



Pennsylvania Vaccines for Children (PA VFC) 2013 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 “2013 Pennsylvania Vaccines for Children Program Satisfaction Survey” measured program satisfaction of enrolled PA VFC Providers during the 2012 calendar year. The 2013 survey is the third consecutive year of collecting provider satisfaction as a guide for programmatic improvements. The 2013 survey results will serve as a baseline for provider satisfaction prior to the implementation of the online provider re-enrollment system and the online vaccine ordering system, Vaccine Tracking System (VTrckS) implemented during 2013.

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

On June 19, 2013 the entire provider enrollment file consisting of 1,561 enrolled provider records was extracted from the VACMAN system. Of the total, 1,531 or 98 percent of provider records had email addresses on file as a result were sent an email containing the survey web link and information on how to complete the survey online. Seventy-seven emails were returned as undeliverable plus 30 providers did not have email addresses on file resulting in a total of 107 hardcopies of the survey being mailed to providers. The mailing to the 107 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 July 31, 2013.

A survey sample size of 466 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 624 PA VFC providers completed surveys online or through mailed hardcopy surveys which exceed the goal of 466. The 624 completed surveys represented a response rate of 40 percent with 576 or 92 percent completed online and 48 or 8 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 624 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 95 percent level of satisfaction with vaccine ordering and distribution during 2012.
- Ninety-six percent of providers indicated they are very satisfied to satisfied with “The timeliness of vaccine deliveries”.
- Ninety-nine percent of respondents indicated they agreed or strongly agreed they are satisfied with requirements regarding proper vaccine storage and handling.
- The overall customer service satisfaction indicated by respondents was 96 percent being satisfied to very satisfied.
- Eighty-nine percent of respondents indicated that they were satisfied to very satisfied with the provider enrollment and recertification process.
- Eighty-eight percent of respondents indicated that they were satisfied to very satisfied with information contained in the PA VFC Quarterly Newsletter. The Email is the highest rated form of communication at 91 percent and PA VFC Website at 82 percent.
- Providers indicated that 98 percent had Internet access in their offices but only 60 percent had dedicated office e-mail accounts.

The following are areas of potential program improvement:

- Sixty-seven percent of respondents indicated they currently use Pennsylvania Statewide Immunization Information System (PA-SIIS). Of those that use PA-SIIS, twenty-four percent of providers indicated that they were unfamiliar with online PA-SIIS training.
- Fifty-six percent indicated a satisfaction with PA-SIIS onsite orientation training and thirty-nine percent were unfamiliar with PA-SIIS onsite orientation training.
- Sixty percent of providers indicated a satisfaction with “The ability of PA-SIIS to identify patients who are overdue or will soon be due for immunization”.
- 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.

The program satisfaction survey covered PA VFC’s five core business functions. Provider satisfaction levels in four of the five core business functions remain relatively unchanged from previous annual survey results. PA-SIIS showed a significant decrease in provider satisfaction levels as compared to the previous year. Five of the total seven questioned related to PA-SIIS showed a decrease of over twenty percentage points as compared to the previous year’s survey. Providers were instructed to evaluate satisfaction during the 2012 calendar year. It is possible that since the survey was distributed on June 19, 2013, they could have been evaluating PA-SIIS based upon the functioning of the online vaccine ordering system, VTrckS implemented March 1, 2013.

The only area of PA-SIIS that showed improvement was “Online PA-SIIS training” which showed satisfaction at 70 percent as compared to the previous year of 65 percent. VFC staff conducted the planning, coordination and execution of the “VFC Online Training”. The “VFC Online Training” was regarded as a success and it is possible that the satisfaction bump received by PA-SIIS in this area was due to VFC staff efforts.

