

COVID-19 Vaccination Clinics

Plan Do Study Act

Implement a planned improvement by breaking down change into manageable portions and testing each small change to maximise improvement. Developed and undertaken by practice or small groups.

See RACGP Website

<https://www.racgp.org.au/education/qicpd-program/cpd/small-group-pdsa/?id=216285>

Describe your activity

Work as a practice to improve the process of COVID vaccination clinic

List 3-5 learning outcomes and reflections.

- Learning outcomes should be set prior to commencing an activity and outline the skills you want to develop.
- Learning reflections outline the results, changes or improvements made as a result of the education activity.
- At least one outcome must relate to patient safety. To do this, identify a system or process you would like to implement within your practice to minimise risk to patient safety.
- What did you hope to gain as a result of participating in this activity?

Learning Outcomes

- Increase the efficiency of COVID-19 Vaccination clinics
- Using SMS bookings reminders and consent to improve patient workflow
- Protect our overworked reception staff. During COVID-19 our reception have been under intense and unsustainable pressure we need a way of managing their workflow
- Clinicians will be required to complete training prior to a role in a vaccination clinics
- Improve patient safety through timely and appropriate clinical information being relayed to our patients with minimal face to face time with clinicians
- Manage the workflow in the clinic to ensure social distancing and patient safety
- Manage workflow given expected logistic issues created by unreliable COVID-19 vaccine deliveries and cancelled appointments

How do you monitor these changes?

- Analysis of our patient database
- Feedback from our executive and staff meetings
- Document training
- Trial clinics out of hours
- Patient feedback
- Staff feedback
- Time in motion assessments of process to decide on booking schedules
- Business case analysis
- Analysis of booking data from AutoMed

What evaluation process do you use to measure these changes?

- Measure changes (Time in Motion studies of clinics)
- Compare & review models
- Staff meetings
- Patient Feedback

Reflecting on each learning outcome, what did you achieve, how will this impact on your practice?

- Receipt of acknowledgement of vaccination bookings
- Patient safety improved through information by SMS
- Upload evidence
- Reports attached within the body of the report

Cycle One

Three cycles in all keep it simple keep it measurable

Plan

Outline the steps that will be taken.

What information will be collected?

- Identify software and hardware and staff training requirements
- Analysis of AutoMed reports
- Analysis of AutoMed messages
- Analysis of training requirements
- Analysis of SMS consent process
- Risk manage logistic delays in vaccine arrival
- Manage a process to ensure or most at-risk patients are vaccinated first initially based on age

Who will carry out the plan?

- Practice Manager

How will the information be collected?

- By reports
- Staff and patient feedback

Do

Carry out the plan.

- Develop roles and responsibilities
- Update messages
- Review SMS options

Record observations.

- Record training

Details:

- Decision to use AutoMed SMS service for vaccine bookings

Appointment Types																	
Search Appointment Types																	
	✓	✕	PMS Name	Name	Uri	Service Type	Duration (mins)	Start - End time(24hr)	Nurse Required	Question Required	Enable	Is Default	New Patient	Email Notification	Week Days Only	Week End Only	Delete
edit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Standard	Standard Appointment - 1 or 2 Issues Default	show uri	General Practitione	15	08:30 - 17:30	No	Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
edit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Long appointment	Long Appt - Multiple / Complex Issues	show uri	General Practitione	30	08:30 - 17:30	No	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
edit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	COVID 1st dose Vaccination	COVID Vaccine - [Dose 1]	show uri	COVID Vaccine	15	08:30 - 17:30	No	No	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
edit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	COVID 2nd dose vaccination	COVID Vaccine - [Dose 2]	show uri	COVID Vaccine	15	08:30 - 17:30	No	No	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
edit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	FLU Vaccination	Flu Vaccination - 65yrs +	show uri	Flu Clinic	15	08:30 - 17:30	No	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
edit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	FLU Vaccination	Flu Vaccination - Private	show uri	Flu Clinic	15	08:30 - 17:30	No	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
edit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	FLU Vaccination	Flu Vaccination - Government Funded	show uri	Flu Clinic	15	08:30 - 17:30	No	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
edit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	New patient	New Patient - Under 16yrs	show uri	General Practitione	15	08:30 - 17:30	No	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
edit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	New patient	New Patient - 16yrs and Over	show uri	General Practitione	30	08:30 - 17:30	No	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
edit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	6 week check	6 Week Baby Check	show uri	General Practitione	30	08:30 - 17:30	Yes	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
edit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	6 week check	6 Week Mum Check	show uri	General Practitione	30	08:30 - 17:30	No	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
edit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Antenatal visit	Antenatal visit	show uri	General Practitione	15	08:30 - 17:30	No	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
edit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Care Plan	Care Plan	show uri	General Practitione	30	08:30 - 17:30	No	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Study

Compare the results to expectations.

