

COVID-19 Vaccine Distribution: Early Lessons Learned



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Introductions



Don Rebhun, MD



Anh Pham, MD



Nicky Roden

COVID-19 Vaccination: Our Why

Ensuring convenient access to vaccine for our Optum CA teams, partners and patients



Our Patients



**Employed and
Affiliated Providers**



**Thousands of team
members**



100+ Optum Clinics



Select Learnings from our Experience

1) Apply

- CalVax Process
- Experience with timing
- Key contacts

2) Prepare

- Communications
- Ordering & Storage
- Workflow

3) Vaccinate

- Lessons Learned
- Importance of education

1) Apply

WEBSITE: CalVax (calvax.cdph.ca.gov)

- Website has step by step guide for preparing, facilitating application and what to expect after – including IIS, storage and training pre-requisites
- Key details:
 - Section A: Organization information, provider agreement and officer signatures
 - Section B: Location details
- Our experience with timing and approval
- For questions:
 - Overall vaccine program: covidcallcenter@cdph.ca.gov
 - CalVax login/technical issues: Helpdesk.CalVax@calvax.accenture.com

2) Prepare

Communications

- Make a plan for communicating internally and externally
- Share regular updates with leaders

Ordering and Handling

- Review the required training (application pre-req)
- Variability in request process
- Report inventory

Workflow

- Document key reporting requirements, patient touch points
- Staffing and capacity planning

See Application Provider Agreement and CDPH training page for comprehensive requirements and resources

The Day Of-Stations

Check-in station : Area to fill out paper work

The Bouncer

Registration

Vaccination stations

Observation rooms/halls

Exit

Paperwork: Prepare ahead of time

For Vaccine Clinic

- ☐ Consent for Vaccination
- ☐ Pre-Vaccination Questionnaire from CDC
- ☐ Administration Documentation
 - Clinic location
 - Site – L/R Deltoid
 - Lot #, Manufacture Date
 - Demographics
 - Progress Notes – reactions, VS during emergency

For Patients to take home

- ☐ EUA Fact Sheet for Moderna/Pfizer
- ☐ V-Safe Info Sheet
- ☐ Follow Up Appointment Reminder with Day, Date and Time
- ☐ After Vaccination Common Symptoms

3) Vaccinate: Lessons Learned

Vaccine supply delivery can be unpredictable

- Partner closely with your local health department with frequent communication
- Be ready to set up vaccine clinic days on very short notice
- Have a wait list of patients ready to call for appointments



Physical location

- Parking and size of observation area can be limitations of how many you can vaccinate/hour



Clinic staffing

- Make sure all team members know their roles well
- Bottleneck is at registration—staff accordingly!
- Have a clinician available to answer before and after vaccine questions



3) Vaccinate: Lessons Learned (continued)

Clinic supplies

- Know where your emergency kit is
- Have enough BP and pulse oximeters
- Have PO/IM Benadryl and Epi-pens available
- Have water bottles for patients while they are in observation



Avoid vaccine waste

- Use 1 inch needles and 1 cc syringes to maximize # doses/vial
 - you can get 1-2 doses extra/vial
- Expect walk-ins and no-shows and manage dosages accordingly
- Keep a waitlist for the day of clinic to call patients



HOW CAN KNOWLEDGE CHANGE VACCINE DELIVERY?

3) Vaccinate: Importance of Vaccine Education

- Teammates and patients will have a lot of questions related to the vaccine and its safety
- Educational forums to help share information and address FAQs are critical so teammates can have their questions answered and relay the right information to the patients they serve

Communication Forums to Consider

All Teammate Call

Clinician CME

Local Town Halls

**Other
Communications
& FAQs**

Vaccine Mistrust: Rumors and False Claims

8 COVID-19 VACCINE MYTHS

- **Vaccines were rushed.** Not true with regards to safety and efficacy.
- **You can get COVID 19 from vaccine.** Not true. No live virus.
- **Vaccines can change DNA.** mRNA vaccines do not interact with person's DNA.
- **Vaccines can cause infertility.** Not true.
- **You don't have to be vaccinated if you have already had COVID.** Natural immunity fades so not true.
- **If I'm vaccinated, I can't spread virus.** Not true.
- **Severe reactions are common.** Less than 1 in a million chance.
- **One vaccine is better than the other.** Not true.

