CT WiZ COVID-19 Data Quality Assurance (DQA) Guide

The Goal of Data Quality is to Ensure Your Data is Accurate, Complete and Timely

Contents

Best Practices to Improve Data Quality

- Data Quality = Accurate + Complete + Timely
- Duplicate Records:
    - Conduct thorough searches prior to creating a new patient record
- Patient Demographics:
    - Double check data entry before submitting
    - Confirm name, address and date of birth on recipient's proof of identification, if available
- Vaccinations:
    - Make sure the vaccine product on the record is correct
- Follow-up with patient or Connecticut vaccinating clinic to ensure COVID-19 vaccinations are visible on the record. Fix errors as you find them:
    - Mistakes happen!
    - Edit the record as soon as you realize there is an error
    - Prevent future vaccinations on an incorrect record

COVID-19 Data Quality Analysis (DQA) Report

The CT Immunization Program currently executes DQA COVID activities to verify that the data is accurate and complete in our Immunization Information System (IIS), called CT WiZ, to ensure that we provide reliable information to the patient, healthcare providers, and the Centers for Disease Control and Prevention (CDC). The DQA report identifies scenarios that need to be reviewed and/or corrected for specific clinic locations. This report is generated (ad hoc) and provides a link to a secure Excel spreadsheet that contains the following tabs:

- **Overview tab:** contains the summary of errors and the locations that have never sent information to our CT WiZ or needs to be reviewed because they are not reporting within 24 hours.
- **Second Dose Due tab:** a list of the patients we have recorded that you administered a first dose to and have not received their second dose yet.
- **Detail of Errors tab**: includes all the patients that have errors with:
    - Different products in the same patient,
    - Invalid expiration in lot number
    - Patients with more than 2 COVID vaccines.
- **Provider Locations Status tab:** contains all the locations that we have onboarded with the minimum and maximum given date of COVID so that you can verify that information matches with the information in your system.

Reporting Types: There are 3 ways to report the vaccines administered to our CT WiZ system, identify your reporting type so you can correct the information:

- **User Interface in CT WiZ:** Provider staff login to the user interface of CT WiZ and manually enter the information regarding the patient and vaccines.
- **EHR-HL7 Interface:** Information is submitting via interface from provider's EHR system to CT WiZ.
- **VAMS:** Vaccine Administration Management System (VAMS) is designed for providers to enter the COVID-19 vaccines; it is connected real-time via EHR-HL7 interface with CT WiZ.

Important Notes:

- Deciding on which option to choose depends on the technical capabilities of your EHR system and if your EHR system supports and sends updates and deletions to our CT WiZ system, and if you can directly correct the information in your EHR system.
- CT WiZ has accurate and complete immunization records for CT residents.
- Electronic Health Records (HL7-EHR) with CT WiZ that supports the submission of updates and deletions via interface can make updates and/or deletions in their EHR system and resubmit the HL7 record to CT WiZ and these will be updated in our IIS system.
- VAMS only submits changes or deletions in immunizations to our CT WiZ, changes or corrections in demographics information of the patient needs to be manually done in CT WiZ and VAMS. If you are not able to edit a field or delete an immunization in CT WiZ, please enter the immunization as a duplicate shot and report the issue, by including only the CT WiZ patient ID, through the Helpdesk under Category: CT WiZ Patient Management, Topic: Report records for DPH review/correction.

Duplicate Patient Records

To prevent duplicate records, users should do a thorough search for the patient in CT WiZ prior to creating a new record in CT WiZ, an EHR or VAMS.

CT WiZ Patient Search

CT WiZ allows a partial name search. Users can conduct a patient search with as few as two letters from the patient's first and last name and results will show all patients meeting the search criteria.

- > **Notes:**
  > Because VAMS requires an exact match of the first and last name, a search in CT WiZ may be able to find a patient whose name has a typo in VAMS or used a nickname vs their full name (Sam vs Samantha). There are also more fields available for conducting a search and using less characters will give you a larger search result.

- > **Note for VAMS Users:** If your CT WiZ search results do not match what is in VAMS then correct the information in CT WiZ (as needed) as well as VAMS.
  >   -

For additional information on searching, viewing and modifying a patient record in CT WiZ, click [here](#).

