

**Who:** The percentage of sampled Medicare enrollees (denominator) who received an influenza vaccination (numerator).

**Why:** Flu vaccines help protect members from getting the flu, as well as spreading it to others. Members over the age of 65 have a higher risk of developing complications, and getting the flu vaccine can lower the risk of a hospital visit or death.

**What:** The percentage of members who recalled getting a flu vaccine on the CAHPS survey.

**How:** Members meet the measure by recalling on the CAHPS survey that they received a flu vaccine during the measurement year. (Measurement year: the 12-month timeframe between January 1<sup>st</sup> - December 31<sup>st</sup> in which the service was rendered).

**Coding:** Annual flu vaccine is identified by member recollection of receiving the vaccine on the CAHPS survey.

**Exclusions:** This measure has no exclusions.

**Cut Points:** Cut points demonstrate the rates that need to be reached to achieve the specific star rating.

**1 Star:** Less than 57%

**2 Star:** 57% to less than 61%

**3 Star:** 61% to less than 68%

**4 Star:** 68% to less than 73%

**5 Star:** Greater than or equal to 73%

## Data info:

**Performance Measure Set:** Medicare Star Measure

**Quality Measurement Type:** Process

**Data Type:** Survey

**CMS National Average:** 66%

## Tips for Success:

- Educate members on the importance of receiving an annual flu vaccine.
- **Promote member incentive of \$25** in clinic spaces (flyers) – if concerned about branding, use general wording such as “many health plans offer incentives for getting your flu shot to stay health”
- **Update Health Maintenance at every visit.** If Flu vaccine is one of the elements outstanding, document appropriately – **if satisfied by an outside pharmacy, contact this pharmacy to get the record of the vaccine to enter in the patient’s immunization record/chart**
- Review ACIP Guidelines and Guidance related to Influenza Vaccines - <https://www.cdc.gov/flu/professionals/acip/summary/summary-recommendations.htm>
- Yearly Flu Clinics
  - When flu vaccine is available each year (Sept/Oct), staff vaccine clinic hours
  - Blocks of time on the clinic schedule 2-3 half days/week where a MA &/or Nurse is scheduled exclusively for administering flu vaccines to clinic patients. Promote and begin schedule in August/September when patients are in the clinic or on the phone for other reasons. If a patient is at the clinic for another reason, their flu shot is given at their already-scheduled visit.
  - Standing orders/order sets in EMR

- Visit length 5 minutes is usually enough
  - One clinic room dedicated for “flu clinic” purposes
- Become more educated on flu vaccines to feel more comfortable to talk with patients - <https://www.cdc.gov/flu/pdf/professionals/vaccination/HCP-Make-a-Strong-Flu-Vaccine-Rec-Flyer-HCVG-15-FLU-112-Final.pdf>
- Influenza Print Resources from the CDC - <https://www.cdc.gov/flu/resource-center/freeresources/index.html>