**Data Driven Improvement Case Studies ANSWERS**

**Responses to Question 1:**

1. P or D
2. S
3. P
4. A
5. S

**Responses to Question 3:**

1. After one more month, influenza vaccination rate at medical encounters reached 91% but the overall rate of influenza vaccination in the practice remained below the 80% goal

2. After one more month, influenza vaccination rate at medical encounters reached 91% but the overall rate of influenza vaccination in the practice remained below the 80% goal. What do you think happened? (answer: many patients went to their local pharmacies to receive the influenza vaccine; however, these had not been recorded in the patient charts)

3. After one more month, influenza vaccination rate at medical encounters started to decline to 82% because the front desk staff were too busy answering telephone calls to schedule appointments for influenza vaccine and did not have time to consistently disseminate information in the waiting area and the patients were not ready to make decisions about the influenza vaccine when MA’s and Nurses offered the vaccine.

4. After one more month, influenza vaccination rate at medical encounters started to decline to 82% because the of shortage of MA’s and Nurses since many had to change their work schedule to work on Saturdays to administer influenza vaccine; as a result, not all patients were offered influenza vaccine by MA’s and Nurses after their clinic encounters.

5. After one more month, influenza vaccination rate at medical encounters reached 91% but the overall rate of influenza vaccination in the practice remained below the 80% goal. When a patient navigator randomly contacted patients to find out if they had received the reminders and if they had been vaccinated, weekly rates climbed significantly and the asthma navigator could update patient records to document increase in the overall rate of influenza vaccination in the practice.