

IMMUNIZATION SERVICES ASSESSMENT

FINDINGS FROM A SURVEY OF SAN FRANCISCO
MEDICAL PROVIDERS OF IMMUNIZATION SERVICES
FOR CHILDREN 0-2 YEARS OLD

APRIL, 1999

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INTRODUCTION

"You miss 100% of all shots you don't give."

*Bill Atkinson, MD, MPH
Centers for Disease Control*

Immunizations are a cost-saving, preventive measure that protect children from illness and death. Surveys of childhood immunization rates indicate a steady upward trend nationally, statewide, and locally. According to the National Immunization Survey (NIS) estimates for the 4:3:1:3 series (4 DPT, 3 poliovirus, 1 MMR, 3 Hib) vaccination coverage increased from 74% in 1995 to 77% in 1996. In California, according to the State Kindergarten Retrospective Survey (KRS), rates increased from 55% in 1995 to 57% in 1996¹. An expanded local KRS is done every three years in San Francisco reflecting an increase from 49% in 1993 to 65% in 1996. Despite these increases, immunization rates still fall below the Healthy People 2000 goal of full immunization coverage for 90% of children by their second birthday.

In October 1996 the San Francisco Immunization Coalition (SFIC) was founded to address the immunization status of children in our community. SFIC is comprised of over fifty diverse public and private organizations collaborating to achieve and maintain full immunization protection for each child in San Francisco. In July of 1998, SFIC developed a survey to assess the availability and accessibility of immunization services for children 0-24 months of age to assist in effective strategic planning. The survey was distributed to all public health clinics offering childhood immunization services as well as to all hospital affiliated clinics, community based clinics and to a sample of private immunization providers (selected based on size of practice, clientele served, and/or geographic location). Participation was voluntary. All public health clinics, community based clinics, hospital affiliated clinics, and 38% of private providers completed the survey.

The results of the survey are intended to be used to strengthen the network of immunization providers and ensure the availability and accessibility of immunizations to all San Francisco children.

¹ *The two surveys use different methodologies and different age bases to determine immunization rates.*

KEY FINDINGS

Analysis of the survey results shows that, in general, low-cost immunization services are widely available in San Francisco. However, several factors determine if these services are fully accessible to children and their families.

Hours/Time Availability

Sites that offer low cost or free immunization services have limited evening and weekend hours. Immunization services provided at all but one public health clinic are not available during lunch-time hours. All providers have limited accessibility after 5:00 p.m. or on the weekend.

Financial Accessibility

All public health clinics, community based clinics and hospital affiliated clinics offer free or low-cost immunizations. Few private providers surveyed offer immunizations at reduced rates. Fifty-eight percent of all providers surveyed reported that over half of their patients receive immunization services through the Child Health and Disability Program (CHDP) or Medi-Cal Managed Care.

Language Capabilities

To accommodate the diversity of San Francisco residents, 94% of the providers surveyed said they make some translation services available. A total of twenty different languages were mentioned as spoken by the staff at the sites surveyed.

Geographic Accessibility

In San Francisco, the distribution of immunization providers is uneven, with some areas dense with providers and other areas barren. In some areas this is logical, as there may be few 0-24 month old children living in a particular neighborhood.

Outreach

Approximately half of the providers surveyed use some kind of a reminder/recall method to ensure timely visits. Community outreach through the advertisement of immunization services is used more by public health clinics and community based clinics than by the private providers surveyed.

Data Management

There is no standard assessment method to gather and analyze immunization data. Private providers primarily judge their immunization rates from data gathered through the Health Plan Employer Data and Information Set (HEDIS). However, this method may not provide an accurate reflection of their overall immunization rate as data gathered through HEDIS represents only managed care clients with an exclusion/inclusion criteria.

ACCESSIBILITY AND AVAILABILITY OF IMMUNIZATIONS

Hours/Time Availability

Provider hours may play an important role in determining if and when children get immunized. In San Francisco, services are largely available during the day with both appointment and drop-in hours available. All providers surveyed make appointments for immunization services. Seventy-four percent, including most of the private providers and over half of the community based clinics surveyed, prefer to provide immunizations by appointment. All providers, when questioned, stated that they would try to accommodate a patient who dropped in for a vaccination. Almost all of the public health clinics, just under half of the community clinics and a few private providers have established drop-in hours for immunization services or encourage patients to drop-in during appointment hours.

