

# ATTACHMENT – F: Online Instrument - Web

## Immunization Information Systems Examination of Services and Value Assessment

IIS-ESV Assessment vf20140728

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Introduction & Assessment Content

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Form Approved OMB No. 0920-0879 Exp. Date 04/30/2017

This assessment is being conducted as part of the NCIRD-sponsored project, Examination of IIS Services and Value in a Changing Landscape (IIS-ESV).

The purpose of this assessment is to examine the major functions and services of IIS grantees and the associated costs, as well as identify opportunities for IIS to share those services. The responses will ultimately help CDC to better understand the IIS current state and further the success of IIS. The assessment consists of 3 sections and has a total of 27 questions. The assessment should take no more than 45 minutes to complete. **You can exit the assessment and your progress will be saved for later, but responses on the current section will be lost.** You may find it helpful to work collaboratively with other program staff to complete the assessment.

If you have any questions regarding this assessment or would like to provide any additional information, you can contact Anne Cordon via email at [acordon@offspringsolutions.com](mailto:acordon@offspringsolutions.com) or via phone at 470-246-4218.

### Instructions

Answers are required for all questions. Please select "Not Applicable" in dropdowns or enter "N/A" for any open text fields for which you have no input.

In order to progress through this assessment, please use the following navigation buttons:

- Click the **Next** button to continue to the next page.
- Click the **Previous** button to return to the prior page.
- Click the **Submit** button on the last page to complete and submit your assessment.
- Click the **Exit the Assessment Early** button at the top of the page to exit the assessment. Note: This will not save the answers on the *current* page, but will save other answers. To save the current page and exit first click **Next** or **Previous**.

The link for you to respond to this assessment is unique for your email address; that is how we know who has responded. We understand you may need to consult with others in your organization to answer all the questions, but it is preferable that a single person enter the information and submit the finished response. This link will preserve saved responses if the assessment is filled out in more than one session or location. Please remember to press Next or Previous to save data from the current page.

Public reporting burden of this collection of information is estimated to average 45 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to CDC/ATSDR Information Collection Review Office, 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; ATTN: PRA (0920-0879).

Next

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## IIS-ESV Survey vf 20140728

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### Section 1 – Process and Functionality

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The following definitions may help in answering the questions in this section.

**Service:** is any process, procedure or activity that supports an IIS or is a function of an IIS application or program. Services may include automated functions, IT infrastructure delivered as a service e.g. server hosting, and manual processes. The primary focus of the IIS-ESV project is automated functions and IT infrastructure. The secondary focus, manual processes, may include back office functions such as help desk and IT support but may also be administrative support in the form of technical consulting on IT, legal or regulatory consulting and similar service engagements.

**Shared service:** is a service that can be used by more than one organization such as sharing among IIS or sharing between IIS and state agencies. This may include both "technical services" and "support services." The objective of shared services is to gain cost reductions and improved quality through the elimination of duplicative efforts and adoption of standardization. This will be the primary focus of the IIS-ESV team in developing ideas for inclusion in a "catalog" of services that can be shared across IIS.

**1. Please answer the following questions with the response that best describes your current IIS services:**

Capability assessment

a) Process Newborn Record	<input type="text"/>
b) Process Vital Record Amendments	<input type="text"/>
c) Maintain Facility/Organization Registration	<input type="text"/>
d) Record Vaccine Administration Event	<input type="text"/>
e) Identify Vaccine Funding Source	<input type="text"/>
f) Identify Vaccine Dose-Level VFC Eligibility	<input type="text"/>
g) Query, Add, and/or Update Patient Record	<input type="text"/>
h) Manage Inventory By the IIS	<input type="text"/>
i) Public Purchase Vaccine Ordering	<input type="text"/>
j) Manage Forecasting Rules	<input type="text"/>

### Question 1 Dropdown Menu Choices:

- Optimally performs this function
- Adequately performs this function
- Marginally performs this function
- Does not performs this function

