COVID-19 Vaccination Workflow Process

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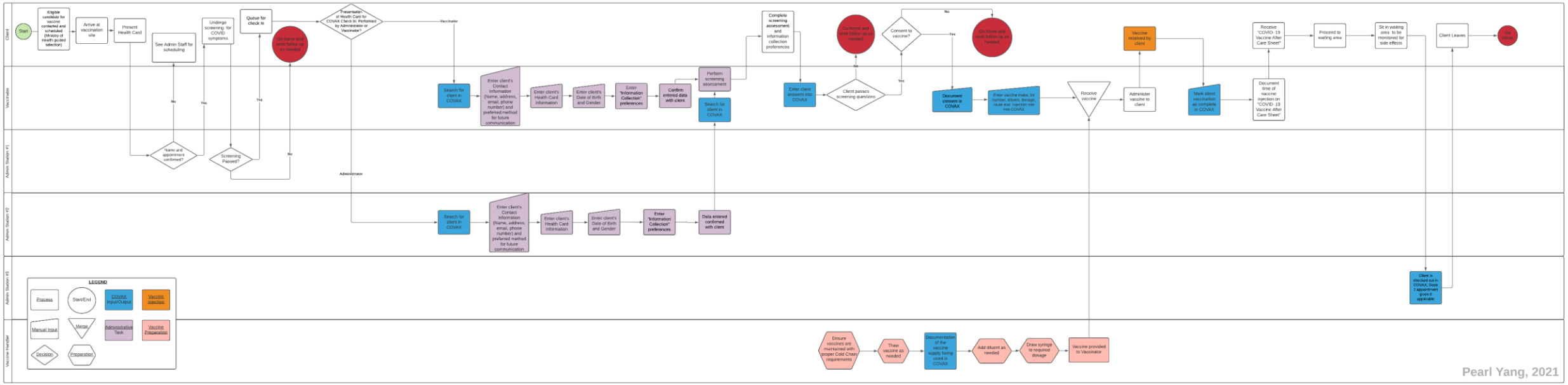
Goal

- To examine the current workflow processes of COVID-19 vaccination at hospital-based clinics, and identify areas where workflow may be improved to increase vaccination efficiency
- To outline a workflow process conducive to mass vaccination and ***allow the Drive-Thru method of vaccination***

Advantages of Drive-Thru Vaccination

- Fastest delivery rate of vaccines in arms
  - Walk-through clinic 10-12 vaccinations /hour/vaccinator in COVID vaccine clinics vs 50 vaccinations/hour/vaccinator in Drive-Thru Flu Clinics
- Social distancing
- Ease of access for individuals with mobility issues
- Conservation of PPE
- Decreased number of vaccinators and overall cost of running these clinics
  - For equivalent numbers of vaccines given per hour (i.e. 300/hr in a Drive-Thru method), current COVID vaccine clinics require a large number of vaccinators (25 or more vs. 6 in Drive-Thru) largely due to COVax documentation requirements
- Indoor room constraints dictate maximum number of people vaccinated, while choosing large outdoor spaces for Drive-Thru make vaccine supply the main limitation

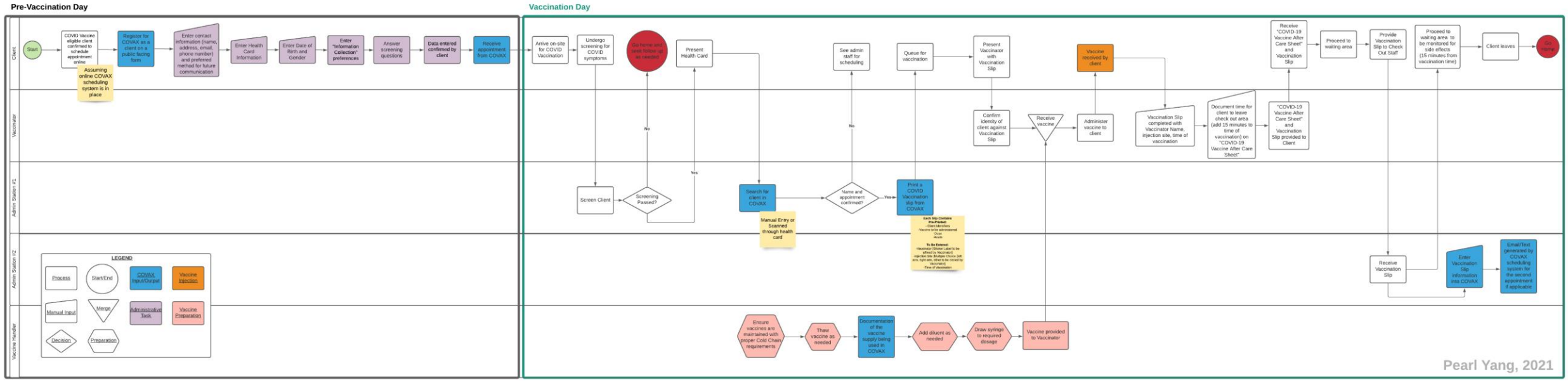
Current Vaccination Workflow Process



What is slowing the current vaccination process down?

- Multiple users required to re-search for the same patient in COVax (blue boxes)
- Manual entry of data instead of Health Card scanning or use of bar codes
- Vaccinator entering repeated data (Vaccine name, dose, route, site of administration) instead of saved prepopulated page
- Vaccinator unable to focus only on role as vaccinator since designated to enter data into COVax

Ideal Vaccination Workflow Process



Where can we increase clinic efficiency?

- **Pre-Registration** – online public facing form for data entry and consents, encouraging physician follow up for any concerns
- **Check In/Out flow** – On Vaccination day, plan to minimize queueing
  - Bar code/QR scanning vs health card
  - App on phone vs other device for check in
  - Check out – immediately post-vaccination
- **Appointment booking** – ensuring capacity for ***mass immunization*** (i.e. 75 ppl/15 minute blocks)
- **Vaccination confirmation** – printed slip vs. emailed confirmation
- **Data entry** - Concomitant or post-clinic by proxy vs online with COVax
  - QR scanning

Expected Outcomes

- Improving our COVID-19 vaccination digital workflow process will improve efficiency of both Walk-In an Drive-Thru methods of vaccination
- Implementing suggested changes would make Drive-Thru a viable vaccination option for mass immunization
- Improving workflow processes will increase the total number of vaccinations in arms

Thank you!

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This presentation was made in collaboration with *Idealogical Systems Inc.* and *LogicalDox Inc.*