With one exception, the public health clinics do not provide immunizations during lunch-time hours. No particular type of provider is more likely to have evening or weekend hours; 35% of the providers surveyed offer immunization services after 5:00 p.m. and only 33% have weekend hours. These off-hours may be the most convenient for working families.

Financial Accessibility

The cost of immunizations could present a barrier to some families and their children. The provision of free or low cost immunizations (equal to or below \$7.50) may increase their accessibility. Fifty-five percent of the providers surveyed offer free or low cost immunizations. These providers include all public health clinics, all community based clinics, eight private providers and two hospital affiliated sites.

Insurance

The majority of providers surveyed accept a wide variety of payment methods for immunization services. Eighty-nine percent of the providers accept private insurance plans. Three of the community based clinics do not accept any form of private insurance and provide their services for free or for a sliding fee.

Eighty-five percent of all providers surveyed accept Medi-Cal. Of the private providers surveyed, 76% accept Medi-Cal. Fifty-eight percent of providers reported that over half of their patients receive care through CHDP or Medi-Cal. Most of the private providers who reported less than 50% Medi-Cal or CHDP predominantly serve patients with private insurance. The three community based clinics that report less than 50% Medi-Cal or CHDP see an overwhelming majority of patients with no health insurance.

Language Capabilities

Lack of multilingual and multicultural health care providers can be a barrier to health care and correlates with poor health care compliance. As one of the most diverse cities in the country, San Francisco faces the challenge of providing services in multiple languages. To accommodate this diversity and the different languages that children and their families may speak, 94% of the providers surveyed make some translation services available. Most of the providers serve children and families that may speak a language other than English. Thirty percent of the providers listed Hispanics as the ethnicity of the majority of children seen at their site and 27% listed Asian. Only two community based clinics and one private provider have no ability to provide services in additional languages.

Geographic Accessibility

Provider location can play a critical role in issues of accessibility. The location and distance to public transportation can present barriers to families and their children as they seek out immunization services. In San Francisco, the distribution of immunization sites reflects proximity to hospitals, with some areas dense with providers and other areas barren. In some areas there may be few 0-24 month old children living in a particular neighborhood. However, at least one neighborhood with a significant number of the city's young children, Bayview Hunter's Point, has few immunization providers and no hospital.

Outreach

Reminder Systems

Many families may not be aware of when they need to have children immunized or they may forget about scheduled appointments. Recall/reminder systems can play an important role in ensuring that children are immunized on time. Fifty-seven percent of providers surveyed use recall or reminder systems. Many of these providers use more than one type of reminder system including telephone and/or mail. Some of these providers use a computer to facilitate their reminder method. Only three providers surveyed use the San Francisco Immunization Coalition's "Immunization ShoeBox" method to alert for delinquent immunizations.² Forty-three percent of providers do not use any method to remind patients to keep an appointment.

Community Outreach

Community outreach through advertisement of immunization services may help patients become aware of immunization requirements or alternative times, dates, and locations where children can be immunized. Community outreach through the advertisement of immunization services is used more by the public health and community based clinics than by the private providers surveyed. Only one private provider indicated that they had done community outreach at a health fair.

² A simple assessment tool developed by the Provider Education Committee of SFIC to determine immunization status by birth date on a monthly basis.

Data Management

Providers surveyed indicated that there is no standard method of data management nor of gathering immunization data. Examples of methods used include a centralized computerized database as with the public health clinics, computerized records, written records compiled in binders or boxes, billing records, or simply pulling charts and compiling the data by hand.