How to Correct Duplicate Patient Records

- **CT WiZ**
  - You can only flag a possible **duplicate patient record** in CT WiZ. You cannot merge the records nor delete a record.
  - To report duplicate patient records:
    - Note the **ID Numbers** of each of the records
    - Click on the down arrow next to the **Demographics** button of the record with the lower ID number
    - Select **Duplicates** from the drop-down menu
    - Click the magnifying glass. A pop-up will appear
    - In the pop-up perform the same search:
      - Click **Previous Criteria**
      - Click **Search**
    - Double click on the record with the higher ID number

- o   Enter a comment in the **Comments** field (this field is required)
- o   Click on **Add to Duplicates**
- o   The duplicate patient will now display in the **Duplicates Already Identified** section of the page
- o   Click on the **View** button to view the two records side by side
- Once you flag a record as a possible duplicate, DPH CT WiZ Admin staff will review the records and combine them, if appropriate.

    For additional information on How to Report duplicate Patient Records click here.

- **VAMS**
  - Search for and edit the first record
    - o   On the **Recipient management** tab, select **Search Past Vaccinations**.
    - o   Enter either the individual's email address, VAMS ID or their first name, last name, and date of birth.
    - o   Click **Search**.
    - o   Scroll down to view your search results. After locating your desired individual, click **View Record** in the Action column to view the individual's record. **Edit Past Vaccination Records**.
    - o   Click **Edit Record** on the individual's **Vaccination Record Details.**
    - o   Update any information you need to edit, then select a reason for record update from the drop-down menu and click **Save**.
      - ▪   Any applicable edits made to the record update on the recipient's account, including their vaccination certificate.
  - Invalidate the second record's vaccination(s)
    - o   Click **Invalidate Record** on the **Vaccination Record Details.**
    - o   Select a reason for record invalidation from the drop-down menu, then click **Yes** to confirm you want to invalidate the record.
  - These vaccination record updates WILL transfer over from VAMS to CT WiZ and the record in CT WiZ will be updated correctly.

For additional information on editing Recipient records in VAMS, refer to the VAMS 2.3 and 3.1 Release Notes

Patient Demographic Errors

Patient demographic errors include, but are not limited to:

- *First and last name are transposed*
- *Incorrect date of birth: date, month, year*

How to Correct Patient Demographic Data

> **Notes:**
>
> - Before making any changes, verify that the new information is correct!
> - When making corrections on a name or date of birth in your EHR, correct the information in CT WiZ first! If you do not, you must flag it as a duplicate in CT WiZ.
> - If the patient has completed their vaccination series – make the updates in CT WiZ.
> - To record a death, refer to the following document: Patient-Status_removing-a-patient-from-your-clinic-5_20.pdf (ct.gov)

- **CT WiZ:**
    - Search for the individual using the steps outlined above.
    - Navigate to the **Patient Demographics** page in CT WiZ. Information that can be edited includes:
        - Last Name, First Name, Middle Name, Generation
        - Gender, Birth Time
        - Patient Eligibility
        - Language
        - History and Date of Varicella
        - Primary Contact
        - Alias
        - Sources of Health Insurance
        - Contact Information
        - Mailing Address
        - Shipping Address
        - Race/Ethnicity
        - Tags – to add a Tag, click inside the **Tags** textbox to get a drop-down list of tags available.
    - Edit the verified information as needed.
    - Click **Update** at the top right corner of the page.

For additional information on searching, viewing and modifying a patient record in CT WiZ, click here.

- **VAMS:**
  - Clinics can make the updates in VAMS
    - Note: Patients can also make updates in VAMS, as long as they have a registered VAMS account, by logging into the VAMS Recipient Portal
  - Search for the individual using the steps outlined above.
  - Click on the individual's name which is a hyperlink.
  - Click **Edit information** – Information that can be edited includes:
    - Demographic Information
      - Salutation, First Name, Middle Name, Last Name, Suffix
      - Date of Birth, Gender, Ethnicity, Race
    - Contact Information
    - Communication Preferences
    - Insurance Information
    - Emergency Contact Information
  - Edit the verified information as needed.

  - Note: Patient demographic information updates in VAMS will NOT transfer over to CT WiZ but vaccination record updates will.

  - Click **Save** at the top of the page.

Patient Vaccination Record Errors

Patient vaccination errors include, but are not limited to:

- *Different products for the same patient*
- *Patients with more than two COVID-19 Vaccines*

Different Products for the Same Patient Error Scenario

Some patient records may indicate different COVID-19 vaccinations were administered. It could have been a data entry error or the person may have received two different products.

How to Correct the Data:

- **User Interface in CT WiZ:** Verify what product was administered, go into the immunization record in CT WiZ, and change the product.

- **EHR-HL7 Interface**: Verify what product was administered, go in to the EHR-HL7, delete the invalid immunization and add a new record with the correct product. If your EHR does not support submissions for deletions or updates, then correct the product in both the EHR and CT WiZ.

- **VAMS:** Verify what product was administered, go into the immunization record in CT WiZ, and change the product.

