

COVID-19 Vaccination Clinic Planning Resources

*Prevea Health
2021*

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 - Booth Navigator
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Vaccination Clinic Planning Checklist

Site selection

- Does site have adequate space for check-in, vaccination and monitoring/recovery? Use these basic calculations to determine space needs:

Feet needed per Vaccinator (8'x8')	64
Feet needed per PSR (8'x8')	64
Total PSR/Vaccinator space needed	128
Total above x2.2 for walkways/waiting	282
Total recovery space needed (above x1.75)	493

- Pharmacy needs
 - Secure room (12'x12')
 - Sanitary room with electrical for refrigerator/computer
 - Secure path for Pharmacy to deliver vaccine
- Adequate building entrance/location for supply delivery
- Supply storage space
- Adequate parking
- Handicap accessibility:
 - Power assist door entrances
 - 36" wide door entrances
 - Handicap parking
- IT/Network available
- Quantify phone, computer, etc. needs and locations
- Table for each PSR/vaccinator
- Chairs for vaccination, check-in waiting and recovery
- Security needs – existing cameras, decide what is needed to install
- Request PDF blueprints for drafting the clinic flow
- Draft patient flow using site blueprints for the vaccine space to be shared

Operations overview

- Organize a daily meeting with all key stakeholders for the planning stages of clinic launch
 - Operational leaders
 - Pharmacy
 - IT/Telcom
 - Facilities
 - Supply chain
 - Process improvement
 - Clinical leaders (staffing)
 - Patient service representative leaders (registration staffing)
- Organize a daily huddle for site operational leaders once site is up and running
 - Pharmacy
 - Clinical leaders (staffing)
 - Patient service representative leaders (registration staffing)
- Staffing details

- Clinic schedule is set to 8 vaccinations per hour per vaccinator (1st dose only)
- Once 2nd doses are on the schedule, increase to 10 vaccinations per hour per vaccinator
- Staffing ratios:
 - For four (4) vaccination booths: two (2) PSRs, 1 registration kiosk, 1 check-in navigator, 1 booth navigator, 1 recovery navigator, 2 pharmacy staff
- Establish a daily huddle plan for each site
- Decide hours of operation for each site
- Establish on-site points of contact

Facilities planning

- Construct PSR and vaccination booths (as needed)
- Ensure adequate power sources
- Ensure adequate lighting
- Floor coverings/mats
- Coordinate med waste schedule
- Coordinate cleaning schedule
- Determine trash receptacles/dumpsters
- Security onsite – plan for 2-armed officers per site

IT/Telcom

- Build the vaccination site in Epic
- Ensure Network
- Set up Martti device for interpretation needs
- Procure equipment: computers, printers, barcode scanners, signature pads, phones
- Medkeeper software for Pharmacy computers
- Set up equipment at PSR and vaccinator workstations
- Set up registration welcome tablets/kiosks (as applicable)

Patient service representative (registration and scheduling)

- Build the vaccine clinic schedule
 - Can only build to ½ capacity at first to ensure capacity for 2nd doses in 3 weeks (Pfizer)
- Determine staffing needs, post needed positions and set up an onboarding plan
- Staffing schedule is coordinated for hours of operation
- Coordinate the build with IT for MyPrevea scheduling, ensuring consents
- Update MyPrevea attestations as phases change
- Open clinic schedules as appropriate for public scheduling via MyPrevea

Vaccinator/navigator staffing

- Determine staffing needs, post needed positions and set up an onboarding plan
- Coordinate vaccinator training
- Staff for hours of operation

Supply chain

- See *Supply List*
- Establish supply delivery for opening day and set up supplies in booths/PSR desks
- Coordinate routine supply delivery schedule

- Crash cart is set up (per standard)
- Determine weekly/monthly inventory needs and delivery schedule

Clinical

- Protocols for Meds for Adverse Reactions
- Established process for response team
- Verify crash cart

Pharmacy

- Determine logistics for vaccine delivery to site
- Determine daily/weekly schedule for site vaccine needs
- Pharmacy tech training and staffing