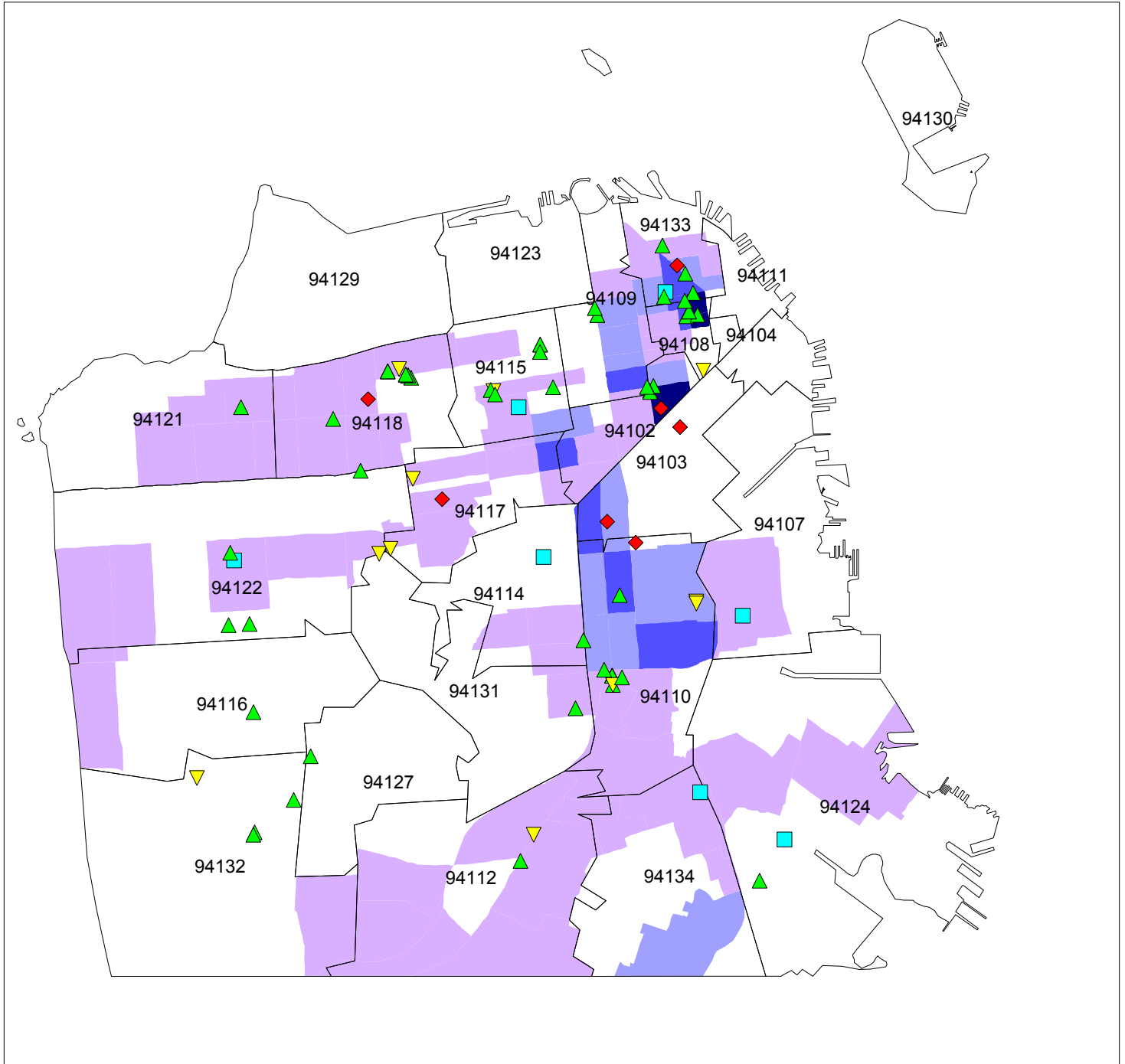
Despite lack of standardization, 89% of the providers surveyed indicated that they perform a regular assessment of their patients' immunization status. The providers use one or more of several assessment tools including the Community Assessment Software Application (CASA), Health Plan Employer Data Information Set (HEDIS), the Immunization Shoebox, as well as internal chart review. Primarily, private providers judge their immunization rates from data gathered through HEDIS. However, exclusion/inclusion criteria for HEDIS and other review mechanisms may result in overestimates of the overall immunization rate for many providers.

CONCLUSION

The information compiled in this report is based on a significant, though limited, sub-set of childhood immunization providers in San Francisco. It is our hope that this information will be used to develop recommendations for interventions, programs, and further research toward identifying important steps for improving and maintaining childhood immunization rates in San Francisco. The Coalition welcomes comments, questions and suggestions.

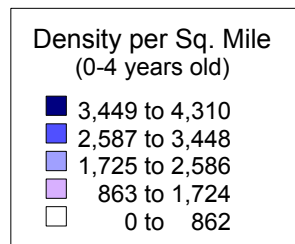
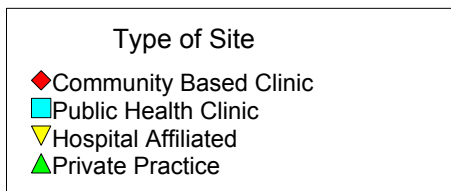
MAP

All San Francisco Sites Providing Immunizations to Children 0-24 Months of Age Population Density of Children 0-4 Years Old*



* 1996 population estimates. Source: MapInfo Information Systems. Density for 0-24 months old not available.

