



Lifespan is an Academic Health System located in Providence RI  
Affiliated with the Warren Alpert School of Medicine at Brown University

<b>4 Hospitals including a Children's Hospital</b>	<b>190 Clinics with 906,516 Outpatient visits</b>	<b>Level One Trauma Center</b>
1165 Beds	40,581 Surgeries	16,094 Employees
260,904 ED Visits	62,694 Patient discharges	2000+ Physicians



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# Disclosures:

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- I have nothing to disclose



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# COVID-19 Vaccinations

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## Running with COVID Vaccinations at Lifespan Health System: Best Practices

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Information Services



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# Vaccine Task Force

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- 11/12/2020 First Task Force Meeting
  - Subcommittees
    - Prioritization and Legal
      - Working within the RIDOH guidelines
    - Logistics and Vaccinators
      - Walkthrough at all sites



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# Vaccine Task Force cont'd

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- Communication Strategies
  - Communications and Marketing to work on all communications
    - All staff memo from hospital presidents
    - Physician/Employees all staff memo
    - Intranet hero stressing the safety and efficacy of the vaccine
- IS/IT
  - Stressed importance of identification of vaccination sites
  - Walkthrough needed IT/Networking
    - Wi-Fi, hardware (laptops), phones etc
    - Immunization Clinic Activity Build



# Immunization Clinic Activity/Scheduling Build

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- Open Scheduling-employees
- Open URL on Lifespan intranet-ticket scheduling
  - Invite to self schedule
- Phone scheduling with community outreach
- Web page with attestation and buried open scheduling for Retail pharmacy/public
- Second dose scheduled at first dose appointment
  - Second dose visit types and schedules set up



# Support From EHR Vendor

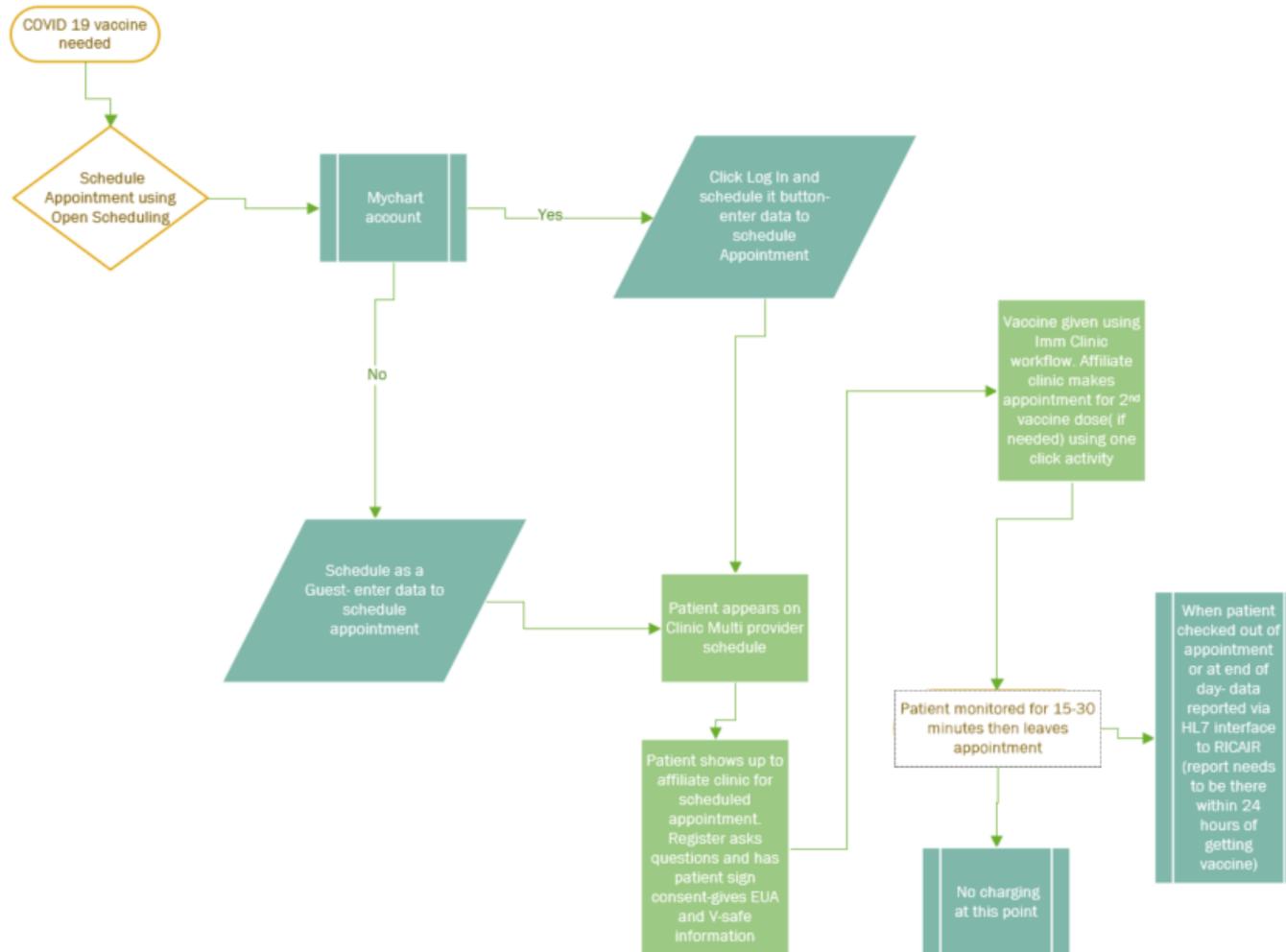
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- We began this process with our known vendor application activities
- Vendor worked with us after initiated with employees to enhance roll out for other clinic types



