

# Improving Mass Immunization Clinics

An End to End Model For *Electronic*  
Registration, Recording and Reporting -  
the University of Alberta Experience



**UNIVERSITY OF ALBERTA**  
**UNIVERSITY HEALTH CENTRE**

# Disclosure Statement

I have no affiliation (financial or otherwise) with a pharmaceutical, medical device or communications organization.

# Clinic Description

- On-campus clinic for Students, Faculty, Staff
- Immunize 3000-4000 adults over a 3-4 day clinic
- Unique population
  - No children or seniors
  - International students – no health care number
- Unique workforce
  - 150 Nursing and Pharmacy student immunizers

# Typical Organized Chaos



# Challenges

## Clinic Floor Plan



# The U of A Model: Registration, Recording and Reporting

## What do we need to do

- Improve the client experience
- Capture complete electronic records during the clinic and at all points of care
- Do away with paper reporting and paper wallet cards

## Constraints:

- Orientation – 1 day, 150 new immunizers/staff
- Technology - must be practical and simple
- Clients need paper record (health care students)

**Implemented and improved our new model 2014/15/16**

# Let's Take A Look

# What Have We Learned Works Well?

## ***Clients and staff love it!***

- Hybrid workflow is fast and efficient
- Physical layout is critical and may differ from paper workflow
- On-site staff training is focused and effective

## **Planning**

- Resources are reasonable
  - addition of 3 clerks, 5 laptops, 3 printers, 10 kiosks, 3 bar code scanners
- *Disaster plan*: seamless transition back to paper if needed
- Reporting is fast & simple



# What Are We Going To Improve Next?

## ➤ **Even Faster!**

- Integrated Ticket System
- Data entry with vaccine barcode scanning

## ➤ **Direct two-way system to system integration with the provincial electronic registry**

- Both submit and retrieve complete records automatically

# Summary

- ❖ Addition of simple electronic processes with existing paper ones can improve any mass clinic
- ❖ Technology ease of use and integration into existing site layout, workflow, and resources are essential to succeed

THANK YOU!

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