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

1. PA VFC PROVIDER SITE INFORMATION		Download	
		Response Percent	Response Count
Name of Office Practice Show Responses		100.0%	624
PIN Show Responses		93.8%	585
County Show Responses		99.8%	623
Name of person completing form Show Responses		99.5%	621
Email address of person completing form Show Responses		96.5%	602
		answered question	624
		skipped question	1

2. Title of person completing form:		Create Chart Download	
		Response Percent	Response Count
Physician		2.6%	16
Nurse Manager (clinical Manager/Supvr, etc.)		14.2%	89
Nurse (CRNP, RN, LPN, etc.)		45.1%	282
Medical Assistant (CMA, etc.)		20.6%	129
Office Manager (non-clinical)		10.6%	66
Administrative Assistant (Clerk Typist)		2.6%	16
Other, please specify Show Responses		4.3%	27
		answered question	625
		skipped question	0

3. Overall, I am satisfied with the PA VFC Program. [Create Chart](#) [Download](#)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Rating Average	Rating Count
	44.2% (276)	54.4% (340)	0.8% (5)	0.6% (4)	1.58	625
answered question						625
skipped question						0

4. Do you know how to contact your PA VFC Nursing Consultant? [Create Chart](#) [Download](#)

	Response Percent	Response Count
Yes	90.2%	564
No	9.8%	61
answered question		625
skipped question		0

5. The following questions are to determine how well the vaccine ordering and shipping system is working.(Does not include 2013 online ordering process). [Create Chart](#) [Download](#)

Overall, how satisfied are you with:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Rating Average	Rating Count
The vaccine ordering and distribution process (2012)	40.6% (254)	54.7% (342)	3.0% (19)	0.3% (2)	1.3% (8)	1.67	625
The timeliness of vaccine deliveries	44.3% (277)	52.2% (326)	2.2% (14)	0.3% (2)	1.0% (6)	1.61	625
The condition of vaccines upon arrival	61.0% (381)	38.1% (238)	0.0% (0)	0.0% (0)	1.0% (6)	1.42	625
The availability of requested vaccines	40.6% (254)	51.2% (320)	6.4% (40)	0.8% (5)	1.0% (6)	1.70	625
PA VFC program requirements regarding proper vaccine storage and handling	50.1% (313)	48.0% (300)	1.3% (8)	0.3% (2)	0.3% (2)	1.53	625
answered question							625
skipped question							0

6. [Create Chart](#) [Download](#)
 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:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Rating Average	Rating Count
The ability to reach a PA VFC Customer Service Rep. on the telephone	44.2% (276)	48.2% (301)	1.9% (12)	0.2% (1)	5.8% (35)	1.75	625
The courtesy and professionalism of the PA VFC Customer Service Rep.	51.2% (320)	41.9% (262)	1.3% (8)	0.0% (0)	5.8% (35)	1.67	625
The PA VFC Customer Service Rep's ability to understand and remedy my problem	49.4% (309)	42.6% (266)	1.6% (10)	0.0% (0)	6.4% (40)	1.71	625
The annual Provider Enrollment and Recertification process	30.7% (192)	58.7% (367)	3.7% (23)	0.8% (5)	6.1% (38)	1.93	625
The overall customer service provided by the PA VFC staff	47.7% (298)	48.0% (300)	1.1% (7)	0.0% (0)	3.2% (20)	1.63	625
answered question							625
skipped question							0

7. [Create Chart](#) [Download](#)
 How would you prefer to receive timely PA VFC updates?

	Response Percent	Response Count
Fax	11.0%	69
E-mail	81.4%	509
Postal Mail	7.5%	47
answered question		625

skipped question	0
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8. Do you have Internet access in your office? [Create Chart](#) [Download](#)

	Response Percent	Response Count
Yes	97.6%	610
No	2.4%	15
answered question		625
skipped question		0

9. Does your office have a dedicated office e-mail account (i.e. an e-mail account used only for office purposes)? [Create Chart](#) [Download](#)

	Response Percent	Response Count
Yes	60.2%	376
No	39.8%	249
answered question		625
skipped question		0

10. How often do you access the PA VFC website (www.health.pa.us/vfc) ? [Create Chart](#) [Download](#)

	Response Percent	Response Count
Never	3.8%	24
Daily	5.8%	36
Weekly	10.7%	67
Monthly	10.4%	65
As Needed	69.3%	433
answered question		625
skipped question		0

11. Create Chart Download
 How often would you like to receive updates from the PA VFC program?

		Response Percent	Response Count
Weekly		6.7%	42
Every two weeks		5.3%	33
Monthly		21.4%	134
As Needed		66.6%	416
answered question			625
skipped question			0

12. Create Chart Download
 Do you know how to order immunization-related educational materials from PA VFC?

		Response Percent	Response Count
Yes		71.5%	447
No		28.5%	178
answered question			625
skipped question			0

13. Create Chart Download
 The following questions are to determine how satisfied you are with the following forms of PA VFC Communication?