- The messaging needs improvement

Summarise what was learned.

- There were some improvements needed tailoring messages
- Despite this, the wording in messages requires ongoing review

We have reviewed the message three times to get it right

The ability to reserve vaccinations has been very valuable

List Reserved Vaccines					
Filter					
Location			Vaccine		
Lennox Head Medical Centre			Select Vaccine		
Reserved Date		Due Date		Notified Date	
Date From	Date To	Date From	Date To	Date From	Date To
<input checked="" type="checkbox"/> Include Reserved Stock		<input type="checkbox"/> Include Cancelled Reservations			
Filter					

List Reserved Vaccines

Filter

Location: Lennox Head Medical Centre Vaccine: COVID Dose 1 - Phase 1b

Reserved Date: 2021-06-09 Due Date: Date From Date To Notified Date: Date From Date To

Include Reserved Stock Include Cancelled Reservations

[Filter](#) [Export PDF](#) [Export CSV](#)

Total Rows: 1

Search Reserved Vaccines

Vaccine Name	Queue Order	Patient Id	Patient Name	Mobile	Patient DOB	Reserved Date	Due Date	Date Notified	Date Audited	Status
COVID Dose 1 - Phase 1b	1	40254	Andrew Day	0409483638	10-12-1952	2021-06-09	2021-05-24			Reserved

[Edit Details](#)

Edit Reservation

Patient Details

ID: 12
Name: [REDACTED]
Date of birth: [REDACTED]
Mobile: [REDACTED]
Location: AutoMed Test Clinic

Vaccine Details

Vaccine: COVID Dose 2 - Phase 1b
Due Date: 2021-06-17
Priority: High
Status: **Reserved** [Change status](#)
Cancel

[Close](#) [Update Reservation](#)

Act

Act on the results.

- Meeting with the executive team to discuss outcomes and next steps

Cycle Two

Plan

Outline the steps that will be taken.

- Data shared with the full practice team
- Business case analysis

Who will carry out the plan?

- Practice meeting

What information will be collected?

- Review of messaging and feedback on clinics to date
- Not all staff had completed training

How will the information be collected?

- Staff meetings
- Patient Feedback

Do

Carry out the plan.

- Meeting with the team to discuss issues 10th of May 2021
- All staff advised to complete training and certificates uploaded to HR file
- Review of messaging and feedback on clinics to date
- Training requirement discussed and implemented
- Automated training for reception

Link to automated training

<https://automedsystems.com.au/extras/videos/VaccineManagement.mp4>

Study

Compare the results to expectations.

- The use of AutoMed bookings was new to the practice
- Getting the message right is a process of ongoing quality improvements
- The vaccination training was far more time-intensive than anticipated
- The delivery of vaccinations requires the use of all the vaccines that leads to gaps in our ability to schedule the clinics and much more problematic than expected
- Our initial plan to deliver the vaccination out of hours failed the business case analysis with the cost of a receptionist and two nurses exceeding the practice income generated from the rebate

Summarise what was learned.

- The practice team is enthusiastic to give this all a red hot go :)

Act

Act on the results.

- Vaccination Training was completed by Nurse and Medical Staff
- Reception completed Automated training
- Messaging was reviewed and fine-tuned and approved
- In hours clinics were booked

Cycle Three

Plan

Outline the steps that will be taken.

Who will carry out the plan?

What information will be collected?
How will the information be collected?

Do

Carry out the plan.

- Meeting to discuss use and get feedback on issues on 09/06/2021
- Data collected from Automed reported to the practice team
- 09/06/2021 we have delivered 895 AstraZeneca vaccines safely through the practice
- EOI to deliver Pfizer through the Practice
- EOI submitted by our wonderful practice manager

Study

Compare the results to expectations.

Summarise what was learned.

- Positive feedback on the project
- SMS booking made the scheduling more time-efficient
- Audit trail on consent document in the clinical record via AutoMed
- Significantly increased utilisation of online booking
- Enthusiasm to explore other PDSAs with proposed future Quality Audits from the team
- Approval sought and received with the PHN for this activity as a Quality Activity for the Purpose of the Quality PIP

Act

Act on the results.

- Feedback to the PHN on vaccine delivery issues
- Feedback on the project to the PHN which has been approved as a Quality Activity for the Purpose of the Quality PIP
- Project uploaded onto the RACGP Portal
- Planning underway for the next PDSA