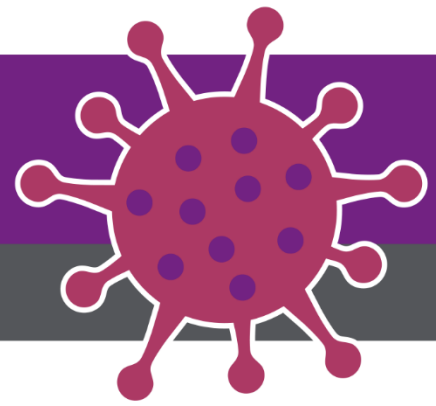


CORONAVIRUS DISEASE 2019 (COVID-19)

VACCINE OPERATIONS GUIDEBOOK



Audience: Covid-19 Vaccine Task Force

Revision Date: 1/20/2021

Version: #2

Response Team Owner: Vaccine Operations Workgroup

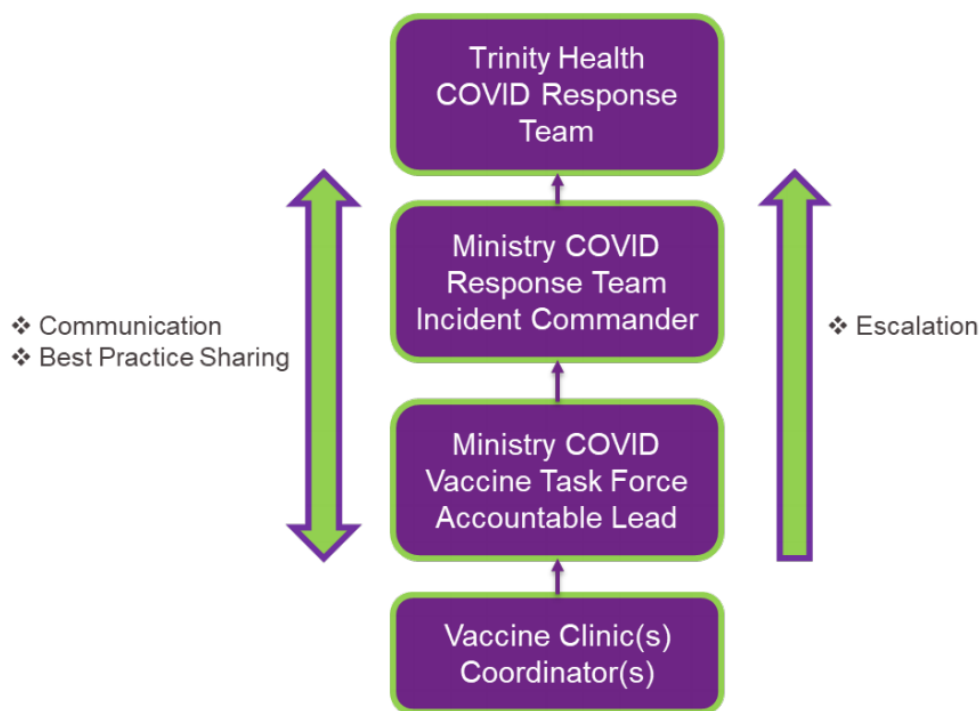
Date Last Reviewed: 1/20/2021

What's changed: Added additional guidance for the roles that should be represented in Health Ministry COVID-19 Vaccine Task Force teams.

PEOPLE — Part 1

Health Ministry COVID-19 Vaccine Task Force

- Identify an accountable lead and stand up a Vaccine Administration Task Force



Key Contributors to Vaccine Administration Task Force

Health Ministries should ensure they have representation in the following roles as active vaccine operations task force contributors and meeting attendees:

- Advocacy
- Clinicians
- Community Health and Well-being/Diversity and Inclusion
- Environmental Services
- Facility Management
- Finance
- Health Informatics
- Human Resources
- Operations
- Marketing/Communication
- MGPS and CIN leaders
- Security
- Supply Chain
- TIS