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k) Generate User/Provider Reports

l) Generate IIS management reports

m) Conduct Patient Reminder/Recall

n) EHR/IIS Data Exchange

o) Onboarding for EHR/IIS Data Exchange

p) Ongoing Data Quality Monitoring for EHR/IIS Data Exchange

q) Patient Record De-Duplication

r) Vaccine Dose De-Duplication

**2. Describe how your IIS produces these reports and the level of effort, cost and value**

	What is the relative level of effort/cost to produce these reports (e.g. staff time, financial costs)?	How valuable are these reports to your IIS in fulfilling program requirements?	How valuable are these reports to stakeholders?
a) Immunization Coverage	<input type="text"/>	<input type="text"/>	<input type="text"/>
b) Vaccine Inventory	<input type="text"/>	<input type="text"/>	<input type="text"/>
c) VFC Accountability	<input type="text"/>	<input type="text"/>	<input type="text"/>
d) Reports for external stakeholders	<input type="text"/>	<input type="text"/>	<input type="text"/>
e) IIS internal operational (audits)	<input type="text"/>	<input type="text"/>	<input type="text"/>
f) Individual immunization reports to clients	<input type="text"/>	<input type="text"/>	<input type="text"/>
g) School related reports	<input type="text"/>	<input type="text"/>	<input type="text"/>
h) Interoperability reports (results of data transfer)	<input type="text"/>	<input type="text"/>	<input type="text"/>
i) Other reports	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please describe any reports in item i) Other reports.

**Question 2 Dropdown Menu Choices:**

What is the relative level of effort/cost to produce these reports (e.g. staff time, financial costs)?

- Very low
- Low
- Medium
- High
- Very high
- Not applicable
- Don't know

How valuable are these reports to your IIS in fulfilling program requirements?

- Very low
- Low
- Medium



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Reminder/Recall

n) EHR/IIS Data Exchange	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o) Onboarding for EHR/IIS Data Exchange	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p) Ongoing Data Quality Monitoring for EHR/IIS Data Exchange	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q) Patient Record De-Duplication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r) Vaccine Dose De-Duplication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please elaborate on any barriers to optimization e.g. limited financial resources, limited skills, competing priorities, legal / policy barriers, etc.

**4. For the services in Question 1, please rate the technical feasibility for sharing the service with other IIS, for example by "modularizing" the service. Rate the services on a scale from 1-5, with 1 the least feasible and 5 being the most feasible**

	Sharing Feasibility
a) Process Newborn Record	<input type="text"/>
b) Process Vital Record Amendments	<input type="text"/>
c) Maintain Facility/Organization Registration	<input type="text"/>
d) Record Vaccine Administration Event	<input type="text"/>
e) Identify Vaccine Funding Source	<input type="text"/>
f) Identify Vaccine Dose-Level VFC Eligibility	<input type="text"/>
g) Query, Add, and/or Update Patient Record	<input type="text"/>

**Question 4 Dropdown Menu Choices:**

- 1 - Very unfeasible
- 2 - Unfeasible
- 3 - Mix of feasible and unfeasible
- 4 - Feasible
- 5 - Very feasible

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r) Identify vaccine Dose-Level VFC Eligibility

g) Query, Add, and/or Update Patient Record

h) Manage Inventory By the IIS

i) Public Purchase Vaccine Ordering

j) Manage Forecasting Rules

k) Generate User/Provider Reports

l) Generate IIS management reports

m) Conduct Patient Reminder/Recall

n) EHR/IIS Data Exchange

o) Onboarding for EHR/IIS Data Exchange

p) Ongoing Data Quality Monitoring for EHR/IIS Data Exchange

q) Patient Record De-Duplication

r) Vaccine Dose De-Duplication

Please provide any additional comments

5. Please review the list of IIS support services and select the response that best describes how your IIS manages these services:

	Entirely within the IIS	Central IT within Health Department	Central IT outside of Health Department	Outsourced to 3rd party	Other/Explain	Not applicable	Don't know
a) Server hosting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Software licensing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Software development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Software maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Question 4 Dropdown Menu Choices:**

