COVID-19 Vaccine Provider Training

2022
Part 4:
New Mexico Statewide Immunization Information System (NMSIIS)
Reconciliations
Modules

• NMSIIS Overview/Requirements
• Before Starting a Reconciliation
• Understanding Reconciliations
• NMSIIS Reconciliation Process
NMSIIS Overview
NMSIIS Overview

NMSIIS is a statewide computer database designed to collect and maintain vaccination records for children and adults.

NMSIIS benefits for providers:

- Prevent vaccine waste through enhanced inventory management.
- Reduce staff time and expense in documenting immunizations and producing reports.
- Improve efficiency of office operations.
NMSIIS Requirements

• The primary or back-up COVID-19 vaccine coordinator is responsible for managing their site’s inventory on NMSIIS.

• Each individual will be provided an account and password for NMSIIS use.
  • Do NOT share your password with others and do not allow others to use your account.
NMSIIS Requirements

• Vaccine coordinators must report the number of doses of COVID-19 vaccine that were spoiled, expired, or wasted.

• COVID-19 vaccine providers are required to complete inventory reconciliations on weekly basis in NMSIIS.
Before Starting Your Reconciliation
Before Starting a Reconciliation

• Become familiar with the Vaccine Inventory On-Hand page.

• Ensure that you are documenting wastage correctly.

• Complete any inventory adjustments.
  • Ensure adjustments are dated and time-stamped within your reconciliation time frame.

• Do NOT attempt to add or subtract inventory amounts by doing inventory adjustments.
  • Contact the NMSIIS Help Desk at 1-833-882-6454 for assistance.
Before Starting a Reconciliation

If you are a **Manual Entry Provider:**

- Ensure you are adding to the correct patient file.
  - Duplicating vaccine information for the same patient in different charts will remove that amount twice (making your inventory count inaccurate).

- Complete any inventory transactions.
Vaccine Inventory On-Hand

- Make sure you have selected the correct provider and clinic on the home screen.
- Select the “Inventory” tab to expand the menu.
- Click “Vaccines” to expand the menu.
- Click “On-Hand” to navigate to the Vaccine Inventory On-Hand search screen.
Vaccine Inventory On-Hand

• From the Inventory Location dropdown box, select your COVID inventory location.

• Click the dropdown from the Status box and select “On-Hand”.
  • This shows vaccine currently in stock.

• To search, click the Filter button.
Vaccine Inventory On-Hand

<table>
<thead>
<tr>
<th>Location</th>
<th>Vaccine (Brand)</th>
<th>Mfg</th>
<th>NDC</th>
<th>Lot No</th>
<th>Exp Date</th>
<th>Funding Source</th>
<th>Doses On-Hand</th>
<th>Expiring Soon</th>
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</thead>
<tbody>
<tr>
<td>INV: COVID-</td>
<td>COVID TRIS-SUC</td>
<td></td>
<td></td>
<td></td>
<td>08/30/2022</td>
<td>BLEND</td>
<td>540</td>
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<td>(AGGREGATE</td>
<td>(PFR)</td>
<td></td>
<td></td>
<td></td>
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<td>FK9894</td>
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<td></td>
<td>ROSE (GREY) (10</td>
<td></td>
<td>1025-04</td>
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</tr>
<tr>
<td></td>
<td>X 6 (0.3ML/DOSE)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
Expired Inventory

- Expired and depleted inventory will not show up on your current On-Hand inventory.
- To view expired inventory, select “Depleted/Expired” from the Status dropdown box.
- To search, click the Filter button.
Vaccine Inventory On-Hand

- To create an adjustment, click the “Action” button next to the inventory item you need to adjust.
- Select “Adjustment”.

