



## **Pennsylvania Vaccines for Children (PA VFC) 2012 Program Satisfaction Survey Report**

Final Report  
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## EXECUTIVE SUMMARY

The Pennsylvania Vaccines for Children (PA VFC) Program ultimate goal is to provide maximum immunization coverage to VFC-eligible children and to eliminate the occurrence of vaccine preventable diseases in Pennsylvania. The “2012 Pennsylvania Vaccines for Children Program Satisfaction Survey” measures program satisfaction of enrolled PA VFC Providers during the 2011 calendar year. The 2012 survey is the second consecutive year of collecting provider satisfaction as a guide for programmatic improvements. The 2011 and the 2012 survey results will serve as a baseline for provider satisfaction prior to the implementation of an online provider re-enrollment system and the online vaccine ordering system, Vaccine Tracking System (VTrckS) scheduled for 2012-2013.

The survey tool is part of the PA VFC Program’s continuous improvement process in which survey responses were collected and methodically analyzed for the purpose of enhancing the delivery of service provided by the PA VFC Program.

On March 8, 2012 the entire provider enrollment file consisting of 1,589 enrolled provider records was extracted from the VACMAN system. Of the total, 1,514 provider records had email addresses on file and were sent emails containing the survey web link and information on how to complete the survey online. Seventy-seven emails were returned as undeliverable plus 75 providers did not have email addresses on file resulting in a total of 152 hardcopies of the survey being mailed to providers. The mailing to the 152 providers contained a cover letter explaining the purpose of the survey and the option of completing the survey online as well as a self addressed return envelope. The office staff most familiar with the PA VFC Program was instructed to complete and return the survey by April 30, 2012.

A survey sample size of 469 completed surveys would achieve a statistically significant sample size with a 5 percent margin of error at a 99 percent confidence level. A total of 581 PA VFC providers completed surveys online or through mailed hardcopy surveys which exceed the goal of 469. The 581 completed surveys represented a response rate of 36.5 percent with 505 or 87 percent completed online and 76 or 13 percent completed through hardcopy surveys.

The program satisfaction survey covered five core business functions critically important to the PA VFC Program’s mission. The five core business functions identified as having a significant effect upon provider satisfaction are: Vaccine ordering and shipping, Customer Service/Provider Inquiries, Information Dissemination and Exchange, Quality Assurance, and Pennsylvania Statewide Immunization Information System (PA-SIIS).

Satisfaction surveys have been known to increase provider retention by demonstrating the programs concern for provider’s opinion. The PA VFC Program Satisfaction Survey will remain a part of the program’s continuous improvement process and will continue to be conducted on an annual basis.

Principal findings from the 581 completed surveys indicated the following:

- Ninety-eight percent of providers indicated they agreed or strongly agreed that overall they were satisfied with the PA VFC program.
- Providers expressed a 99 percent level of satisfaction with the condition of vaccine upon arrival.
- Ninety-six percent of providers indicated they agreed or strongly agreed their satisfied with “The vaccine ordering and distribution process”.
- Ninety-nine percent of respondents indicated they agreed or strongly agreed their satisfied with requirements regarding proper vaccine storage and handling.
- The overall customer service satisfaction indicated by respondents was 97 percent being satisfied to very satisfied.
- Ninety-one percent of respondents indicated that they were satisfied to very satisfied with the provider enrollment and recertification process.
- Ninety-three percent of respondents indicated that they were satisfied to very satisfied with information contained in the PA VFC Quarterly Newsletter. The Newsletter is the highest rated form of communication followed by E-mail updates 89 percent and PA VFC Website at 82 percent.
- Providers indicated that 95 percent had Internet access in their offices but only 59 percent had dedicated office e-mail accounts.
- Eighty-eight percent of the respondents indicated that they would be willing to access a PA Department of Health website to order PA VFC vaccine online.

