



ESSENTIAL ELEMENTS of Successful Mass COVID-19 Immunization Programs

Leveraging the skills and expertise of the entire healthcare workforce in planning, executing, and communicating are key to a successful mass immunization program. As trusted voices in their communities, healthcare professionals must be visible in their commitment to ensure vaccine safety and successful immunization campaigns. The pharmacy workforce provides expertise in the medication-use process, including but not limited to provisioning, inventory management, preparation, administration, and staff and patient education related to medications and vaccines.



1 LEADERSHIP

- Centralized, interprofessional leadership is critical
- Pharmacy plays a pivotal role in command center
- Effective command center structures include pharmacist, physician, and nursing leadership together with leaders from other departments

2 PLANNING

- Scaling mass immunization programs requires deliberate and iterative planning
- May be informed by prior experience with influenza campaigns
- Early engagement of process engineers to optimize workflows and eliminate bottlenecks

3 COMMUNICATION, COORDINATION, AND COLLABORATION

- Transparent and consistent communication between leadership and vaccination-site personnel supports coordination and empowers collaboration
- Central coordination by pharmacy
- Pharmacy provides education and training on vaccines
- Daily reporting on utilization
- Collaboration with state and federal health agencies
- Regular communication with executive leadership and site personnel via daily huddles
- Public relations efforts to drive community to vaccinate, education to improve vaccine confidence



4 REGULATORY AND REPORTING COMPLIANCE



- Accountability and reporting of vaccines and ancillary supplies
- Ensure vaccinators and other personnel are credentialed for respective roles paramount

5 SUPPLY CHAIN MANAGEMENT

- Strict control of vaccine inventory to prevent loss and waste
- Pharmacy leadership has oversight over vaccine cold chain storage operations and daily forecasting of quantities to ensure correct amount of doses are thawed and prepared
- Supply accountability, storage, and security are paramount

6 VACCINE SAFETY

- Safe handling and preparation practices promote efficiency and minimizes risk of harm
- Pharmacy supervision of vaccine preparation reduces risk of preparation errors
- Workflow design to incorporate independent checks to ensure dilution is being completed accurately and doses are measured correctly
- Participation in CDC's v-safe program



7 STAFF RESOURCES

- Train personnel and assign roles according to qualifications
- Provide resources to support organized workflows
- Create protocols to educate team members screening patients and preparing and administering vaccine
- Pharmacy serves as vaccine expert resource system wide