<table>
<thead>
<tr>
<th>Vaccine Description</th>
<th>Batch Code</th>
<th>Expiration Date</th>
<th>Type</th>
<th>Quantity</th>
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<tbody>
<tr>
<td>COVID TRIS-SUC (PFR 12+) (PFR COVID TRIS-SUCROSE [GREY] (10 X 6 (0.3ML/DOSE)))</td>
<td>PFR 59267-1025-04</td>
<td>06/30/2022</td>
<td>BLENDED</td>
<td>540</td>
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<tr>
<td>COVID TRIS-SUC (PFR 12+) (PFR COVID TRIS-SUCROSE [GREY] (10 X 6 (0.3ML/DOSE)))</td>
<td>PFR 59267-1025-04</td>
<td>05/31/2022</td>
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<td>157</td>
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<tr>
<td>COVID TRIS-SUC (PFR 5-11) (PFR COVID TRIS-SUCROSE (10 X 10 (0.2ML/DOSE) MDV))</td>
<td>PFR 59267-1055-04</td>
<td>04/30/2022</td>
<td>BLENDED</td>
<td>1804</td>
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Wastage Adjustments

- In the event of vaccine **wastage, spoilage, or expiration**, the doses wasted will be entered in NMSIIS.
  - COVID-19 vaccines **DO NOT** require a return.
  - Expired, spoiled, or wasted vaccine must be disposed as other medical waste.
- Use the “**COVID – WASTED VACCINE OTHER**” reason code.
Wastage Adjustments

- After selecting the appropriate reason code, the "Modification" box will automatically enter "SUBTRACT".
- Enter the number of doses wasted.
- Enter detailed information in the "Comments" field when creating a wastage adjustment.
  - If wastage occurred due to efforts to avoid a missed opportunity to vaccinate, enter this in the comments.
- Click the "Create" button to continue.
  - **NOTE**: Click this button **once only**! A green box will appear stating the adjustment was successful. Clicking the button twice will deduct the quantity twice.
Wastage Adjustments

• **Under NO circumstances** should these codes be used to deduct or adjust quantity of doses from your inventory for any other reason (e.g., doses administered, extra doses, duplicates, etc.)

• Doses adjusted from your NMSIIS inventory using these codes are reported to CDC as vaccine wastage.

• If you need help making accurate adjustments, call the NMSIIS Help Desk at 1-833-882-6454.
  • To reduce reporting issues, and ensure your inventory is accurate, seek advice from the Help Desk to ensure adjustments are correct.
  • You will not be penalized for waiting to complete your reconciliation if you are seeking help.
Add Initial Inventory Adjustments

- There may be instances in which you need to add more doses to your inventory, such as:
  - Moderna booster doses (1/2 doses)
- NMSIIS does not have the ability to account for half doses, and only counts full doses.
- If your site administers Moderna booster doses, count these as a full dose in NMSIIS.
- From the Vaccine Inventory Adjustment screen, select “COVID-ADD INITIAL INVENTORY” as the reason.
Add Initial Inventory Adjustments

- After selecting “COVID-ADD INITIAL INVENTORY”, the “Modification” box will automatically enter “ADD”.
- Enter the number of booster doses needed to add to your inventory.
  - For example: You receive your shipment of 200 doses, you use 67 full doses, and 145 half doses. This totals 212 doses. You will need to add an additional 12 doses to your inventory to account for the boosters.
- In the “Comments” field, enter a description. Such as, “Moderna booster doses”.
- Click the “Create” button to continue.
  - **NOTE:** Click this button *once only!* A green box will appear stating the adjustment was successful. Clicking the button twice will add the quantity twice.
Hybrid Adjustments

• If you are a manual-hybrid reporting provider you will account for doses administered to patients by making a “hybrid” adjustment.

• From the Vaccine Inventory Adjustment screen, select “HYBRID” as the reason.
Hybrid Adjustments

• After selecting the “Hybrid” reason code, select “Subtract” from the drop down “Modification” box.

• Enter the number of doses administered to patients in the “Doses Adjusted” field.

• In the “Comments” field, enter a description such as “Doses given to patients”.

• Click the “Create” button to continue.
  • **NOTE:** Click this button **once only**! A green box will appear stating the adjustment was successful. Clicking the button twice will subtract the quantity twice.
How Does Inventory Affect a Reconciliation

Dates and Time Stamps ARE IMPORTANT!

• Any transaction you complete with your inventory will affect how your reconciliation responds.

• Remember to enter the dates and time-stamps correctly whenever it is displayed to enter.
  • Do NOT leave the time stamp option blank.