The following are areas of potential program improvement:

- Forty-three percent of respondents indicated they currently use Pennsylvania Statewide Immunization Information System (PA-SIIS). Of those that use PA-SIIS, thirty-four percent of providers indicated that they were unfamiliar with online PA-SIIS training. Twenty percent were unfamiliar with PA-SIIS onsite orientation training for staff.
- Respondents indicated a low level of satisfaction with the following forms of communications, Toll Free Outgoing Message Line 50 percent, Fax updates 69 percent. The low rate can probably be explained by respondents indicating at a high rate that they “Don’t Know” or are unaware of the Toll Free Outgoing Message Line 49 percent, and Fax updates 28 percent.

For a more detailed table presentation of the survey results please see Attachment I.

2012 Pennsylvania Vaccines for Children (PA VFC)

Program Satisfaction Survey

**Survey Results**

**1. PA VFC PROVIDER SITE INFORMATION**

581 Responses

**2. Title of person completing form:**

Physician		13	2%
Physician Assistant		2	0%
Nurse (CNP, RN, LPN, etc.)		297	51%
Medical Assistant (CMA, etc.)		111	19%
Office Manager		97	17%
Administrative Assistant		7	1%
Other, please specify		54	9%
<b>Total</b>		<b>581</b>	<b>100%</b>

PA VFC PROGRAM SATISFACTION & CUSTOMER SERVICE

**3. Overall, I am satisfied with the PA VFC Program.**

<b>1</b> Strongly Agree		313	54%
<b>2</b> Agree		257	44%
<b>3</b> Disagree		7	1%
<b>4</b> Strongly Disagree		4	1%
<b>Total</b>		<b>581</b>	<b>100%</b>

**4. Do you know how to contact your PA VFC Nursing Consultant?**

Yes		525	90%
No		56	10%
<b>Total</b>		<b>581</b>	<b>100%</b>

## Attachment I

**5.** The following questions are to determine how well the vaccine ordering and shipping system is working. Overall, how satisfied are you with:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
The vaccine ordering and distribution process	272 47%	287 49%	19 3%	0 0%	3 1%
The timeliness of vaccine deliveries	300 52%	268 46%	8 1%	3 1%	2 0%
The condition of vaccines upon arrival	405 70%	172 30%	1 0%	1 0%	2 0%
The availability of requested vaccines	346 60%	225 39%	5 1%	3 1%	2 0%
PA VFC program requirements regarding proper vaccine storage and handling	352 61%	225 39%	1 0%	2 0%	1 0%

**6.** The following questions are to determine how satisfied you are with the customer service provided by the PA VFC Program? Overall, how satisfied are you with:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
The ability to reach a PA VFC Customer Service Rep. on the telephone	283 49%	258 44%	7 1%	2 0%	31 5%
The courtesy and professionalism of the PA VFC Customer Service Rep.	322 55%	226 39%	5 1%	0 0%	28 5%
The PA VFC Customer Service Rep's ability to understand and remedy my problem	305 52%	240 41%	4 1%	0 0%	32 6%
The annual Provider Enrollment and Recertification process	199 34%	328 56%	32 6%	2 0%	20 3%
The overall customer service provided by the PA VFC staff	304 52%	259 45%	3 1%	0 0%	15 3%

### PA VFC INFORMATION DISSEMINATION & EXCHANGE

**7.** How would you prefer to receive timely PA VFC updates?

Fax		87	15%
E-mail		410	71%
Postal Mail		84	14%
Total		581	100%

## Attachment I

8. Do you have Internet access in your office?			
Yes		551	95%
No		30	5%
Total		581	100%

9. Does your office have a dedicated office e-mail account (i.e. an e-mail account used only for office purposes)?			
Yes		341	59%
No		240	41%
Total		581	100%

10. How often do you access the PA VFC website (www.health.pa.us/mc) ?			
Never		54	9%
Daily		25	4%
Weekly		44	8%
Monthly		56	10%
As Needed		402	69%
Total		581	100%

11. How often would you like to receive updates from the PA VFC program?			
Weekly		39	7%
Every two weeks		23	4%
Monthly		125	22%
As Needed		394	68%
Total		581	100%

12. Do you know how to order immunization-related educational materials from PA VFC?			
Yes		429	74%
No		152	26%
Total		581	100%