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# Build-High level workflow



# Build-EHR

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- Immunization Clinic activity
- Departments
  - Existing
  - Schedule build
- Immunizer Templates
  - Security points vs Template overrides



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# Build-EHR

**Schedule**

Chart Show Orders Enter/Edit Results Sign Encounter Preview AVS Change Prov No Show Imm Clinic One Click Notes Messages Document Group Events Room Patient More

RIH EMP AND OCC HEALTH Department (All Providers) Jan 25, 2021 Filter by Status Total: 1

Status	Med: Pre-Charting	Time	Patient Name	Age/Gender	Type	Visit Type
Not Seen No Show		8:00 AM	Hptesting, Lxj D	66 y.o. / M	COVID-19 PFIZER DOSE 2	Covid-19 Pfizer Dose 2

Immunization Clinic

**Upcoming Health Maintenance** Full History

- DTAP/TDAP/TD VACCINES (1 - Tdap) Overdue since 1/28/1962
- ZOSTER VACCINE (1 of 2) Overdue since 1/28/2005
- COLORECTAL CANCER SCREENING (CRC) Overdue since 1/28/2005
- INFLUENZA VACCINE (Yearly - August to March) Overdue since 8/1/2020

**Current Immunizations** Never Reviewed  
No immunizations on file.

Not reviewed this visit

**Allergies** Reviewed by You on 2/21/2020  
No Known Allergies

**Problem List** Never Reviewed as of 1/25/2021

Priority	Class	Noted - Resolved
Moderate persistent asthma with acute exacerbation		10/1/2019 - Present
Essential hypertension		1/28/2020 - Present

**Medications** Never Reviewed  
None

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**Hptesting, Lxj D** COVID-19 Immunization Not Indicated Age: 66 y.o. DOB: 1/28/1955 Gender: Male MRN: <E2367> Chart Review Immunizations Allergies No Known Allergies

Imm: PFIZER COVID-19 vaccine, mRNA, LNP-S, PF, 30 mcg/0.3 mL dose Site: Left deltoid LD RD

Lot #: [Red Flag] Date: 2/3/2021 [Warning]

Dose: 0.3 mL Route: Intramuscular

Billing Dx: Mfg: Pfizer, Inc

Given By: FAMILY ME... VIS Publish Date: 12/23/2020

Sup Prov: [Red Flag] NDC: [Red Flag] All

Product: Exp Date: [Red Flag]

Comment:

Is this vaccine part of the State Supplied Vaccine (SSV) program?  Yes  No

COVID-19 vaccine consent form was provided to and signed by patient?  Yes  No

The patient was provided with the V-Safe information sheet and understands that they should report  Yes  No

Select Patient Administer Cancel

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# Integration with RI DOH

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- Reported via HL7 interface to RICAIR (Rhode Island Child and Adult Immunization Registry)
  - Approximately 20 data points that are needed in this transaction
  - Report needs to be to RIDOH within 24 hours of getting the vaccine
  - Sent end of day processing



