Supplementary Online Content


eMethods. Description of Interventions

This supplementary material has been provided by the authors to give readers additional information about their work.
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Although there were two major intervention arms in the trial, within the collaborative centralized reminder/recall (CC-R/R) arm, there was a nested trial of two methods of delivering the R/R notices. Therefore the diagram below shows three interventions, as well as the timing of each.

Within the CC-R/R counties patients were randomized to two groups: 1) Auto-dial/Mail and 2) Mail-Only for delivery of R/R messages. Patients were randomized regardless of whether they had a telephone number in the Colorado Immunization Information System (CIIS). Within the auto-dial/mail group, if patients did not have a telephone number in CIIS, the mail-only protocol was followed, but the subjects were retained in the auto-dial/mail trial arm (intention to treat). Those in the auto-dial/mail group with a telephone number in CIIS received 2 phone calls followed by 2 postcards. The mail-only protocol started with one letter and up to three postcards. All interventions were conducted during the same time period (9/2012-3/2013). There were 4-6 weeks in between each contact. Bad addresses and telephone numbers were updated in between each round of contacts. All up-to-date children and parents who asked to be removed were taken out between each round of contacts. CC-R/R was conducted from one location for all CC-R/R counties.

Practices participating in CIIS in the CC-R/R counties were invited to collaborate in two main ways. First practices were asked if they wanted to include their practice’s name on R/R notices being sent to their patients. Second, practices provided updated contact information for patients who had incorrect addresses and/or phone numbers after R/R notices had been sent out. Participation in either of these activities was optional and parents of children were sent notices regardless of practice participation.

In the practice-based reminder/recall counties (PB-R/R), all practices who participated in CIIS were invited to attend one of multiple webinar trainings on how to conduct reminder/recall using CIIS. At the training, practices were offered financial reimbursement to cover R/R costs (either mailing costs or costs of conducting telephone R/R. Practices were told to initiate recall within six months in order to receive incentives and were encouraged to use either mail or autodialer R/R, as in the CC-R/R group. Practices were told to contact CIIS directly if they had issues running the recall report. Monthly reports from CIIS identified practices that had run a R/R report in CIIS and staff members followed up by calling practices to find out if they had sent out reminders to patients. If practices conducted a reminder/recall based on the generated report, all children who belonged to their practices within CIIS were assumed to have been reached by the intervention.