Marketing

- Onsite signage for traffic flow
- Vaccine clinic signage for flow, kiosks, no photo signs for booths, recovery area reminders
- TVs for Recovery Area
- Selfie area
- Community marketing
- External website information with instructions on how to sign up/who can sign up, as well as information on the vaccine clinics

Supply List

Clinical supplies

- Alcohol wipes
- Band-Aids
- Disinfectant wipes
- Gauze (2"x2")
- Gloves - small
- Gloves - medium
- Gloves - large
- Gloves - XL
- Hand sanitizer
- Needles (25G x 1")
- Needles (25G x 1.5")
- PF Sodium Chloride
- Plastic bags (6"x9")
- Procedure masks
- Sterile gloves - small
- Sterile gloves - medium
- Sterile gloves - large
- Syringes (1mm)

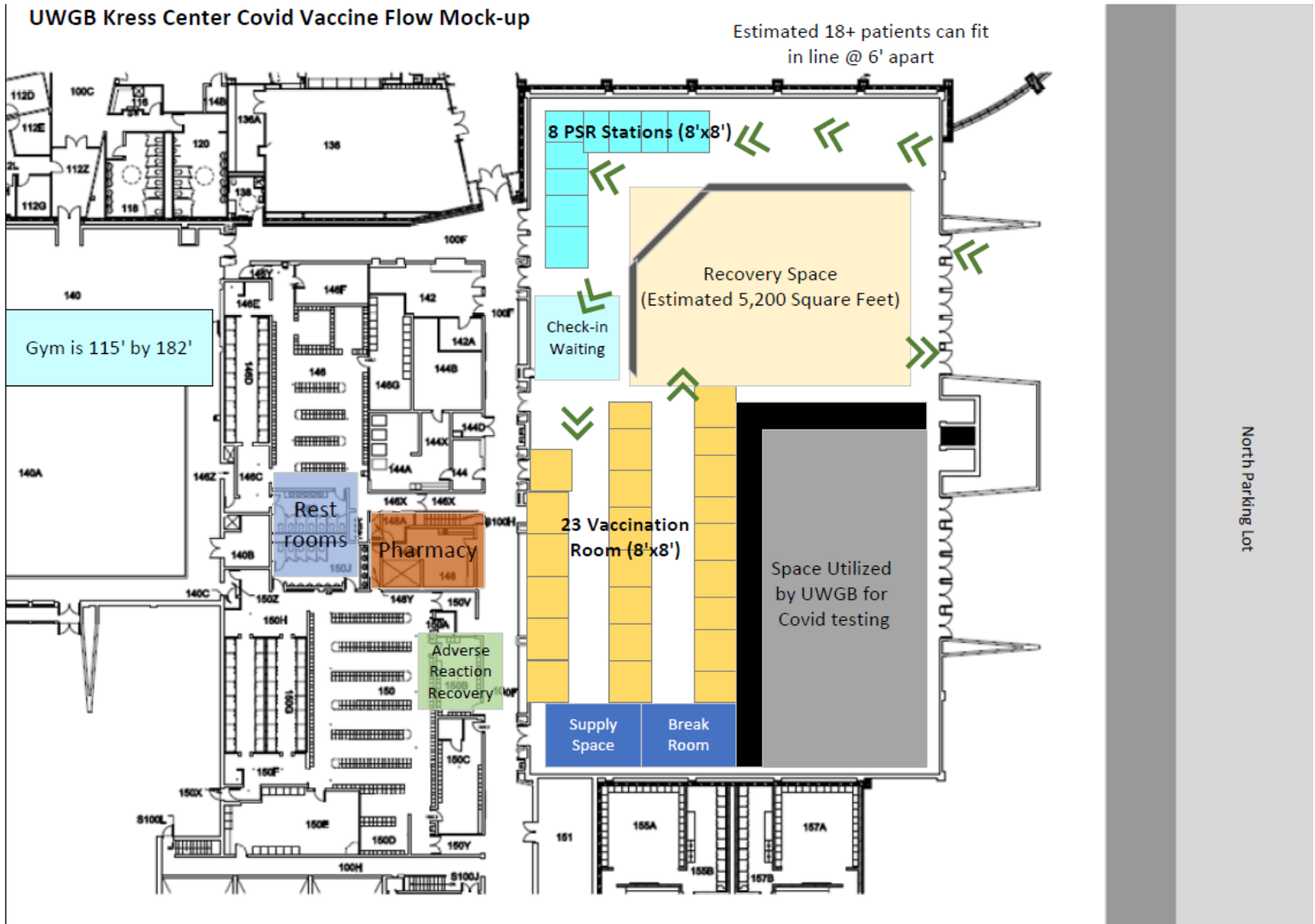
Emergency supplies

- Crash cart
- EpiPens
- Oxygen
- Snacks
- Water

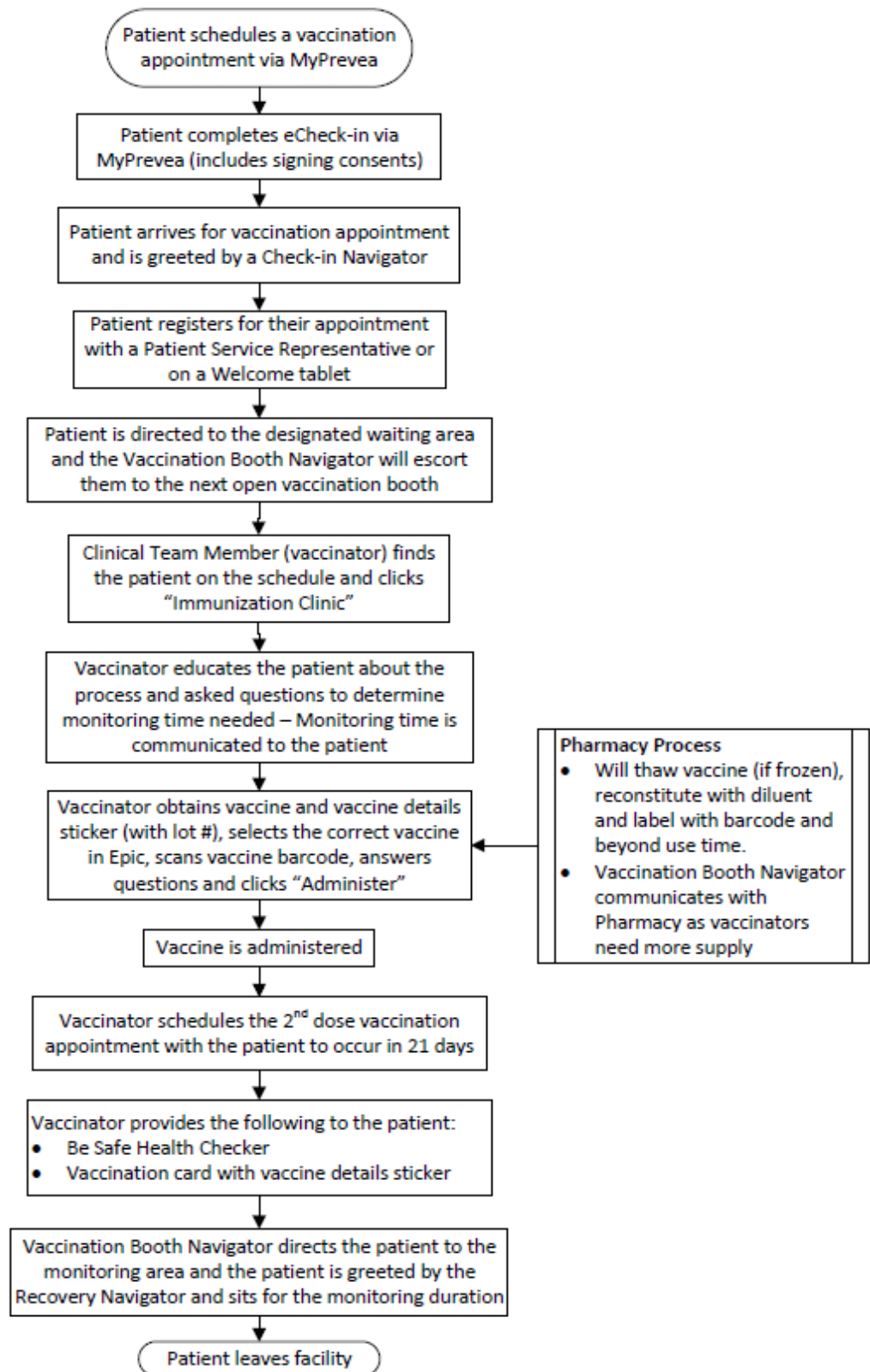
Administrative office supplies

- Box cutter
- Clean/dirty bins for clipboards
- Clean/dirty bins for pens
- Clipboards
- Coffee pot
- Cots
- Face shields/goggles
- Garbage can liners
- Garbage cans (18 gal step-on)
- Garbage cans (7 gal)
- Kleenex
- Microwave
- Packing tape
- Pens
- Paper
- Plastic trays (6"x9")
- PPE kiosks
- Printer paper
- Printer toner
- Scissors
- Sharps containers
- Stocking cart
- Recycle cans (7 gal)
- Temporal thermometer
- Wheelchair
- Wire shelving rack

