Vaccine Standardization & Education

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Objective:
To provide clinical staff with the tools, training and education to become experts in vaccine best practices. Vaccine errors are a top reported event, so focused work was needed to improve patient safety and reduce vaccine errors across the system.

Background:
Education was designed with a focus on best practices. When reviewing trends for vaccine errors, the findings were:
- Missed Rights of Administration
- Sub-Par Storage Units/Temperature Monitoring
- Stock and Rotation

Our team utilized the CDC Storage & Handling Toolkit and Pink Book as our evidence based guiding principles. Education was provided in two (2) parts:
- Part 1: Storage & Handling
- Part 2: Administration

After education, our team worked side by side with the clinic’s Vaccine Coordinator to align with CDC best practices and to improve the clinic process.

Program Sustainment

Objectives:
- Train Coordinators First
- Coordinator is Key to Sustainment
- Spread Work to Future Clinic

Integrations: Peoria 2019

Analysis & Next Steps:
- Train Coordinators First
- Coordinator is Key to Sustainment
- Spread Work to Future Clinic

Integrations: Peoria 2019

Vaccine Coordinator Participation Agreement

Purpose: Each office must have designated Coordinator and Back-up (Buddy Clinic) Ambulator Clinical Educators in Region track coordinators by clinic.

Responsibilities: Receiving, Storing, Monitoring, Ordering and Staff Training/Education

Qualifications: Clinical Background, Vaccine Knowledge, Leader in the Clinic, Ability to Communicate and Educate

Expectations: Complete four hour initial training and ongoing education. Communicate to leader and care team on signals or changes around vaccine work.

-Signed by Coordinator & Clinic Leader

Vaccine Standardization Pilot - QC

Staff Education: Sept.-Nov. 2016
Onsite Unit Standardization: Nov.-Dec. 2106
Clinic Leadership Support
Face to Face Education
Worked Onsite with Vaccine Coordinators

Sharing of Success & Program Spread

QC Pilot Resulted in Success
UPC Leadership Support to Spread
Began Regional Spread as Educators Hired

Part 1: Online or Face to Face
Need for Vaccine Coordinator Training

Part 2: Face to Face
Program Sustainment

PDSA – Vaccine Coordinator Role

Regional Spread Identified Need for Training & Structure around Role of Vaccine Coordinator & Back-up
Support from UPC Leadership & Approval
Created Role & Participation Agreement
Regional Trainings Led by Educators

Example of Best Practice Vaccine Station and Refrigerator

The UPC vaccine schedule and well-child protocol is posted. VIS and other handouts are in files.