(Mapped by Ricardo Bermúdez, SF Dept of Public Health)





Sites Immunizing 0 to 24 Month Old Children By zip code

Zip Code	Site	Address	Phone	Type of Site*	Included In Survey	Evening or week-end hours
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Zip	Name	Address				
94102	St Anthony's Free Medical Clinic	105 Golden Gate Avenue	241-2639	CB	yes	
94102	Do	352 Leavenworth Street	668-6655	PP		
94102	Tuong, Tran	456 Ellis Street	441-4882	PP		
94102	Khong	324 Leavenworth Street	441-4424	PP		
94103	Native American Health Center	56 Julian Avenue	621-8051	CB	yes	
94103	South of Market Health Center	551 Minna Street	626-2951	CB	yes	yes
94107	Potrero Hill Health Center	1050 Wisconsin Street	648-3022	PH	yes	
94108	Kao	929 Clay Street #105		PP		
94108	Low, Low (Serene & Ronald)	805 Clay Street	982-4878	PP		
94108	Kwan	950 Stockton Street #207	399-9646	PP	yes	yes
94108	Kuo	950 Stockton Street #205	989-1453	PP	yes	yes
94109	Ramer	2000 Van Ness Avenue #706	346-9791	PP	yes	
94109	Luz, Iverson	2000 Van Ness Avenue #303	776-1694	PP		
94109	Tsumori	2107 Van Ness Avenue	776-5295	PP		
94109	Nguyen	518 Ellis Street	441-6995	PP	yes	yes
94110	Agorio	1580 Valencia Street #103	826-1918	PP	yes	
94110	Lopez	1580 Valencia Street #111	285-1828	PP		
94110	Birnbaum, Bishop, Bodenheimer, Crenshaw, Lederman, Silverman	1580 Valencia Street #201	550-0811	PP	yes	
94110	Tortorice	1580 Valencia Street #502	285-7778	PP		
94110	Primary Health Care Association	1580 Valencia Street #605	821-9393	PP		
94110	Alikpala	1580 Valencia Street #601	285-6210	PP		
94110	Haskin	1580 Valencia Street #601	826-7711	PP		
94110	Granader	1580 Valencia Street #803B	826-4735	PP		
94110	St. Luke's Pediatric Center	1640 Valencia Street #102	285-2006	HA	yes	yes
94110	Manio	2460 Mission Street #106	648-7688	PP		
94110	Valencia Pediatrics	1640 Valencia Street #204	647-3666	HA	yes	
94110	Mission Neighborhood Hlth. Ctr.	240 Shotwell Street	552-3870	CB	yes	
94110	SFGH Family Health Center	995 Potrero Avenue	206-5545	HA	yes	
94110	SFGH Children's Health Center	1001 Potrero Avenue	206-5166	HA	yes	yes
94110	Escobar	3139 Mission Street	285-3664	PP		
94110	Golden Gate Medical Group	3620 Cesar Chavez Street	826-7575	PP	yes	yes
94112	Excelsior Group	4434 Mission Street	406-1353	HA	yes	yes
94112	Tan	4675 Mission Street	447-3777	PP		
94114	Schwanke, Bar-Din, Frazee	3700 24 th Street	641-1019	PP	yes	
94114	Castro-Mission Health Center	3850 17 th Street	487-7500	PH	yes	
94115	UCSF/Mt. Zion Pediatrics	2333 Post Street 3 rd Floor	567-6600	HA	yes	
94115	Kaufman	2352 Post Street	921-5900	PP		
94115	Kaiser Permanente Hospital Pediatric Clinic	2200 O'Farrell Street	202-3678	HA	yes	yes
94115	Bernsten, Bolton, Rosenbaum, Saffa	2100 Webster Street #117	923-3526	PP	yes	
94115	Kelly, Rostek, Solomon	2100 Webster Street #326	923-3588	PP	yes	
94115	Kolotkin, Tucker	1545 Divisadero Street	885-8150	PP		
94115	Sohn	1630 Geary Blvd	931-0809	PP		
94115	Maxine Hall Health Center	1301 Pierce Street	292-1300	PH	yes	yes
94115	Roth, Flaherty, Chow, Mirviss	2300 California Street #103	921-5762	PP		

* abbreviations: **PH** = Public Health Clinic **CB** = Community Based Clinic **HA** = Hospital Affiliated Clinic **PP** = Private Practice