Patients with More than Two COVID-19 Vaccines Error Scenario

Some patient records may indicate that more than two vaccines were received. It may have been a data entry error or the person may have received more than two vaccines.

How to Correct the Data:

- **User Interface in CT WiZ**: Verify the number of doses administered, go into the immunization record in CT WiZ, and delete the invalid or duplicate immunizations given at your clinic.

- **EHR-HL7 Interface**: Verify the number of doses administered, go in to the EHR-HL7, delete the invalid immunization. If your EHR does not support submissions for deletions, then correct the record in both the EHR and CT WiZ.

- **VAMS**: Verify the number of doses administered, go into the immunization record VAMS, and delete the invalid or duplicate immunizations given at your clinic.

-
  - Notes for VAMS Users:
    - Issues with different products, expiration dates, or more than 2 COVID vaccines should be corrected or clarified in both your EHR system and the CT WiZ system.
    - If immunizations were given in different clinics:
      - Compare the immunizations, verify the immunization given at your clinic and match with CT WiZ.
      - Document in the comments column of the DQA spreadsheet that the immunization is correct.
  - These vaccination record updates WILL transfer over from VAMS to CT WiZ and the record in CT WiZ will be updated correctly.
  - For more information on editing Recipient records, refer to VAMS 2.3 and 3.1 Release Notes.

Second Dose Due Scenario

The Second Dose Due tab in the DQA Report shows the list of patients who should have the second COVID-19 vaccine administered but which has not yet been reported in our CT WiZ system, and it is filtered by the provider that administered the first COVID-19 vaccine.

Why does a patient appear in this report? *These are the more common reasons:*

1. *The information on the patient is not reported/entered yet by the clinic in CT WiZ.*
2. *The patient may have another name or DOB (it didn't match and created a duplicate).*
3. *The patient was vaccinated out of state.*
4. *The patient was vaccinated by a clinic under the Federal Partnership (not onboarded with CT WiZ).*
5. *The patient is still due for the second dose of the vaccine.*
6. *The patient refused the second dose of the vaccine.*
7. *The patient has precautions/contraindications.*

How to Correct the Data

1. **The information on the patient is not reported/entered yet by the clinic in CT WiZ**

   - **User Interface in CT WiZ:** login to CT WiZ and enter the vaccination of the patient.
   - **EHR-HL7 Interface:** login to your EHR system and re-submit the data.
   - **VAMS:** login to VAMS and enter the vaccination.

2. **Patient may have another name or DOB (it didn't match and created a duplicate)**

   - **User Interface in CT WiZ:** Conduct a search in CT WiZ by navigating to the **Patient Search Page** and enter the first two letters of the patient's first and last name or other search criteria including:
     - Patient ID, Identifier Type, Identifier Value, first name and DOB
     - Birth Info for adolescents
       - Mother Last Name, First Name, Middle Name and Maiden Name
       - Father Last Name, First Name, Middle Name

   If you find duplicates, please flag the duplicate CT WiZ IDs. Refer to the following training material: how-do-i-report-duplicate-patient-records-5_20.pdf (ct.gov).

   - **EHR-HL7 Interface:** verify that the patient is not duplicate in your EHR system. If it is duplicated, please correct and merge the patient in your EHR system. Conduct a search in CT WiZ by navigating to the **Patient Search Page** and enter the first two letters of the patient's first and last name or other search criteria including:
     - Patient ID, Identifier Type, Identifier Value, first name and DOB
     - Birth Info for adolescents
       - Mother Last Name, First Name, Middle Name and Maiden Name
       - Father Last Name, First Name, Middle Name

   If you find duplicates, please flag the duplicate CT WiZ IDs. Refer to the following training material: how-do-i-report-duplicate-patient-records-5_20.pdf (ct.gov).

- **VAMS:** Conduct a search in CT WiZ by navigating to the **Patient Search Page** and enter the first two letters of the patient's first and last name or other search criteria including:
  - Patient ID, Identifier Type, Identifier Value, first name and DOB
  - Birth Info for adolescents
    - Mother Last Name, First Name, Middle Name and Maiden Name
    - Father Last Name, First Name, Middle Name
  - If you find duplicates, please flag the duplicate CT WiZ IDs. Refer to the following training material: how-do-i-report-duplicate-patient-records-5_20.pdf (ct.gov).
  - Duplicate records in VAMS cannot be merged. The vaccination in one VAMS recipient account must be invalidated and then added to the correct recipient account so both doses show in one account as a complete record.. Be sure that the account you are invalidating one dose is the one that the recipient does NOT use to manage their account. For additional information on editing Recipient records in VAMS, refer to VAMS 2.3 and 3.1 Release Notes.

