), and educate staff about the SOP, to allow non-physician clinical staff to assess eligibility for vaccination and vaccinate patients.
- Turn on reminders and/or prompts for the flu vaccine, if on EMR. Review vaccine status in EMR.
- Flag the charts of all patients needing the flu vaccine with a brightly colored sheet, if not on EMR.
- Remind patients that local pharmacies also offer the flu vaccine and that they can receive both a COVID vaccination and flu vaccination at the same time.
- Address any hesitations the member may have about receiving the flu vaccine:
 - Each season requires a different vaccine.
 - Flu vaccines do not cause flu and are safe.
 - Each year thousands of people in the United States die from flu, and many more are hospitalized. Flu vaccine prevents millions of illnesses and flu-related visits to the doctor each year.
- Discuss preventive measures with patients to stop from getting or spreading the flu.
- Keep up to date with the CDC's flu and COVID recommendations: [cdc.gov/flu](https://www.cdc.gov/flu) and [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus).

"September and October are generally good times to be vaccinated against flu. Ideally, everyone should be vaccinated by the end of October."

Reference: Centers for Disease Control and Prevention. (2021, October 27). Who needs a flu vaccine. Centers for Disease Control and Prevention. Retrieved from [cdc.gov/flu/prevent/vaccinations.html](https://www.cdc.gov/flu/prevent/vaccinations.html)

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