Sites Immunizing 0 to 24 Month Old Children By zip code

Zip Code	Site	Address	Phone	Type of Site*	Included In Survey	Evening or week-end hours
94115	Lee (Gerald)	2300 California Street #206	749-5775	PP		
94116	Lewandowski, Nurre	1235 Taraval Street	753-6330	PP		
94117	Haight Ashbury Free Clinic	558 Clayton Street	487-5632	CB	yes	yes
94117	Sr. Mary Philippa Clinic St. Mary's Medical Center	2235 Hayes Street, 5 th Floor	750-5517 750-5500	HA		
94118	San Francisco Free Clinic	132 Clement Street	750-9894	CB	yes	yes
94118	Piel, Patton, Aicardi, Gonda, Sello, Schultz, Ernster	3641 California Street	668-0888	PP	yes	
94118	Johnson, Crosby, Dab, Gin, Miller, Pepitone	525 Spruce Street	668-8900	PP	yes	
94118	CPMC Family Health Center	3801 Sacramento Street	750-6319	HA	yes	
94118	Wright, Hwang, Huang, Denenberg, Phillips	3905 Sacramento Street #301	386-5354	PP		
94118	Fukuda, Kiyasu	3905 Sacramento Street #303	752-8038	PP		
94118	Tang, Hui	3905 Sacramento Street #304	379-6700	PP	yes	
94118	Bursten	3905 Sacramento Street #306	387-2166	PP		
94118	Quock, Liau	402 Eight Avenue #202	751-3923	PP	yes	yes
94118	Kushner	3635 California Street	752-2242	PP		
94118	Khidekel	3635 California Street	752-0277	PP		
94118	Shore	3838 California Street #806	386-5388	PP	yes	
94118	Alban	3838 California Street #815	221-6467	PP		
94118	Kaufman	3838 California Street #205	752-3664	PP		
94118	Chin	2800 Fulton Street	752-6274	PP		
94121	Do	2089 Clement Street	668-6655	PP		
94122	Ocean Park Health Center	1351 24 th Avenue	753-8100	PH	yes	
94122	Lee (Carol)	1518 Noriega Street #200	566-7556	PP	yes	yes
94122	Li, Yong	1842 Noriega Street 2 nd flr.	566-1734	PP	yes	yes
94122	Zhang	2360 Irving Street	731-2000	PP		
94124	Graves	6315 Third Street	467-3880	PP	yes	
94124	Southeast Health Center	2401 Keith Street	715-4000	PH	yes	
94127	Siu	380 West Portal Avenue #E	753-1100	PP		
94131	Mirviss, Chow, Engler	1734 Church Street	920-2700	PP		
94132	Sollod, Halloran, Daddio, Fung	595 Buckingham Way #355	566-2727	PP	yes	
94132	UCSF Lakeshore Peds	1569 Sloat Blvd. #314	476-9607	HA	yes	yes
94132	Lee (Kesook)	2555 Ocean Ave. #204	406-1333	PP		
94132	Sorokowski	595 Buckingham Way #522	731-7550	PP		
94133	Fong	660 Lombard Street	421-6441	PP		
94133	Chinatown Public Health Center	1490 Mason Street	705-8500	PH	yes	
94133	Northeast Medical Services	1520 Stockton Street	391-9686	CB	yes	yes
94133	Lin	728 Pacific Avenue #403	982-5858	PP	yes	yes
94133	Lu, Lam, Liu, Pan	1520 Stockton Street	391-9686	PP		
94133	Tan	890 Jackson Street #202	781-8881	PP		
94133	Ma	728 Pacific Avenue #611	397-3888	PP		
94133	Mak	818 Jackson Street #301	398-6624	PP		
94133	Joe	1024 Pacific Avenue	775-2844	PP		
94134	Silver Avenue Health Center	1525 Silver Avenue	715-0300	PH	yes	yes
94143	UCSF Stanford Health Center Pediatric Clinic	505 Parnassus Avenue	476-2711	HA	yes	



Sites Immunizing 0 to 24 Month Old Children By zip code

Zip Code	Site	Address	Phone	Type of Site*	Included In Survey	Evening or week-end hours
94143	UCSF Stanford Health Center Family Medicine	400 Parnassus Avenue	476-2555	HA		

Immunization Services Survey

7/98

Facility Name:
Facility Address:

SERVICES

1. Please characterize your facility: (Circle one.)

- a. public health clinic
- b. community health center
- c. migrant health center
- d. public hospital
- e. private hospital
- f. health maintenance organization
- g. private provider
- h. private clinic
- i. other (please specify):

2. Are your immunization services by appointment only?

If so, what are the days and times you offer these immunization services:
weekdays and hours?
weekday evenings and hours?
weekend days and hours?