Clinic Design Sample – University of Wisconsin-Green Bay



Process Map



Role Details

Booth Navigator

COVID-19 Vaccination Clinic – New Employee Onboarding

Role: Booth Navigator

Employee: _____

Mentor: _____

Primary Duties	Completed?	Comments
Monitoring for open vaccination booths		
Directing patients to recovery area		
Escorting patients from waiting area to open booth		
End of clinic (~2 hours prior) vaccine count update to Pharmacy		
Sanitize any chairs that are emptied in e Check-in waiting area		
Last hour work with PSR and pharmacy about plans for any extra doses. PSRs will work on the wait list if one is available.		
Verify vaccine quantities to support situations when a couple presents with greater than 30 minutes between appointments. The Check-in Navigator may ask to work them in earlier instead of waiting, especially if there are no or minimal patients waiting or inline to register.		
Safety	Completed?	Comments
Walkie talkies - basics of use, when to use		
COVID-19 Vaccine Medication Security	Completed?	Comments
Escort needed to obtain vaccine from Pharmacy		
Transport and hold prepared vaccine in locked Medication box		
Verify locked medication box is empty at the end of each day		

Check-in Navigator

COVID-19 Vaccination Clinic – New Employee Onboarding
Role: Check-in Navigator

Employee: _____
 Mentor: _____

Primary Duties	Completed?	Comments
Turn on Welcome tablets by pressing the button on upper left corner. A small Safe Guard window will appear, just click cancel. At end of clinic turn off tablets.		
Welcome patients to Prevea		
Answer questions and support patient inquiries		
Keep line orderly and patients 6 feet apart		
Educate patients that they can complete self-check in on the tablets, which is the same as going to the registration station. Once completed, patients can go to waiting area		
If there is a line, ask patients further down if they completed eCheck-in. If not, suggest completing it on their smartphone to speed up their registration at the PSR desk/Welcome tablet.		
Offer patients the use of eCheck-In kiosks; can then go to check-in waiting area		
Sanitize tablets after each use. Ensure wipe is not saturated or it will wreck the screen (suggestion: wipe down counter first to reduce excess moisture and then wipe screens)		
Direct patients to proceed when a PSR desk opens up		
Refill hand sanitizer/supplies at sanitation stations at entry to gym and entry to recovery area		
If a couple presents together with more than 30 minutes between appointments, work with Booth Navigator to see if they can be worked in earlier instead of waiting (especially if there are no/minimal patients waiting or in line to register).		
Safety	Completed?	Comments
Walkie talkies – basics of use, when to use		