- 1 - Very unfeasible
- 2 - Unfeasible
- 3 - Mix of feasible and unfeasible
- 4 - Feasible
- 5 - Very feasible



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l) Support of Immunization Program functions, such as VFC, AFIX

m) Grant-writing

n) Marketing (includes outreach, education, awareness, etc.)

o) Provider onboarding, orientation, and initial training

p) Ongoing user training

q) Help desk

If any of the responses to question 4 were "Other/Explain," please elaborate here

**6. For the support services listed in Question 4, please rate the technical feasibility for sharing the service with other IIS, for example by "modularizing" the service. Rate the services on a scale from 1-5, with 1 the least feasible and 5 being the most feasible**

	Sharing feasibility
a) Server hosting	<input type="text"/>
b) Software licensing	<input type="text"/>
c) Software development	<input type="text"/>
d) Software maintenance	<input type="text"/>
e) Software testing, bug fixes, etc.	<input type="text"/>
f) Interoperability-related services	<input type="text"/>
g) Data Quality Review (manual)	<input type="text"/>

**Question 6 Dropdown Menu Choices:**

- 1 – Very unfeasible
- 2 – Unfeasible
- 3 – Mix of feasible and unfeasible
- 4 – Feasible
- 5 – Very feasible



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f) Interoperability-related services

g) Data Quality Review (manual)

h) Ad hoc report generation / data analysis (to elaborate further on different types of reports, please use the comments box below)

i) Vaccine forecasting / clinical decision support (interpretation of ACIP recommendations for coding)

j) Project management and planning

k) Business Requirements

l) Support of Immunization Program functions, such as VFC, AFIX

m) Grant-writing

n) Marketing (includes outreach, education, awareness, etc.)

o) Provider onboarding, orientation, and initial training

p) Ongoing user training

q) Help desk

Please provide any additional comments

**7. Please list and describe any major IIS service or support service not listed in Questions 1 and 5 which your IIS is:**

Currently performing

Planning to perform

Would like to perform but there are barriers (please describe)

**8. Could any of the additional services in Question 6 be reused or shared with other IIS? If so, please state which service(s):**

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**8. Could any of the additional services in Question 6 be reused or shared with other IIS? If so, please state which service(s):**

Yes

No

Not applicable

Don't know

If Yes, please state which service(s):

**9. Which of the following best describes your IIS's IT Solution?**

Homegrown system / developed in-house

Open source system / free licensing/ public domain

3rd party / vendor-owned system / licensing at cost

Not applicable

Don't know

**10. Who is primarily responsible for operating and maintaining your IT Solution?**

Primarily operated and maintained internally by IIS Staff

Primarily operated and maintained by State IT Staff

Primarily operated and maintained by 3rd Party / Vendor Staff (Outsourced)

Not Applicable

Don't Know

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Section 2 - Financials

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The questions in this section will ask about the current state cost for your IIS and estimates of what your IIS would need to reach optimal performance (i.e. capacity, functionality, staffing, etc.). Other questions will delve into details about current staffing and an estimate of time spent on various activities. The final section will ask about sources of current funding and experience with obtaining funding outside of 317 or VFC.

**11. Please list your current costs in each of the following categories. We do not expect these answers to be exact, but rather to give a general sense of where costs are incurred. Please enter your responses as whole numbers with no decimals.**

Personnel (include non-contractual IIS staff that reside within the IIS, as well as immunization program, public health department or IT personnel within the jurisdiction)	<input type="text"/>
Contractual expenses (include software licenses, contractual personnel, as well as ongoing support/maintenance from vendors)	<input type="text"/>
Purchasing of materials, equipment, and supplies	<input type="text"/>
Travel	<input type="text"/>
Fringe	<input type="text"/>
Indirect	<input type="text"/>
Other	<input type="text"/>
TOTAL (Note: this should be the sum of all the rows above)	<input type="text"/>

**12. Referring to the previous question, please estimate your total spending needs in each of the following categories for you to achieve your ideal IIS future state, if funding were not an issue. We do not expect these answers to be exact, but rather to give a general sense of where there is the largest need for additional spending to achieve IIS goals. Please enter your responses as whole numbers with no decimals.**

Personnel (include non-contractual IIS staff that reside within the IIS, as well as immunization program, public health

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Please enter your responses as whole numbers with no decimals.