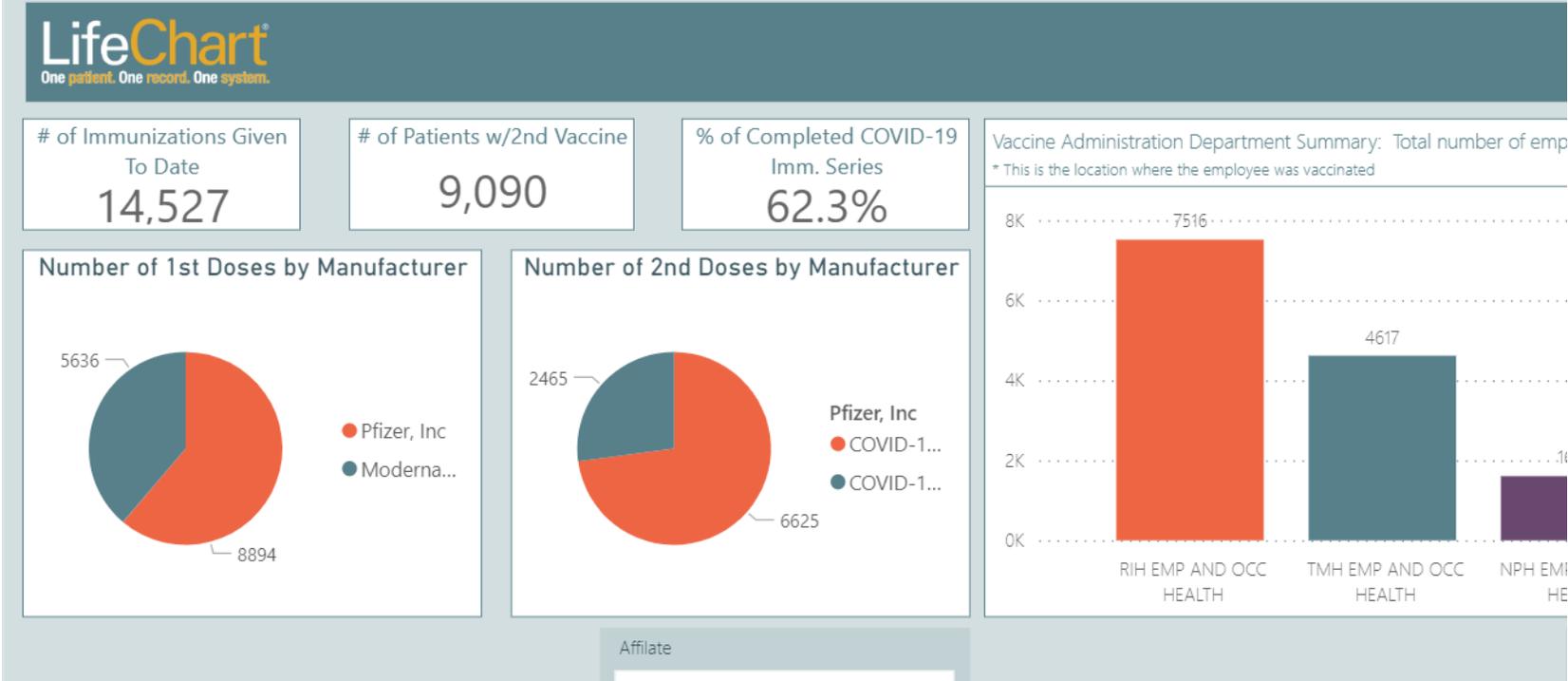
# Training

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- Immunizers
  - Online training on the immunization Clinic activity
  - Scheduling 2<sup>nd</sup> dose appointment
- Scheduling
  - Visit types
- Downtime



# Reporting/Power BI



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# Reporting/Power BI cont'd.

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- Power BI utilized to allow flexible reporting and filtering of standardized data set
  - Immunizations given
  - Immunization series completions
  - Reporting on employee vaccination rates at a location and cost center level
  - Scheduled appointments
  - Allow export of detailed data for ad hoc analysis
- Keys to implementation
  - Strong partnership with build team
  - Clear documentation
  - Understanding workflows
  - Ability to tie clinical data to HR systems



# Lessons Learned

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- Immunizers
  - Clear instructions to not schedule to work clinic until
    - Viewed netlearning
    - Access granted
    - Subtemplate overrides vs adding security points to templates
- Tip sheets
  - Cancel and reschedule appointments
  - Documenting a note for a reaction
- Multiple shell records
  - Only a few people-frustrated and put themselves in for multiple appointments and entered data a little differently each time-ie: phone number
- Patient how to reschedule an appointment
- URL leaks out to non-eligible patients
  - How to handle at vaccination site



# Next Steps

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- **Ambulatory Clinics**
  - Operate 7 days a week
  - Located at hospital sites and/or off-site hospital building “Hospital with Walls”
- **Inpatients**
  - Order panels
  - 2<sup>nd</sup> dose appointments
- **Urgent Care Centers**
  - Appointment scheduling



# Next Steps

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- Community Health Outreach
  - Phone scheduling
  - Host Centers
  - Assisted Living/Nursing Homes
- Retail Pharmacy
  - Attestation
  - Appointment url
- Reporting needs for the ambulatory departments, Public Vaccination sites as well as Inpatient



# Questions

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