Recovery Navigator

COVID-19 Vaccination Clinic – New Employee Onboarding
Role: Recovery Navigator

Employee: _____
 Mentor: _____

Primary Duties	Completed?	Comments
Turn on TVs at start of clinic (source is HDMI). Turn TVs off at end of clinic.		
Regular movement and connection with patients in the Recovery Area		
Answer questions and support patient inquiries		
Verify B/P cuff and stethoscope are available		
Sanitize any chairs that are empty in Recovery Area		
If any adverse events: a. Stay with patient b. Take blood pressure and pulse c. Ask patient to wait additional 15-30 minutes d. Note all symptoms e. Offer use of wheelchair or stretcher, if feeling faint f. Offer water and/or snack g. Continue to monitor closely for any progression of symptoms h. Determine if patient needs to go to ED i. Document adverse reaction per the documentation tips sheet		
Crash Cart Check	Completed?	Comments
Reorder to replenish any depleted stock		
Daily verification of locking		
Monthly verification of supply expiration		
Complete log book		
Safety	Completed?	Comments
Walkie talkies – basics of use, when to use		

Vaccinator

COVID-19 Vaccination Clinic – New Employee Onboarding
Role: Vaccinator

Employee: _____
 Mentor: _____

Primary Duties	Completed?	Comments
Daily Huddle		
Stocking vaccination booth		
Add labels to CDC cards for current date and lot #		
Patient greeting		
Identifying patient in Epic		
Ensuring no photos are taken by patients		
Determining 1 st or 2 nd dose		
Ask before administration of first dose that they are available for the second dose (21 days is firm)		
COVID-19 vaccine documentation in Epic		
Patient questions for COVID-19 vaccine		
Determining 15 or 30-minute recovery		
Communicating 15 or 30-minute recovery times		
If patient can't get vaccine due to history of severe allergic reactions or IV/IM anaphylaxis, they: should see their PCP or allergist. Have pt. escorted to PSR to un-arrive them so their order stays active; documentation for next appt. is not necessary		
Scanning of medication		
Proper activation of needle safety device prior to disposal		
Medication injection (deltoid, landmarking)		
Provide patient with vaccine card and sticker		
Epic scheduling for 2 nd appointment		
Communication to patient/appointment cards		
Provide patient with v-safe flyer		
Clean station at end of day		
Safety	Completed?	Comments
Universal/standard precautions (gloves, mask, glasses)		
Disposal of sharps		
Disposal of contaminated supplies		
Proper sanitizing of patient room and work area		
COVID-19 Vaccine Medication Security	Completed?	Comments
No medication left unattended in booth		
Requesting more vaccine from Booth Navigator		
Site-Specific Information	Completed?	Comments
Crash cart		
Epic downtime		

Expenses

Large site with network installation needed		
Item	Total Cost	Category
(23) Vaccination stations: PCs, phones, printers, signature pads	\$26,211.01	IT
(8) PSR/registration PCs, printers, signature pads	\$13,559.38	IT
(1) Pharmacy PCs, printer, software	\$1,553.08	IT
(3) Check-in iPads	\$3,010.00	IT
Network/power installation	\$7,915.00	IT
Surge strips/cables	\$544.46	IT
Construction of vestibule, vaccination booths, registration desks, power doors	\$44,688.07	Facilities
Various materials and hardware	\$1,435.55	Facilities
Administrative/office supplies	\$702.66	Supplies
Medical supplies (<i>this is a one week supply only**</i>)	\$2,629.39	Supplies
Total	\$102,248.60	

Small site with network available		
Item	Total Cost	Category
(8) Vaccination stations: PCs, phones, printers, signature pads	\$7,092.00	IT
(3) PSR/registration PCs, printers, signature pads	\$3,000.00	IT
(1) Pharmacy PCs, printer, software	\$1,553.08	IT
(1) Check-in iPads	\$1,003.33	IT
Switch/Meraki device for Networking	\$500.00	IT
Construction vaccination booths, registration desks, power doors	\$12,500.00	Facilities
Various materials and hardware	\$850.00	Facilities
Administrative/office supplies	\$683.22	Supplies
Medical supplies (<i>this is a one week supply only**</i>)	\$1,097.68	Supplies
Total	\$28,279.31	