

CAHPS® Tips:

Flu Vaccinations for Adults Ages 18-64 (FVA)

MEASURE DESCRIPTION

The percentage of patients 18-64 years of age who received a flu 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., March-May).

SURVEY QUESTION

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

HOW TO IMPROVE CAHPS® SCORES

- ☐ Identify an Immunization Champion to lead and monitor flu vaccination efforts at the office.
- ☐ Institute a Standing Order Program (SOP) to allow non-physician clinical staff to assess eligibility for vaccination and vaccinate patients and educate staff about the SOP.
- ☐ Turn on reminders/prompts for the flu vaccine, if on EMR. Review vaccine status in EMR.
- ☐ Flag the charts of all patients needing flu vaccine with a brightly colored sheet, if not on EMR.
- ☐ Encourage staff vaccination (can also be used to show patients the importance of vaccination).
- ☐ Provide a list of pharmacy locations if you do not offer the flu vaccine.
- ☐ Address any hesitations the member may have about receiving the flu vaccine.
 - The seasonal flu vaccine protects against the influenza viruses that research indicates will be most common during the upcoming season
 - Each season requires a different vaccine
 - Flu vaccines do not cause flu
 - Flu vaccines 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 recommendations and educational resources:
<http://www.cdc.gov/flu/>

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