• Ensure all adjustments are dated and time-stamped within your reconciliation time frame.
  • Forgetting this will result in reconciliation errors.
Understanding Reconciliations
Reconciliation Time Frame

• COVID-19 vaccine providers are required to complete a reconciliation once a week.
• There is no limit to how many you can complete in that week.
  • **TIP**: To reduce reconciliation errors, larger clinics are encouraged to complete a reconciliation more often.
Types of Reconciliations

• To complete a reconciliation and for best accuracy with reporting, identify which type of reporting provider you are in NMSIIS.

• 3 types of reporting providers:
  • Data Exchange Providers
  • Manual Entry Providers
  • Hybrid Providers
    • Full-Hybrid Providers
    • Manual-Hybrid Providers
Data Exchange Providers

A Data Exchange Provider is a provider that enters data into their own Electronic Health Record (EHR) system and that data comes over to NMSIIS via an automated scheduled process.

• Inventory for data exchange providers does not decrement automatically and must be completed during the reconciliation process.
• The EHR does NOT touch your inventory – Inventory counts will appear as “off”.
• Data exchange providers have their inventory location(s) set to allow for aggregate level reporting.
Data Exchange Providers

- While reconciling inventory, the **Inventory by Doses** modal will show a column for “Aggregate Administered”.
  - Enter the number of doses administered to patients in this box for each inventory item.
- Enter the number of doses on-hand in the column under “Physical Count”.
- Once the reconciliation is closed, the number of doses administered will decrement from your inventory.
Hybrid Providers

Hybrid Providers started as a manual entry provider but use the Real Time Solutions (RTS) statewide scheduling application.

- Hybrid Providers have the ability for data to be relayed from RTS to NMSIIS in an automated format.

- Two types of Hybrid Providers:
  - Full-Hybrid Provider
  - Manual-Hybrid Provider
Full-Hybrid Providers only carry COVID-19 vaccines in their stock. They do not administer any other vaccines outside of this set up.

- Data come from the RTS app to NMSIIS via nightly uploads.
- Data Exchange does not touch your inventory – Inventory counts will appear as “off”.
- Staff members will see two open boxes in the reconciliation process to fill.
  - The two open boxes will account for doses administered and doses left On-Hand.
Manual-Hybrid Providers

Manual-Hybrid Providers have COVID-19 and other vaccines in stock.

- Data come from the RTS app to NMSIIS via nightly uploads.
- Data exchange does not touch your inventory that is connected to the nightly upload.
  - Inventory Counts will appear as “off” only with a specific inventory item (e.g., COVID-19 stock).
- Staff will be able to manually enter all other stock On-Hand to patient records but rely on the upload to transfer over COVID-19 data only.
- Staff members will **NOT** see two open boxes to fill out in the reconciliation.
  - This type of provider will have to account for doses administered through inventory adjustments using “Hybrid” as the reason code.
  - Enter a comment for doses administered.
Manual Entry Providers enter doses administered manually into the patient record in NMSIIS.

- This can be done with the Add/Administer function or the Historical Entry function.

- Inventory for manual entry providers automatically decrements as the doses are added/administered to a patient record.
  
  **Note:** This doesn’t happen if the provider is entering historical doses.
Manual Entry Providers

- Data does not transfer from an EHR to NMSIIS.
- There will not be extra verbiage like “aggregate” on your inventory home screen.
- There will not be a column for “Aggregate Doses Administered” on the Vaccine Inventory Reconciliation screen.
Reconciliation Process
NMSIIS Reconciliation Process

- Make sure you have selected the correct provider and clinic on the home screen.
- Select the “Inventory” tab to expand the menu.
- Click “Vaccines” to expand the menu.
- Click “Reconciliation” to navigate to the Vaccine Inventory Reconciliation search screen.
NMSIIS Reconciliation Process

• To see all reconciliations, click “Search” without any search criteria to quickly view all.

• The previously created reconciliations are listed for each inventory location.

• If there are no reconciliations open for the inventory location, click “Add Reconciliation”
NMSIIS Reconciliation Process

• Select the **COVID-19 inventory location**.
NMSIIS Reconciliation Process

• After selecting the **COVID-19 Inventory Location**, the *Pre-Check Results* modal will display the results for the following 7 pre-checks:
  • Open Reconciliations
  • Returns in Process
  • Outstanding Rejected Returns
  • Expired Inventory
  • Vaccines Added but not Administered
  • Pending Inventory Transfers
  • Pending VTrckS Shipment

• The green check mark icon indicates the pre-check steps have passed.

