



Double Your Pleasure

Site Visits Under Pressure

The North Carolina Experience





Pre-Site Visit Era

■ Field Staff Responsibilities

- Assisting local health departments with disease control
- Increasing immunization coverage rates
- TA

Earliest Site Visits

- No minimum requirements
- Chose to visit 10% of enrolled providers
- Focus
 - Storage and Handling
 - Comparing doses shipped vs doses reported
 - Program Education
 - Q&A



A vertical stack of four images on the left side of the slide. From top to bottom: a clock with a blue face and black hands on a red background; a clock with a yellow face and black hands on a blue background; a stack of books with a red cover on a green background; and a stack of books with a blue cover on a purple background.

Subsequent Years

- Visited 10%-15% of enrolled providers
- Selection
 - Newly enrolled
 - Poor outcomes from previous site visits
 - Largest providers
- Increased focus on eligibility verification
- AFIX and Site Visits Marry
- IIS implementation



New Requirements: 25%

■ Lessons learned

- More visits = discovery
- More visits = longer visits
- More visits = need for more staff

■ Continue same selection criteria

■ Comprehensive visits valuable but becoming more challenging



Meeting Requirements




■ 2009

- Loss of Universal
- H1N1
- Hiring Freeze
- Results: 25% requirement - not met



■ 2010

- Continue Hiring Freezes resulting in shrinking staff
 - Continued comprehensive site visit
 - Results: 25% requirement – not met
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2011 – Under Pressure

- Streamlined site visits
- Results: 50% Requirement – Met
- Results: Jubilant yet demoralized staff



How We Did It

- Streamlined questionnaire
- In and Out - Check box approach
- Eliminated program education
- Eliminated AFIX



Questions

- Impact of Storage and Handling Violations?
- Best Use of Resources





2012

- Hiring Freeze lifted (for now)
- Enlisting support from Central Office - saves time in the field
- ? Return to more comprehensive site visit