Lessons learned: Community COVID Vaccination Proof of Concept

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We would like to recognize that we are webcasting from, and to, many different parts of Alberta today. The province of Alberta is located on Treaty 6, Treaty 7 and Treaty 8 territory and is a traditional meeting ground and home for many Indigenous Peoples.
This session will be an opportunity to hear from community physicians that participated in the community COVID-19 vaccination “proof of concept” which offered vaccines to eligible patients and tested new processes ahead of a tentative province-wide rollout in May.

This session will provide highlights and lessons learned from the ten clinics that participated in the “proof of concept”

This will be an informal session with clinic representatives sharing their experiences.
Clinic requirements for participation

- Understand and will comply with the requirements outlined within the Immunization Regulation
- Understand and will comply with the Alberta Health’s program policies including:
  - Adverse Events Following Immunization Policy for Alberta Immunization Providers
  - Alberta Vaccine Storage and Handling for COVID-19 Vaccine; and,
  - Active Surveillance and Reporting of Adverse Events
- Clinic/partnership can enter and submit immunizations using the Immunization Direct Submission Mechanism (IDSM).
- Clinic/partnership has access to the Alberta Vaccine Inventory (AVI)
- Capable of administering immunizations and have experience with reconstituting and using multi-dose vials.
- These requirements are listed on the AMA Expression of interest webpage
Timeline

April 8
- Participation Confirmed
  - 10 proof of concept clinics participation confirmed.

April 16
- Vaccine Arrives
  - 20 vials of Moderna and syringes arrive within a planned 3 hour window at each clinic

April 23
- >80% of doses administered
  - Within 7 calendar days most of the vaccine supply has been administered.

Orientation and Prework
- Introductory webinar and orientation to toolkits.
- Clinic preparations and workflow planning starts.
- Panel outreach to 2B eligible patients begins.

Vaccinations Begin
- First patient vaccinations occur.
- Able to extract 11 doses from vials.

April 12
- 2119* Vaccinations
  - 10 proof of concept clinics complete their initial supply.
  - * self reported doses

April 17

April 29
Clinic experience:
The Ridge, Medicine Hat

Dr. Thomas Mohanraj
The Ridge: Immunization Clinic Experience

Why participating was important to us

The patient experience

Provider and team experience

Important takeaways to share with others considering offering COVID vaccinations
PCN Supports for COVID Immunization in Family Practice Offices

COVID Vaccination EMR tracking field and process (using in each appointment)

COVID vaccine administration EMR template for clinic use (including fit to immunize screening and consent)

Searches based on eligibility (recognizing it has limitations surrounding rare conditions)

Scripting for: Booking & Patient Consent

Immunization record cards

Waiting room slides for fit to immunize and increase awareness of eligibility

Post care patient handouts

Laminated QR code for survey

Visual aid to demonstrate walk through and timing
Clinic experience:
Wood Buffalo PCN Multidisciplinary Clinic, Fort McMurray

Lori Apostal
Why We Participated

Desire to be part of the solution
Support patients & the community
Educate patients
Provide continuity of care
What We Heard

**Patient**
- Comfortable/smaller setting
- Excited!
- Trust!
- Education/Increased Awareness
- Comprehensive Care

**Provider**
- Teamwork
- Excited!
- Community relationship building
Important Considerations

Prep time
Booking Patients
Planning
Effects on regular programming
Clinic experience:

Westgrove Clinic, Spruce Grove

Dr. Suzanne Squires
Dr. Stephanie D’Agostini
Westgrove Clinic

Why participating was important to us

The patient experience

Provider and team experience

Important takeaways to share with others considering offering COVID vaccinations
Proof of Concept Evaluation Results

Dr. Ernst Greyvenstein
Patient Experience

Average Patient Experience – 4.9/5

**Trust**
- Knowledge of patient history
- Personalized recommendation
- Able to address misinformation

**Comfort**
- No travel needed
- Getting vaccine in physicians office
- Familiar with staff

**Efficiency**
- Appointment time
- Time in clinic

**Safety**
- Masking
- Distancing
- Cleaning
Provider Results

Positive Contribution
- Felt like they made a tangible difference
- Gratitude from patients

Reporting Easier than Anticipated

Time Constraints
- Shelf Life
- Minimize Wastage

Estimate 5-10 calls for each booking

- Voicemail
- Already Vaccinated
- Scheduled Elsewhere

1/3 1/3 1/3

* Very small number of declines

Supported 10-15% of patients to be ready for the vaccine
Lessons Learned

1. Significant effort to ID eligible patients
2. Preparation is key
3. Supports are required
4. Reinforces PMH & continuity
Questions and Answers
## Upcoming Webinars

<table>
<thead>
<tr>
<th>Date</th>
<th>Host</th>
<th>Topic</th>
<th>Registration Link / For More Info</th>
</tr>
</thead>
</table>