Vaccine Administration Task Force Accountable Lead

- Individual at a leadership level with strong planning and communication skills; able to move plans forward while information is evolving; quickly resolve issues and escalate to ensure successful implementation. Responsibilities include:
 - Establishing multi-disciplinary team
 - Implementing plans to establish vaccine clinic locations and ensuring all operational requirements are in place to safely administer COVID-19 vaccine(s):
 - Commitment for 24/7 availability to receive shipments (with a few exceptions)
 - Providing locations for safe vaccination during a pandemic (physical distancing, etc.) as outlined by CDC with rapid throughput
 - Staffing of vaccination sites including security

- Safe handling, including temperature monitoring of vaccine supplies
- Supplying information to state vaccine registry on all vaccines within 24 hours of vaccine administration
- Developing with state a process for call backs for second dose (some states have delegated registration and call back systems to providers)
- Some supplies including needle disposal boxes, Band-Aids
- Determining processes to bill for administration, including tracking uninsured (Prep Act funds)
- Ensuring adherence to state defined requirements
- Reporting progress and escalating issues to Ministry COVID Response Team Incident Commander

Vaccine Clinic Coordinator

- Accountable leader responsible for implementing the COVID-19 vaccine administration program and all ongoing vaccine clinic operations
- Works in coordination with Marketing, Informatics, and Clinical Leadership
- Functions under the direction of Vaccine Administrator Task Force Accountable Lead and reports on function of Clinic to this Lead
- Skills of Vaccine Clinic Coordinator
 - Clinical understanding of vaccine administration
 - Strong leadership and communication abilities
 - Ability to execute a plan; identify and resolve barriers; continuously improve process
 - Experience with operating an ambulatory clinic
- Components of Vaccine Clinic Coordinator role:
 - Ensures identification and construction of vaccine administration sites
 - Determines hours of operation and ensures proper staffing
 - Ensures workflow and clinical configuration specific to Public Health Emergency – social distancing requirements
 - To meet program components, as delineated by the CDC:

- Priority Populations - Understands and enforces evolving criteria for vaccine administration
- Allocation - Ensures adequate vaccine and ancillary supplies availability at time of clinic session
- Distribution - Ensures modality, staffing, and timing of transportation of vaccine from storage to administration site
- Administration
 - Ensures staff has completed federal and state training
 - Ensures that administration of vaccine is performed in accordance with this training
 - Ensures that proper documentation of administration is implemented
- Safety and Effectiveness
 - Ensures that vaccine is stored and handled in accordance with manufacturer guidelines
 - Ensures that clinic is prepared to manage and track adverse vaccination reactions
- Communication
 - Ensures adequate supply of and processes for distribution of CDC, state, manufacturer, and ministry staff- and patient-facing materials in coordination with MarComm
- Regulatory Considerations
 - Ensures compliance with routine OSHA, Joint Commission, and Ministry standards for environment of care
 - Ensures compliance with standards specific to COVID-19 vaccination
- **Vaccine Clinic Greeter/Check-In**
 - Any non-licensed staff member, which may include security
 - For outdoor vaccine clinic, completes screening questions

- **Vaccine Clinic Security**
 - Oversees security of vaccine supply
 - Manages crowd control
- **Vaccine Clinic Registration**
 - Any non-licensed staff member utilizing Health Ministry or State registration/scheduling system
 - Will need to complete training in appropriate registration and scheduling systems
- **Vaccine Clinic Support**
 - Any non-licensed staff member who can assist in:
 - Packet preparation
 - Runner between stations as needed
 - Wayfinding
- **Vaccine Clinic Medical Assistant**
 - Certified or Registered or Non-Certified or Non-Registered staff
 - Partners with Vaccine Administration Clinician
 - Coordinates availability of supplies
- **Vaccine Clinic Administration Clinician**
 - State regulations mandate who is eligible to administer an intramuscular injection
 - Licensed personnel must have passed COVID-19 vaccine certification for administering the vaccine
- **Vaccine Clinic Pharmacy Technician or Equivalent**
 - Certified pharmacy technicians accountable for oversight of safe vaccine preparation and handling as directed by pharmacist
- **Vaccine Clinic Check-Out**

- Any non-licensed staff member utilizing Health Ministry or State registration/scheduling system
- Will need to complete training in appropriate registration and scheduling systems
- Collect Registration, Consent & Acknowledgement form from patient