Personnel (include non-contractual IIS staff that reside within the IIS, as well as immunization program, public health department or IT personnel within the jurisdiction)	<input type="text"/>
Contractual expenses (include software licenses, contractual personnel, as well as ongoing support/maintenance from vendors)	<input type="text"/>
Purchasing of materials, equipment, and supplies	<input type="text"/>
Travel	<input type="text"/>
Fringe	<input type="text"/>
Indirect	<input type="text"/>
Other	<input type="text"/>
TOTAL (Note: this should be the sum of all the rows above)	<input type="text"/>

**13. For each of the following categories, please describe the major items (top 1 to 5) that you would spend the additional funding on to achieve your ideal IIS future state.**

Personnel (include non-contractual IIS staff that reside within the IIS, as well as immunization program, public health department or IT personnel within the jurisdiction)	<input type="text"/>
Contractual expenses (include software licenses, contractual personnel, as well as ongoing support/maintenance from vendors)	<input type="text"/>
Purchasing of materials, equipment, and supplies	<input type="text"/>
Travel	<input type="text"/>
Fringe	<input type="text"/>
Indirect	<input type="text"/>
Other	<input type="text"/>
TOTAL (Note: this should be the sum of all the rows above)	<input type="text"/>

**14. How many FTEs (Full Time Equivalents) support the IIS? Please include dedicated full-time employees, as well as the**

**14. How many FTEs (Full Time Equivalents) support the IIS? Please include dedicated full time employees, as well as the partial time of immunization program employees and State IT personnel supporting the IIS. For example, 5 full time IIS employees and 1 who dedicates half time to IIS would be 5.5 FTEs)**

FTEs from IIS Staff	<input type="text"/>
FTEs from Immunization Program Personnel	<input type="text"/>
FTEs from State IT Personnel	<input type="text"/>
FTEs from Other State Programs/Departments, not including contractors	<input type="text"/>

**15. Please allocate your total current personnel cost reported earlier in Question 11 across the following categories. Please enter the percentage of internal IIS staff time, as whole numbers with no decimals (e.g. 25% would be entered as 25). Your responses must all sum to 100. What percentage goes toward...?**

Software development and maintenance	<input type="text"/>
Other IT and data-related services, including data exchange, data quality, and database administration	<input type="text"/>
Reporting, analytics, vaccine forecasting, and clinical decision support	<input type="text"/>
Onboarding activities, including outreach, marketing, training, and help desk	<input type="text"/>
Programmatic activities, including project management, community involvement, and Support of Immunization Program functions such as VFC and AFIX	<input type="text"/>
Other (Business requirements development, grant writing, etc.)	<input type="text"/>

**16. Please allocate your total current contractual cost reported earlier in Question 11 across the following categories. Please enter the percentages as whole numbers with no decimals (e.g. 25% would be entered as 25). Your responses must all sum to 100. What percentage of your contractual spend (if any) goes to...**

A vendor for licensing of a software product?	<input type="text"/>
A vendor for software development?	<input type="text"/>
A vendor for business analysis?	<input type="text"/>

**16. Please allocate your total current contractual cost reported earlier in Question 11 across the following categories. Please enter the percentages as whole numbers with no decimals (e.g. 25% would be entered as 25). Your responses must all sum to 100. What percentage of your contractual spend (if any) goes to...**

A vendor for licensing of a software product?	<input type="text"/>
A vendor for software development?	<input type="text"/>
A vendor for business analysis?	<input type="text"/>
A vendor for database maintenance?	<input type="text"/>
A vendor for project management?	<input type="text"/>
A vendor for rent / lease of hardware or equipment?	<input type="text"/>
The State for support / maintenance / staffing?	<input type="text"/>
The State for usage of equipment or space?	<input type="text"/>
Some other category?	<input type="text"/>

**17. Have you tried in the past or do you currently engage in any activities to save costs by working with other entities, including but not limited to other IIS, public health programs, state-run agencies, immunization coalitions, etc.? This would include any sharing of personnel, functions, IT system components, or materials.**

- Yes
- No
- Not applicable
- Don't know

If Yes, please describe those cost sharing efforts.

