

Immunization Program Quality Assurance Analysts

The Massachusetts Department of Public Health (DPH) Immunization Program is pleased to have Immunization Quality Assurance Analysts available to provide support and education to vaccine coordinators about the guidelines and requirements of the VFC program.

On-site Training

Quality Assurance Analysts are available for on-site vaccine management orientation programs for new providers and training for new vaccine coordinators of enrolled providers. The length of the training varies based on practice needs, but generally lasts 2-3 hours. Areas covered during trainings include:

- Federal Vaccines for Children (VFC) Program
- Guidelines for compliance with federal and state vaccine administration requirements
- Vaccine storage and handling
- Availability of state supplied vaccine
- Inventory control
- Recommended vaccination schedules
- School entry vaccination requirements
- Immunization best practices
- Sources for immunization information

Site Visits

Site visits, also called VFC compliance site visits, include a review of VFC program requirements and guidelines. Using a standardized questionnaire from the Centers for Disease Control and Prevention (CDC), Quality Assurance Analysts will provide support and information to ensure providers are following all program requirements. Site visits also contain a formal education component and are an opportunity for providers to ask questions and share their first-hand experience of the challenges and successes of vaccinating children in today's provider office.

Immunization Program Contact Information

Vaccine Unit

617-983-6828

Call with questions about ordering or storing vaccine, about temperature logs, or requests for in-person training.

MIIS Help Desk

617-983-4335

Call with questions about registering for the Massachusetts Immunization Information System (MIIS) or about existing MIIS user accounts.

Immunization Assessment Unit

617-983-4330

Call with questions about measuring or improving immunization rates in your practice.

Epidemiology and Immunization Main Number

617-983-6800

Call with questions about immunization schedules, administration, or to report a case of vaccine preventable disease.