• Select “Proceed”.
NMSIIS Reconciliation Process

• If the Pre-Check modal displays a red stop icon next to the pre-check steps, the issues **must** be resolved prior to creating a new reconciliation.
  • A “View” button will also be displayed next to the pre-check step.
  • Select the “Resolve” button to navigate.
NMSIIS Reconciliation Process

- After selecting “Proceed”, the system will navigate to the next page, requiring entry for the following fields:
  - Description
  - Authorized By
  - Count Date
  - Count Time
NMSIIS Reconciliation Process

- **Description**
  - Enter a description that best describes the reconciliation.

- **Authorized By**
  - From the dropdown list, select the name of the user that is completing the reconciliation.
  - Selecting the user icon next to the field will insert the currently logged on user’s name.

- **Count Date**
  - Enter the date that the count occurred.
  - The count date **cannot** be a future date.
  - The date must be after the previous reconciliation count date.

- **Count Time**
  - Input the time that the count occurred.
  - This cannot be a future time.
NMSIIS Reconciliation Process

• Now that the reconciliation has been created, the system will expand the Vaccine Inventory Reconciliation page to show the Inventory by Doses section.

• NOTE: This page will look differently depending on how your site reports in NMSIIS (see slides 22-29).
NMSIIS Reconciliation Process

• Each inventory item for the specified Count Date and Time period will be displayed with the following:
  • Assigned row number
  • Vaccine (brand)
  • Manufacturer
  • NDC
  • Lot number
  • Expiration date

• Gray sub header bars separate listed inventory by funding source (typically, all COVID-19 vaccine should be listed as BLENDED).
NMSIIS Reconciliation Process

- Hover over the summary icon (denoted by the Σ), displayed on each inventory item.
- The summary includes the following information:
  - Last count
  - Inventory received
  - Inventory administered
  - Inventory transferred
  - Inventory returned/expired/recalled
  - Inventory wasted
  - Inventory unaccounted for
  - On-Hand quantity
  - Auto Adjustments
NMSIIS Reconciliation Process

• Input the number of physical doses counted for each inventory item listed (this is the number of doses in your office).

• The *Physical Count* cannot be a negative number; it must be zero or a positive number.
NMSIIS Reconciliation Process

• To assist with the *Physical Count*, the *Count Sheet* report is available.
  • Select the “Links” button located in the upper right corner of the Vaccine Inventory Reconciliation page.
  • From the drop down, select Count Sheet.
  • The report will open in a pop-up window as a PDF.
NMSIIS Reconciliation Process

• The report lists all vaccines for the inventory location and has space to write the physical count while counting vaccines.

• **TIP:** Utilize this report and keep a **daily** count.
NMSIIS Reconciliation Process

- After the *Physical Count* is entered, click the “Update” button to save.
- The *Inventory Difference* (a read-only field) will calculate the difference between the number of starting on-hand doses, all transactions from the *Summary*, and the currently entered *Physical Count*.
- The *Inventory Difference* can be a negative or positive number.
NMSIIS Reconciliation Process

- If the *Inventory Difference* is under the allowable threshold, a **green check mark** icon will appear, meaning the **Acceptable Inventory Difference** has been met.

- If the *Inventory Difference* is over the allowable threshold, a **red stop** icon will appear, meaning the **Acceptable Inventory Difference** has not been met.
NMSIIS Reconciliation Process

• The *Acceptable Inventory Difference* must be met prior to finalizing and closing the reconciliation.
• NMSIIS will not allow you to close the reconciliation if there is a red stop icon on any lines of a vaccine inventory item.
NMSIIS Reconciliation Process

• To find the source of the unacceptable Inventory Difference, review all transactions for the line in question.
• Select the “Action” button to see available options.
  • Select, “Transactions”
NMSIIS Reconciliation Process

