

Increasing HPV Vaccination Rates with Patient Reminder and Recall System in a Community-Based Clinic

PURPOSE

The quality improvement project aimed to implement a patient reminder and recall system at a community-based clinic to increase human papillomavirus (HPV) vaccine completion rates.

BACKGROUND

HPV vaccines are safe and effective in preventing HPV-related infection and cancer. However, HPV vaccine completion rates were low among adolescents aged 11-17 and young adults aged 18-26 at a community-based clinic in southeast Houston, Texas. The clinic had a patient reminder and recall system for older adult patients to complete annual Medicare wellness appointments but not for the younger patients.

METHODOLOGY

The intervention included staff identifying patients aged nine to 26 who have not completed their HPV vaccine series and calling patients to remind or recall patients to make an appointment to initiate or complete the HPV vaccine series. The outcome measure was to increase HPV vaccination completion rates to 40% within six months from implementing a patient reminder and recall system.

RESULTS

The HPV vaccine completion rate increased from 18.5% to 20.3%, 1.8 % increase in 4 months. The evaluation phase was shorter than planned due to the clinic's transition to a new electronic health record. Although the project did not achieve the target goal of 40%, the patient reminder and recall system indicated that HPV vaccination rates can be increased with a longer implementation phase.

IMPLICATIONS

The positive impact on HPV vaccination rates with the patient reminder and recall system suggests that adapting the strategy for an extended period could increase vaccine uptake.



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