3. **Possibly vaccinated out of state and/or was vaccinated by a clinic under Federal Partnership (not onboarded with CT WiZ):**

   - **User Interface in CT WiZ:** Search the patient in CT WiZ, if you know the vaccine and given date please add the record as historical immunization, refer to the following training material: how-do-i-add-immunizations---historical-4_20.pdf (ct.gov)

   - **EHR-HL7 Interface:** If you know the vaccine and given date and your system supports the submission of historical immunizations, add the record in your EHR system and this should be transmitted to CT WiZ. If your system doesn't support transmission of historical records, please follow the steps of User Interface in CT WiZ (above).

   - **VAMS:** Search the patient in CT WiZ, if you know the vaccine and given date please add the record as historical immunization, refer to the following training material: how-do-i-add-immunizations---historical-4_20.pdf (ct.gov).

4. **Patient is due for the second dose:** Schedule the appointment for the second dose and once the vaccine is administered please report this in CT WiZ as you normally would (via User Interface, your HER-HL7 Interface, or VAMS).

5. **Patient refused the second vaccine:**
   - **User Interface in CT WiZ:** Search the patient in CT WiZ, refer to the following training material: Entering-Vaccines-Refusals-420.pdf (ct.gov)

   - **EHR-HL7 Interface:** If your EHR system supports the submission of refusals, add the record in your EHR system and this should be transmitted to CT WiZ. If your system doesn't support transmission of historical records, please follow the steps in the Entering-Vaccines-Refusals-420.pdf (ct.gov).

   - **VAMS:** On the **Log Vaccination** page, respond to the question shown on the screen.

![DPH - Connecticut Department of Public Health]

![CT WiZ - It's Your Best Shot! Connecticut Immunization Information System]

      ○   If you answer **No,** the recipient is ineligible for vaccination at this time. You will be taken to a screen that says, "Because the vaccine was not able to be administered, a reschedule prompt has been sent to the recipient's email."

      ○   **Select No Longer Interested** as the reason for the unsuccessful administration from the drop-down menu:

6. **Patient has precautions/contraindications:**

   • **User Interface in CT WiZ:** Search the patient in CT WiZ, refer to the following training material: How-do-I-Add--View-Precautions-Contraindications--12621.pdf (ct.gov) and select the below option

   > ### Precautions / Contraindications *
   > SEVERE ALLERGIC REACTION AFTER PREVIOUS DOSE OF COVID-19

   • **EHR-HL7 Interface:** If your EHR system supports the submission of precautions and/or contraindications, add the record in your EHR system and this should be transmitted to CT WiZ. If your system doesn't support transmission of historical records, please follow the steps of User Interface in CT WiZ (above).

   • **VAMS:** Search the patient in CT WiZ, refer to the following training material: How-do-I-Add--View-Precautions-Contraindications--12621.pdf (ct.gov)

If the vaccine was given in another CT clinic please add in the comments column of the spreadsheet "given in another CT Clinic", if you know the clinic and date please add that information. If the vaccine was given out of state and you don't know the vaccine and date please add in the comments column "given out of state".

Invalid Expiration Date in Lot Number Error Scenario

You may come across an invalid expiration date in a lot number.

How to Correct the Data

• **User Interface in CT WiZ:** Manually update the expiration date in CT WiZ – How-do-I-view-modify-and-add-to-inventory?

• **EHR-HL7 Interface:** Verify the expiration date, go in to the EHR-HL7 and update the expiration date. If your EHR does not support submissions for deletions or updates, then correct the product in both the EHR and CT WiZ.

• **VAMS:** Manually update the expiration date in VAMS.

Helpful Links:

- How to Add Precautions/Contraindications in CT WiZ
- How to Add Refusals in CT WiZ
- How to Enter Vaccine Refusals in CT WiZ
- How-do-I-add-immunizations---historical-4_20.pdf (ct.gov)
- How-do-I-report-duplicate-patient-records-5_20.pdf (ct.gov)
- How-do-I-search-for-view-and-modify-patient-records-12621.pdf (ct.gov)
- How-do-I-view-modify-and-add-to-inventory?
- Patient-Status_removing-a-patient-from-your-clinic-5_20.pdf (ct.gov)
- Record past doses given outside or within VAMS – Standard/Mobile
- Record past doses given outside or within VAMS – Third Party
- VAMS Recipient Search to Reduce Duplicate Patient Records

How to Get Access to CT WiZ

To get access to CT WiZ please click in this link: CT WiZ Account Registration and review the roles document CT-WiZ-User-Account-Roles-03_21.pdf.