• A *Transaction Inquiry* modal will appear.
• The following filter options can be used to search, sort, and manage the transactions for the selected inventory item.
  • Start Date
  • End Date
  • Transaction Type
  • Adjustment Reason
  • Reconciliation Bucket
• Click the comments icon to view comments about the transaction.
• Transactions can be used to determine and reconcile inaccuracies for the selected inventory item.
• Click “Cancel” to return to the *Inventory by Doses* page.
### NMSIIS Reconciliation Process

**Transaction Inquiry**

- **Filter Options**
  - **Date Range**
    - Start Date: MM/DD/YYYY
    - End Date: MM/DD/YYYY
  - **Transaction Type**
  - **Adjustment Reason**
  - **Reconciliation Bucket**

- **Transaction Inquiry Table**
  - **Transaction Date**
  - **Transaction Type**
  - **Adjustment Reason**
  - **Quantity**
  - **Created By**
  - **Created Date**

<table>
<thead>
<tr>
<th>Transaction Date</th>
<th>Transaction Type</th>
<th>Adjustment Reason</th>
<th>Quantity</th>
<th>Created By</th>
<th>Created Date</th>
</tr>
</thead>
</table>
Closing a Reconciliation

Please note: Once a reconciliation has been closed, it cannot be re-opened!

• Once all the inventory items are counted and there are green check marks for each item, the reconciliation is ready to be closed.

• Ensure there are no unresolved inventory issues.
  • If there are unresolvable issues or you are unsure that the reconciliation is ready to be closed, do **NOT** proceed and contact the NMSIIS Help Desk at 1-833-882-6454.
  • To go back and not proceed with closing the reconciliation, select “Cancel”.
Closing a Reconciliation

- To close, click the down arrow of the split action “Update” button in the upper right corner of the screen.
- Click “Close Reconciliation”
- The Close Reconciliation modal will appear dynamically with a confirmation message.
- To continue select “OK”.

Vaccine Inventory Reconciliation

Inventory Location: INV:COVID-

Description: COVID RECON

Authorized By:

Status: OPEN

Count Date: 02/04/2022

Count Time: 03:03 PM

Last Count Date/Time:

Last Order Date: 01/14/2022

Cancel Links Update

Close Reconciliation Delete
Closing a Reconciliation

- Once the reconciliation is closed:
  - A message confirming a successful reconciliation will display.
    - Click the “Cancel” button to return to the Vaccine Inventory Reconciliation search screen.
  - Automatic inventory adjustments are created for the appropriate line items and reflected in your On-Hand inventory.
  - The reconciliation is listed in the Vaccine Inventory Reconciliation search screen.
    - The status is “closed”.

Investing for tomorrow, delivering today.
Conclusion

NMSIIS and COVID teams are here to assist you!

• Remember to:
  • Complete your reconciliation in a timely manner each week.
  • Complete inventory transactions before starting your reconciliation.
  • Give yourself enough time to complete the reconciliation; do not wait until the day it is due.
Reconciliation Demos

- Data Exchange Provider Location Reconciliation Demo
- Full Hybrid Provider Location Reconciliation Demo
- Manual Hybrid Provider Location Reconciliation Demo
- Manual Entry Provider Location Reconciliation Demo
# Contact

- NMSIIS Help Desk (833) 882-6454

<table>
<thead>
<tr>
<th>CONTACT INFO</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:COVID.Vaccines@state.nm.us">COVID.Vaccines@state.nm.us</a></td>
<td>COVID-19 Vaccine Record requests; Provider COVID-19 Vaccine Order status; NMSIIS assistance.</td>
</tr>
<tr>
<td><a href="mailto:COVID.Therapeutics@state.nm.us">COVID.Therapeutics@state.nm.us</a></td>
<td>Provider questions regarding COVID oral therapeutics (Molnupiravir and Paxlovid); COVID PrEP (Evusheld); mAB; or Remdesivir</td>
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<tr>
<td><a href="mailto:COVIDData.compliant@state.nm.us">COVIDData.compliant@state.nm.us</a></td>
<td>COVID-19 vaccine storage and handling questions, temperature log and onboarding Vaccine Plan submissions.</td>
</tr>
<tr>
<td><a href="mailto:COVID.testing-doh@state.nm.us">COVID.testing-doh@state.nm.us</a></td>
<td>For Provider questions on testing and test supplies</td>
</tr>
</tbody>
</table>