**18. Please provide any comments or clarifications regarding the cost-related questions 11-17.**

**19. Quantify the sources of funding your IIS received in your most recently completed fiscal year. This must be entered as whole dollar amounts (no decimals or commas).**

Total Funding from all sources	<input type="text"/>
317 (incl. VFC and DA)	<input type="text"/>
State	<input type="text"/>
Local	<input type="text"/>
Private	<input type="text"/>
In-kind	<input type="text"/>
CMS / MMIS	<input type="text"/>
CMS / HITECH	<input type="text"/>
HRSA	<input type="text"/>
Other federal programs	<input type="text"/>
Emergency preparedness	<input type="text"/>
Non-Profit	<input type="text"/>
Other	<input type="text"/>

**20. Please describe your experience with funding sources other than VFC or 317 funding. This may include fee-for-**

**20. Please describe your experience with funding sources other than VFC or 317 funding. This may include fee-for-service, private funding, funding from your jurisdiction or other public sources, etc. Please note that Medicaid funding is specifically discussed in the following question, so does not need to be mentioned here.**

	Yes	No	Don't Know	N/A
Have you attempted to secure any such funding?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please Describe	<input type="text"/>			

Are you currently receiving any such funding?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please Describe	<input type="text"/>			

Have you had any successes in the past securing such funding?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please Describe	<input type="text"/>			

Have you had any challenges securing such funding?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please Describe	<input type="text"/>			

**21. Please describe your awareness of the following funding options which may be available through CMS, ARRA, and your state Medicaid Program**



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**21. Please describe your awareness of the following funding options which may be available through CMS, ARRA, and your state Medicaid Program.**

	Are you aware of this funding option?	Have you applied for this funding option?	Are you currently receiving this funding?
CMS Health Information Technology for Economic and Clinical Health (HITECH) funds	<input type="text"/>	<input type="text"/>	<input type="text"/>
CMS Medicaid Management Information Systems Program (MMIS) funds	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please elaborate on any other kind of funding your IIS receives through CMS

**22. In regards to the previous question on CMS funding, please elaborate further on the following:**

If you have not applied for this funding, please explain why?

If you have applied for this funding, have there been any challenges in receiving the funds, and if so, please explain

**23. Please provide any comments or clarifications regarding the funding-related questions 19-22.**

**Question 21 Dropdown Menu Choices:**

- Yes
- No
- Don't Know
- Not Applicable

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#### Section 3 - Assessment Feedback



Please provide feedback on the assessment instrument and process so that we can improve future data gathering.

**24. Do you feel that the assessment responses will be helpful in understanding how to further the success of IIS?**

- Yes
- No

If no, please identify any important content areas we may have missed

**25. What is your perspective on the time commitment needed to complete the assessment?**

- It took too long to complete and was too burdensome
- It took a reasonable and appropriate amount of time to complete
- It was too brief and did not ask enough questions

Please add any additional comments

**26. Did you have any technical difficulties in completing the assessment?**

- Yes

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If no, please identify any important content areas we may have missed

25. What is your perspective on the time commitment needed to complete the assessment?

It took too long to complete and was too burdensome  
 It took a reasonable and appropriate amount of time to complete  
 It was too brief and did not ask enough questions

Please add any additional comments

26. Did you have any technical difficulties in completing the assessment?

Yes  
 No

If yes, please explain

27. Is there anything else you would like the CDC to know, either about your IIS or about the assessment instrument?

100%

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Conclusion



Thank you for your participation in this assessment. The responses will ultimately help CDC to better understand the IIS current state and further the success of IIS.

If you have any questions regarding this assessment or would like to provide any additional information, you can contact Anne Cordon via email at [acordon@offspringsolutions.com](mailto:acordon@offspringsolutions.com) or via phone at 470-246-4218.

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