IMMUNIZATION SERVICES ASSESSMENT

Findings from a Survey of San Francisco Medical Providers of Immunization Services for Children 0-2 years old

SAN FRANCISCO IMMUNIZATION COALITION

April, 1999
ACKNOWLEDGEMENTS

This report was developed by the San Francisco Immunization Coalition under the direction of Dr. Michelle Pepitone. The Coordinating Committee would like to extend special thanks to Rachel Borovina for her work in designing the survey and collecting and compiling the data; to Jessica Wolin for clarity and guidance on simplifying the text; and to the staff of the many participating provider offices for providing us with information about their practices. We particularly want to acknowledge the following individuals for their support and contributions to this effort.

- Shelley Arnold
  *SFDPH - Immunizations*
- Ricardo Bermúdez, MS
  *SFDPH - Epidemiology*
- Rachel Borovina
  *UCSF - Medical Student*
- Susan Fernyak, MD
  *SFDPH - Immunizations*
- Jan Gurley, MD
  *SFDPH - Population Health*
- Steve Heilig, MPH
  *SF Medical Society*
- Jim Hickman
  *Blue Cross Medi-Cal Programs*
- Molly Martell
  *Merck Vaccine Division*
- Iker Navarro, MD
  *SFDPH - Immunization Registry*
- Michelle Pepitone, MD
  *Private Pediatrician, SFIC Chair*
- Jessica Wolin, MPH
  *SFDPH - Planning*
- Jennifer Wood
  *Wyeth Lederle Vaccines & Pediatrics*
- Janet Zola, MPH
  *SFDPH - SFIC Coordinator*
TABLE OF CONTENTS

Introduction

Key Findings

Accessibility and Availability of Immunizations

Map

List of San Francisco Immunization Sites

Immunization Services Assessment Survey Tool
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 1996\(^1\). 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.
Type of Site
- Community Based Clinic
- Public Health Clinic
- Hospital Affiliated
- Private Practice

Density per Sq. Mile
- 3,449 to 4,310
- 2,587 to 3,448
- 1,725 to 2,586
- 863 to 1,724
- 0 to 862

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

(Mapped by Ricardo Bermúdez, SF Dept of Public Health)
## Sites Immunizing 0 to 24 Month Old Children

By zip code

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

* 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

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

* 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**

<table>
<thead>
<tr>
<th>Zip Code</th>
<th>Site</th>
<th>Address</th>
<th>Phone</th>
<th>Type of Site*</th>
<th>Included In Survey</th>
<th>Evening or week-end hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>94143</td>
<td>UCSF Stanford Health Center Family Medicine</td>
<td>400 Parnassus Avenue</td>
<td>476-2555</td>
<td>HA</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* abbreviations: **PH** = Public Health Clinic   **CB** = Community Based Clinic   **HA** = Hospital Affiliated Clinic   **PP** = Private Practice
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  Spanish  Cantonese
   Mandarin  Tagalog  Vietnamese
   Russian  Cambodian  Thai
   Japanese  Korean  Farsi
   Laotion  Burmese  American Sign Language
   Other:
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