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| **GOAL:** *(Specific, Measurable, Achievable, Realistic, Time-limited)* | Maintain influenza immunisation in 2020 during COVID-19 Pandemic compared with previous years. | |
| **TIME FRAME:** | *Start by Feb 2020* | *Finish by: June 2020* |
| **MEASURE:** | **Use CAT4 to extract influenza immunisation numbers from 2019 as benchmark for comparison against 2020** | |
| **STARTING POINT:**  *Background information*  *Initial discussion* | * Read the [**Influenza Immunisation HealthPathway**](https://manc.healthpathways.org.au/52701.htm). * Read[**NSW Health guidelines for influenza immunisation 2020**](https://www.health.nsw.gov.au/immunisation/Pages/flu.aspx)and the [**NSW Health guidelines for vaccination clinics implementation during COVID-19 response**](https://www.health.nsw.gov.au/immunisation/Pages/vaccination-advice-during-covid-19.aspx). * Watch the [**15-minute webinar**](https://s3.amazonaws.com/site-archiebot-production/storage/a_169a2450a654ea51d6aff1b45d0d48b1/i7jj0sagvgnlmljaywb4rsyde9qg1gwntfzawwjbc52p2mpyublz9egueas1urna.mp4)from Carolyn Lloyd, Immunisation Coordinator NNSWLHD. * Measure baseline immunisation rates using Pen CAT tool to [**identify patients at risk for influenza with predisposing conditions**](https://help.pencs.com.au/display/CR/Identify+Patients+at+risk+for+influenza+with+predisposing+conditions). * Discuss and brainstorm ideas for safe delivery of vaccination under pandemic conditions, considering surgery layout and other possibility I.e outdoor vaccine options * Discuss and brainstorm ideas for prioritising immunisation for risk to high-risk groups. * Formalise a consistent communication pathway to community members re:- vaccine delivery | |
| **IMPROVEMENT IDEA:**  *Engage team*  *Brainstorm ideas*  *Decide which idea* | * Ensure AIR is accessed to allow for 14 day vaccine delivery between COVID-19 and Influenza * Hold a flu clinic using COVID-19 social distancing and infection control guidelines * Modify clinic procedures to vaccinate while meeting social distancing and infection control guidelines for COVID-19. * Develop a workflow for identifying, notifying and vaccinating at-risk patients. * Delegate to appropriate team members, roles, responsibilities * Undertake a mock scenario to walk through managing Adverse events * Review policies and procedures for anaphylaxis management, taking account of infection control guidelines for immunisation and COVID-19. * Update patient information sheet for influenza vaccine to reflect delivery within pandemic | |

Step One: Consider the Change Management

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| **WHY will we do this?**  **What difference will it make?** | **Importance of doing this** *See QI starters for more information***Team Score 10/10** |
| Understand the depth of the team’s motivation to overcome the problems as they arise, complete the change and sustain the change. The stronger the motivation, the greater your likelihood of success.  *See QI starters for more information* |
| **What difference will this idea make to patients?**  Reassure patients that they will receive the correct vaccine safely and in a timely manner. |
| **What difference will this idea make to clinicians?**  Confidence that the layout of the flu clinic can maintain privacy and safety, whilst staying within social distancing guidelines. | **Confidence we will succeed**  *See QI starters for more information*  **Team Score**  **10/10** |
| **What difference will this idea make to the practice?**  Practice can deliver vaccination to patients at same level as previous years, whilst keeping staff and patients safe during pandemic |
| **What difference will this idea make to the health system?**  Care for patients is maintained |

Step Two: Planning-Testing-Analysing

|  | **PLAN THE TEST** | **RUN THE TEST ON A SMALL SCALE** | **ANALYSE RESULTS AND COMPARE AGAINST YOUR PREDICTION** |
| --- | --- | --- | --- |
| **START TESTING** | **Who will do what, when and by when?**  Practice staff meeting to workshop ideas, agreed on location  RN drew a map to describe patient flow (1 direction)  Source long ethernet cable to run laptops to required location  Hang tarps as privacy screens  Marked 1.5m blue crosses down entrance way  Barricaded car park to prevent patients accessing clinic via garden  Typed up script to communicate new flu clinic procedure (see appendix 1)  Patient consent given verbally and marked on chart  **What data, who and how to collect?**  Collect 2019 flu immunisation numbers via CAT4 | **Start date of test**  February 2020  **End date of test** | **Results**  Very successful, however patients do tend to arrive at the same time and bunch together, despite clinic information.  Cleaning of each chair between patients takes more time than expected |
| **KEEP TESTING – FIX PROBLEMS OR TAKE ANOTHER STEP**  *Delete if not needed and go straight to Rollout to Business as Usual* | **Who will do what, when and by when?**  Change procedure so, after triaging, patients arriving together were seated in 4 x chairs 1.5m apart in walkway. Doctor and nurse would see each patient in the chair.  Layout change provided and more time to clean chairs | **Start date of test**  **End date of test** | **Results**  New layout and flow worked much better. Patients and staff feel safe and confident with procedure |
| **ROLLOUT TO BUSINESS AS USUAL** | **Who will regularly do what, when and by when? How will you maintain your improvement (what is your plan B if staff are on leave, etc)?**  The teamwork involved in developing the plan resulted in a great outcome. The patient experience was very positive, so much so that this same process will be considered (but within the surgery) for future immunisation clinics.  **What data will you collect to review your progress?**  CAT4 immunisation numbers maintained compared with previous years. | | |
| X MONTH REVIEW DATE: | | |

Appendix 1

Flu Clinic Script

* The format of the clinics have changed this year to cover strict guidelines in light of the COVID 19
* We will be hosting them outside so there will be no or little privacy.
* We ask you to not come early or late – to the time allocated.
* We also ask if you can come in loose clothing for easy injection access at your upper shoulder.
* We are only going to be hosting well person flu clinics. If you are feeling unwell on the day please call and we will re-schedule you.