PHO Outreach Immunisation Service Project

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The challenges....

• Poor immunisation rates in Waikato, particularly for Maori
• Multiple OIS providers
• Confusion – contract changes
• Fragmentation of service
• Practical and local use of my role
• Provide support, education and clinical expertise – to help improve coverage
WORKFORCE & COLLABORATION

• 5 service providers
• What does the workforce look like?
• What are their FTEs?
• Dual roles?
• Areas covered?
• Who is out vaccinating and when?
• Escalation process when problems arise?
• Regular communication?
Workforce Problems

- 90% of team have dual role
- Not enough admin FTE
- High staff turnover
- Leadership & Direction
% of OIS team out vaccinating weekly

- Monday: 80%
- Tuesday: 80%
- Wednesday: 60%
- Thursday: 10%
- Friday: 0%
SYSTEMS & PROCESSES

• All teams doing different things!
• Maintain consistency amongst the teams
• Developed standards & protocols and resource for education and trouble shooting
• Ensure safety and efficiency
• Map and improve the OIS process
• New vaccine fridge to improve efficiency
• Weekly DHB teleconference – improve accountability and collaboration
OIS VACCINATION PROCESS

Make contact and get appointments
Check NIR status
Plan workload

Ensure cell/landline phone access at address
Assess the need for two staff if rural

Ensure chilly bin 2-8 degrees
Record Temp at least hourly while out vaccinating

Check emergency gear especially O2
Restock supplies & resources

Load vaccines
Assess personal safety at address

Explain to whom you are bringing in and why
Always take in all emergency gear

Plug in chilly bin
Set up gear
Go through consent & pre-check list

Explain vaccine scheduled today & disease - MCH Childhood Immunisation booklet a great resource to use

Discuss intussusception & handwashing with Rotavirus/Rotarix
Give Rotavirus info

Question time
Use OIS mobile information resources as needed

Need recent weight at least 2 weeks
Check temp
Document

Explain procedure & order of vaccines
Draw up vaccines - labels/batch no. off before injecting

Breastfeed during?
Position correctly
Vaccinate in logical order Rotavirus oral vaccine first - gloves

Share container near
Document procedure - needle sizes & areas given, batch no.

Observe 20 mins
Discuss possible reactions
Leave post immuno affect with contacts

Discuss smoking, Well Child, Dental
Observe injection sight & document
NIR forms & admin

Future notes?
Any siblings to be vaccinated?

If any problems eg. GNA, Delay, Decline see OIS Trouble shooting chart
EDUCATION

- Anaphylaxis scenario workshops
- Kaiawhina involvement
- Difficult conversations
- