Reconciliation

Understanding them

Understanding Reconciliations

- What is your reconciliation time frame

- What type of reconciliation do I have

- How does inventory affect my reconciliation

- How do returns for VFC providers and expired inventory affect my reconciliation

- Reports and tips

- Should I panic when I can't close my reconciliation.
  - Spoiler alert: NO

NMDOH
NEW MEXICO DEPARTMENT OF HEALTH

Investing for tomorrow, delivering today.

What is your reconciliation time frame

- For COVID providers you are to do a reconciliation once a week.

- For A VFC provider reconciliations are to be done each month.
  - Best practice is once a month regardless if you will be ordering inventory that month or not.

- There is no limit on how many you can complete in that month.
  - For larger clinics with extensive amount of inventory it is suggested to do it more often. Less room for recon errors.

Investing for tomorrow, delivering today.

NMDOH
NEW MEXICO DEPARTMENT OF HEALTH

What type of reconciliation do I have

- ### Data exchange provider –
- that means your data comes from your EMR/EHR to NMSIIS.
  - Data Exchange DOES NOT touch your inventory – Inventory Counts Appear "OFF".
  - You have two open texted boxes to fill out in the reconciliation itself.
  - This includes words like : DX, Aggregate administered, Aggregate Reporter, Hybrid, Data Transfer.
  - The word "aggregate" would be seen on your recon and inventory home screen with images such as:
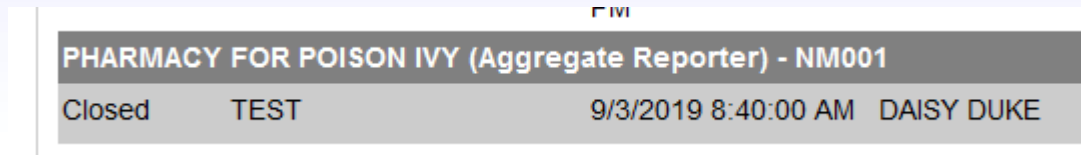
Full Hybrid Provider

- That means data comes from the DOH registration app to NMSIIS. (nightly uploads)
  - As Full Hybrid - Data Exchange DOES NOT touch your inventory – Inventory Counts appear "OFF".
  - This includes words like : DX, Aggregate administered, Aggregate Reporter, Hybrid, Data Transfer.
  - Location carries COVID stock. They do not administer any other vaccines outside of this set up.
  - Staff member will see two open boxes in the reconciliation process to fill. They will account for doses given and vaccines left on hand.

NMDOH
NEW MEXICO DEPARTMENT OF HEALTH

Investing for tomorrow, delivering today.

Manual Hybrid Provider

- That means data comes from the DOH registration app to NMSIIS. (nightly uploads)
  - Manual Hybrid - Data Exchange DOES NOT touch your inventory that is connected to the nightly upload – Inventory Counts appear "OFF" only with a specific inventory item like: COVID stock.
  - This includes words like : DX, Aggregate administered, Aggregate Reporter, Hybrid, Data Transfer. Manual entry.
  - Staff will be able to manual enter all other stock on hand to patient records but rely on the upload to transfer over COVID data only.
  - Staff member will not see two open boxes to fill out in the recon. This means this type of location will have to account for doses given through inventory adjustments.

Manual Entry provider

- Data does not transfer from your EMR/EHR to NMSIIS.

- Staff is manually entering immunization data into NMSIIS.

- There will be no extra verbiage like "aggregate" on your inventory home screen or reconciliation screen.

- Inventory automatically deducts from your inventory.
  - When added to patient records

How does inventory affect my 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 where ever it is displayed to enter. DO NOT leave the time stamp option as blank.

- Ensure that you are completing and submitting a return correctly

- Ensure that you are documenting wastage correctly.

- Ensure that if you are a manual entry provider that you are adding it to the correct patient file. Duplicating vaccine information for same patient in different charts will remove that amount again. Thus making it appear you are short on those counts.

- Ensure that if you are a manual entry provider that you are completing any inventory transactions before you start that recon.

How do returns affect my recon

- Returns should be done before completing recon.
  - Account for all inventory that needs to be returned.
- Not completing and submitting a return can affect the recon.
  - Not only can this step affect current recon but a potential future one as well.
- Not deleting a rejected return.
- Return created outside of the time frame of the recon.
- Private stock is not returned in NMSIIS
- COVID stock returns are completed through a different process. Please refer to QRG COVID returns and wastage.

Return Continued

<mark>This image is of a rejected VFC return.</mark>

Important things to remember:

1. NMSIIS will auto default to a three month time review. So if it is saying there is a rejected return open your search criteria to a bigger range

2. NMSIIS will not delete the return you must complete this step. By using the action items and completing the request.

3. We will tell you why it is rejected. So review and respond accordingly.

Expired Inventory

- Expired inventory will not show up on your current on hand inventory.

- It is best to become familiar with your search options. When NMSIIS Indicates you have expired vaccine, you will use this screen to broaden the scope of your search.

- Status: Will give you four options to pick from. The blank option will reveal all options not just a specific one.

- The arrows located to the right of the column names, when clicked will pull help auto filter your search. From either A-Z, Z-A or Number of doses to zero number of doses on hand.

REPORTS AND TIPS

- Quick reference guides are listed on the reports module. We do have tips and steps like:
  - COVID Vaccine Reconciliation process 2020
  - COVID Vaccine Returns and wastage Instructions
  - NMSIIS QRG Vaccine returns

- REMEMBER THESE REPORTS:
  - Detail Patient with Services – shows which of your patients got the vaccine in question and can deduce if duplication of entry occurred.
  - Dose Added but not Administered – shows vaccines added to patient records that were not finished documenting or not actually given.
  - Aggregate Doses Administered -shows amount of vaccines given via data exchange. so long as it transferred correctly.

In conclusion

DO NOT PANIC

NMSIIS, VFC and COVID teams will be there to help assist

Just remember to :
- Complete your recon in a timely manner.
- Complete returns in a timely manner.
- Complete inventory transactions in a timely manner.
- The more you do ahead of time the easier it will be at the time of reconciliation.
- Give your self enough time to complete the recon do not do it the day of when it is due..

NMDOH
NEW MEXICO DEPARTMENT OF HEALTH
Investing for tomorrow, delivering today.

Common questions/errors

These next few slides will go over the most common question we received when asked.

When completing reconciliations, what is the most common error you receive when you are 1.) attempting to complete the recon, or 2.) closing the recon?

NMDOH
NEW MEXICO DEPARTMENT OF HEALTH

Investing for tomorrow, delivering today.

Pending VTRKs shipment doesn't allow reconciliation to be worked on.

🚫 No Pending VTrcks Shipment

- Shipments must be either accepted via the blue hyperlink or dismissed depending on what is being requested of the action.

- Reasons for accepting shipment via blue hyperlink: Receiving inventory

- Reasons for dismissing shipment via blue hyperlink: staff member already manually entered inventory on hand for shipment received.

Pending inventory Transfers

- Pending inventory transfer must be either accepted via the blue hyperlink or dismissed depending on what is being requested of the action.

- Reasons for accepting transfer via blue hyperlink: Receiving inventory from the clinic that is transferring the inventory.

- Reasons for dismissing transfer via blue hyperlink: staff member already manually entered inventory on hand for shipment received.

- When Dismissing the blue hyper link be sure that your inventory in question has already been accounted for.

Prior reconciliation incorrectly closed. Causing issues on current reconciliation.

You realized that your current reconciliation is "off" because of the prior reconciliation has been closed with incorrect information.

1. Prior reconciliations can not be opened and fixed

2. Please do not attempt to add or subtract inventory amounts by doing inventory adjustments.

3. Your safest way to resolve this error is to contact your regional staff member and if necessary, the help desk.

Because we do not want this error occurring in other reconciliations it is best to reach out to VFC or COVID staff for proper help.

NMDOH
NEW MEXICO DEPARTMENT OF HEALTH

Investing for tomorrow, delivering today.

Do inventory adjustments need to be completed before the reconciliation needs to be opened?

- Yes, you want to be sure to adjust for any necessary inventory prior to opening your reconciliation.

- You will also need to make sure that the adjustments are dated, and time stamped within your reconciliation time frame.
  - Forgetting to this will result in your reconciliation producing errors.

Why do we have to enter ending numbers to inventory we no longer have.

- The reason why the reconciliation asks you to place an ending number and in most cases zeros to your **Physical Count** column is because you are confirming that you for sure no longer have any inventory.

- In some cases, we have seen inventory discrepancies occur that one would have to document that they actually had inventory left versus the "zero" on hand that NMSIIS implies that you should have.

Discrepancies with inventory on hand and your reconciliation

- There is no clean-cut way to address this question as each clinic has their own process flow. What we can suggest is:

- If your clinic provides a large amount of vaccine options, it is recommended you do more than one reconciliation. This would help with these discrepancies.

- Remember to always account for wastages and properly document them in NMSIIS prior to your reconciliation.

- Enter correct number of doses into NMSIIS when receiving your inventory.

- Remember to correctly enter doses administered to patients records so that it doesn't "double dip" into your on-hand counts.

- Remember terminology within your reconciliation. Physical count column means what you have physically in your office. Aggregate administered column means what has been administered to patients.

Data exchange and transfer of data not completed. Can I still complete a reconciliation?

- Data exchange currently does not affect your inventory. So, if data did not transfer you can still complete your reconciliation.

- If there is a system communication error that is something for NMSIIS Data exchange coordinator, Vendor and Staff member to try and resolve.

- You can still work on your reconciliation and complete the work.
  - There are many options to obtain information for your aggregate doses administered column.
    - Asking your vendor for administered counts.
    - Checking reports provided in your EMR

NMDOH
NEW MEXICO DEPARTMENT OF HEALTH

Investing for tomorrow, delivering today.

COVID Tips:
we have several guides located in NMSIIS under reports module

- These guides would be good to reference, when working with your inventory. Remember if you are entering boosters to properly account for them.

- **COVID Vaccine Entering Vaccine Inventory into NMSIIS 2/21**

- **COVID Vaccine EXTRA DOSES NMSIIS Inventory Guidance 12/20**

- **COVID Vaccine Inventory and Wastage Guide **UPDATED** 5/21**

- **COVID Vaccine Inventory Management - OVERVIEW 11/20**

- **COVID Vaccine Reconciliation Process 2020 11/20**