3. Do you offer immunization drop-in hours?

If so, what are the days and times you offer these immunization services:
weekdays and hours?
weekday evenings and hours?
weekend days and hours?

4. Does your site take new patients with the following forms of payment for immunization services?

Please circle all that apply:

- a. None
- b. MediCal only
- c. MediCal through San Francisco Health Plan or Blue Cross
- d. Capitated private insurance
- e. Other private insurance:
- f. Cash payment for services rendered

5. If a child had no health insurance and was unable to qualify for MediCal or CHDP:

how much would your facility charge for the MMR shot?
would your facility charge a registration fee for immunization services? If so, how much?
would your facility charge any other related immunization service fees? If so, how much?
sliding scale: \$ (minimum charge) to \$ (maximum charge)
would your facility refer the child elsewhere (e.g. public health clinic): Where?

6. Are there translation services available for immunization services?

Please circle the language(s.)

- English
- Mandarin
- Russian
- Japanese
- Laotian
- Other:
- Spanish
- Tagalog
- Cambodian
- Korean
- Burmese
- Cantonese
- Vietnamese
- Thai
- Farsi
- American Sign Language

7. Does your facility utilize any reminder/recall methods?

Please circle the reminder/recall methods your facility uses on a regular schedule:

- a. mail reminder cards for scheduling immunization appointments
- b. mail reminder cards for next immunization appointment
- c. reminder telephone calls to schedule immunization appointments
- d. reminder telephone calls for next immunization appointment
- e. computerized recall
- f. autodialing
- g. other:

8. Does your facility advertise immunization services?

Please circle all that apply:

- a. neighborhood flyers
- b. printed advertisements
- c. radio advertisements
- d. other:

9. Does your facility offer provider education on immunizations?

If so, what type?

10. Does your facility do a regular assessment of immunization rates?

How often?

Please circle assessment tools:

- a. CASA (Community Assessment Software Application)
- b. HEDIS (Health Plan Employer Data Information Set)
- c. "Make Every Visit Count"
- d. Other (e.g. estimate):

11. What is your facility's immunization rate for children age 24 months using the assessment tool(s) indicated in #10?¹

12. Does your facility have a computerized database that can supply information about children 0-24 months by:

- gender breakdown? (Y/N)
- ethnic breakdown? (Y/N)
- zip code residency breakdown? (Y/N)

CHILDREN SERVED

13. How many children age 0-24 months does your facility serve?²

14. Please state the actual number of MMR shots delivered to children, age 12-24 months, during the following months: (e.g. Vaccine for Children data)

August of 1997:

September of 1997:

March of 1998:

April of 1998:

¹ IZ rate for full immunization including: DTP4-OPV3-MMR1-HB3 and Any HiB on/after 12 Months.

² If your facility requires a date range to retrieve this information, please use the following dates: 1/1/96 – 12/31/97.

15. Of the choices below, please **rank in order** the top three (**3**) ethnicities that characterize the majority of children, age 0-24 months, that come to your facility for health care. Also, state the percent each respective ethnicity comprises of your total 0-24 month population.

(Most) 1) Percent (%):
 2) Percent (%):
 (Least) 3) Percent (%):

African-American Hispanic
 Asian/Pacific Islander Native American
 Caucasian/NonHispanic Other:

16. Rank in order the top five (5) neighborhood(s) where the majority of your patients, age 0-24 months, reside:

(Most) 1)
 2)
 3)
 4)
 (Least) 5)

Bayview/Hunters Point	Nob Hill
Bernal Heights/Mission	North Beach/Telegraph Hill
Castro/ Noe Valley	Pacific Heights
Chinatown	Potrero Hill
Diamond Heights/ Glen Park/Twin Peaks	Presidio/Richmond
Excelsior	Russian Hill
Forest Hill/Parkside/ Park Merced	South of Market
Haight Ashbury/ Hayes Valley	Sunset
Ingleside/ Ocean View	Visitation Valley/Portola
Laurel Heights	Western Addition
Marina	
Miraloma Park/St. Francis Woods/West Portal	

17. Are most of your clients, age 0-24 months, CHDP/MediCal **OR** private insurance:

- a. half CHDP/MediCal and half private insurance?
- b. mostly CHDP/MediCal? _____% CHDP/MediCal
- c. mostly private insurance? _____% private insurance