Overall, how satisfied are you with:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Rating Average	Rating Count
Fax updates	18.4% (115)	44.0% (275)	2.9% (18)	0.8% (5)	33.9% (212)	2.88	625
E-mail updates	37.3% (233)	54.4% (340)	1.3% (8)	0.0% (0)	7.0% (44)	1.85	625
PA VFC Website (www.health.pa.us/vfc)	32.3% (202)	58.6% (366)	0.5% (3)	0.2% (1)	8.5% (53)	1.94	625
PA VFC Quarterly Newsletter Information	31.4% (196)	57.1% (357)	1.0% (6)	0.0% (0)	10.6% (66)	2.01	625
PA VFC Toll Free Outgoing Message Line	12.5% (78)	29.9% (187)	1.4% (9)	0.2% (1)	56.0% (350)	3.57	625
answered question							625

skipped question 0

14. [Create Chart](#) [Download](#)
 Please rate how much your office agrees or disagrees with the following statements about site visits.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Rating Average	Rating Count
Overall, site visits are beneficial	31.7% (198)	59.0% (369)	4.2% (26)	0.3% (2)	4.8% (30)	1.88	625
The Immunization Nurse Consultant was courteous during his/her visit	51.2% (320)	39.8% (249)	0.6% (4)	0.2% (1)	8.2% (51)	1.74	625
The Immunization Nurse Consultant was knowledgeable	51.5% (322)	40.0% (250)	0.3% (2)	0.2% (1)	8.0% (50)	1.73	625
If changes were recommended by the Immunization Nurse Consultant, I feel that they benefited my immunization practice	40.0% (250)	47.8% (299)	2.1% (13)	0.6% (4)	9.4% (59)	1.92	625
After a site visit, vaccine staff have a better understanding of proper vaccine storage and handling procedures	39.5% (247)	49.3% (308)	3.4% (21)	0.5% (3)	7.4% (46)	1.87	625
answered question							625
skipped question							0

15. [Download](#)
 Please provide any additional comments concerning the PA VFC Program below.

	Response Count
Show Responses	119
answered question 119	
skipped question 506	

16. Does your practice currently use PA-SIIS? [Create Chart](#) [Download](#)

	Response Percent	Response Count
Yes	67.2%	420
No	32.8%	205
answered question		625

17. [Create Chart](#) [Download](#)

The following questions are to determine how satisfied you are with the following benefits/incentives of PA-SIIS?

Overall, how satisfied are you with:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Rating Average	Rating Count
The ability of PA-SIIS to identify patients who are overdue or will soon be due for immunizations	20.8% (88)	39.2% (164)	2.9% (12)	0.2% (1)	37.1% (155)	2.94	418
The ability of PA-SIIS to update patient demographic and immunization information in the registry	24.2% (101)	42.8% (179)	1.9% (8)	0.2% (1)	30.9% (129)	2.71	418
The ability of PA-SIIS to provide immediate access to a child's immunization record	35.2% (147)	38.3% (160)	1.2% (5)	0.2% (1)	25.1% (105)	2.42	418
The computer generated reports of a child's immunization history and status accepted by schools, daycare, camps, etc. that are available in PA-SIIS	32.8% (137)	35.4% (148)	1.0% (4)	0.5% (2)	30.4% (127)	2.60	418
Onsite orientation training for staff provided by PA-SIIS staff	21.3% (89)	35.2% (147)	2.6% (11)	1.7% (7)	39.2% (164)	3.02	418
Online PA-SIIS training	23.4% (98)	46.7% (195)	4.3% (18)	1.7% (7)	23.9% (100)	2.56	418
PA-SIIS Help Desk at 1-877-774-4748	25.8% (108)	42.3% (177)	1.4% (6)	1.2% (5)	29.2% (122)	2.66	418
answered question							418