

Frequently Asked Questions (FAQ)

What is the purpose of the Provider Report Card?

The Provider Report Card gives immunization providers actionable insights into the quality, timeliness, and completeness of their data submissions to the IIS. This helps improve immunization data accuracy and supports better public health outcomes.

How often are these reports generated?

Reports are typically updated and shared annually, depending on jurisdiction resources and program needs.

Where does the data in these reports come from?

Report data is based on immunization information submitted to the IIS by healthcare providers, pharmacies, and other clinical systems.

Can I request copies of previous reports?

Yes. You can request archived versions of past report cards or coverage reports by contacting your IIS program.

Data Quality and Completeness

What do completeness, validity, and timeliness metrics mean?

- **Completeness:** Whether all required data fields are included in your submissions
- **Validity:** Whether submitted data values are accurate and follow required formats
- **Timeliness:** Whether immunization data is submitted within the expected time after vaccine administration
- **Invalid Dose Analysis:** Whether immunization doses were given at accurate timing intervals and age, adhering to the CDC Immunization schedule

How can I improve completeness?

Ensure staff consistently enter all required fields in your EHR, especially race/ethnicity, ZIP code, eligibility, and funding source to improve data completeness.

I'm seeing a high percentage of errors in validity, why?

Common causes include: outdated EHR code sets, manual data entry errors, and incorrect workflow steps. Contact your EHR vendor or our IIS team for assistance.

Why does timeliness matter?

Timely reporting ensures that immunization records are current and accurate for clinical decision-making and allows public health agencies to respond quickly when needed.

What should I do if I find discrepancies in my report?

If you notice discrepancies or believe errors exist, contact your IIS program staff for assistance in investigating and resolving them.

Using the Reports & Support

How should I use these reports?

Use these reports to:

- Monitor your practice's data quality and immunization coverage
- Guide quality improvement activities
- Support clinical workflows and staff training
- Inform participation in quality incentive programs

Will these reports impact my provider incentive programs or quality scores?

In some jurisdictions, these reports may be used to support incentive programs or quality improvement initiatives. Contact your IIS program for details.

How can I learn more about Data Quality?

The Public Health Informatics Institute (PHII) has a free course to learn more about Data Quality. Sign up [here](#)

Who should I contact for help?

Contact the IIS team at CDPH.ICARE@cityofchicago.org for support, resources, and technical assistance.