## Attachment I

### 13. Would you be willing to access a PA Department of Health website to order PA VFC vaccine online?

Yes		512	88%
No		69	12%
Total		581	100%

### 14. The following questions are to determine how satisfied you are with the following forms of PA VFC Communication? Overall, how satisfied are you with:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
Fax updates	140 24%	264 45%	14 2%	1 0%	162 28%
E-mail updates	236 41%	280 48%	2 0%	1 0%	62 11%
PA VFC Website (www.health.pa.us/mc)	193 33%	282 49%	10 2%	0 0%	96 17%
PA VFC Quarterly Newsletter Information	228 39%	311 54%	4 1%	1 0%	37 6%
PA VFC Toll Free Outgoing Message Line	116 20%	172 30%	7 1%	3 1%	283 49%

### QUALITY ASSURANCE SITE VISITS

### 15. Please rate how much your office agrees or disagrees with the following statements about site visits.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
Overall, site visits are beneficial	175 30%	350 60%	21 4%	3 1%	32 6%
The Immunization Nurse Consultant was courteous during his/her visit	309 53%	225 39%	7 1%	1 0%	39 7%
The Immunization Nurse Consultant was knowledgeable	307 53%	230 40%	3 1%	1 0%	40 7%
If changes were recommended by the Immunization Nurse Consultant, I feel that they benefited my immunization practice	259 45%	267 46%	8 1%	1 0%	46 8%
After a site visit, vaccine staff have a better understanding of proper vaccine storage and handling procedures	237 41%	278 48%	22 4%	2 0%	42 7%

## Attachment I

**16.** Please provide any additional comments concerning the PA VFC Program below.

106 Responses

**17.** Does your practice currently use PA-SIS?

Yes		249	43%
No		332	57%
Total		581	100%

PENNSYLVANIA STATEWIDE IMMUNIZATION INFORMATION SYSTEM (PA-SIS) [www.health.state.pa.us/pa-sis](http://www.health.state.pa.us/pa-sis) or phone 1-877-774-4748

**18.** The following questions are to determine how satisfied you are with the following benefits/incentives of PA-SIS? Overall, how satisfied are you with:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
The ability of PA-SIS to identify patients who are overdue or will soon be due for immunizations	75 30%	118 47%	11 4%	3 1%	12 17%
The ability of PA-SIS to update patient demographic and immunization information in the registry	102 41%	124 50%	7 3%	2 1%	14 6%
The ability of PA-SIS to provide immediate access to a child's immunization record	145 56%	89 35%	4 2%	2 1%	8 3%
The computer-generated reports of a child's immunization history and status accepted by schools, daycare, camps, etc. that are available in PA-SIS	141 57%	83 33%	5 2%	1 0%	18 7%
Onsite orientation training for staff provided by PA-SIS staff	93 37%	103 41%	2 1%	1 0%	50 20%
Online PA-SIS training	81 33%	80 32%	4 2%	0 0%	84 34%
PA-SIS Help Desk at 1-877-774-4748	95 38%	93 37%	1 0%	0 0%	60 24%

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**18.** The following questions are to determine how satisfied you are with the following benefits/incentives of PA-SIIS? Overall, how satisfied are you with:

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The ability of PA-SIIS to identify patients who are overdue or will soon be due for immunizations	75 30%	118 47%	11 4%	3 1%	42 17%
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The ability of PA-SIIS to provide immediate access to a child's immunization record	146 59%	89 36%	4 2%	2 1%	8 3%
The computer generated reports of a child's immunization history and status accepted by schools, daycare, camps, etc. that are available in PA-SIIS	141 57%	83 33%	6 2%	1 0%	18 7%
Onsite orientation training for staff provided by PA-SIIS staff	93 37%	103 41%	2 1%	1 0%	50 20%
Online PA-SIIS training	81 33%	80 32%	4 2%	0 0%	84 34%
PA-SIIS Help Desk at 1-877-774-4748	95 38%	93 37%	1 0%	0 0%	60 24%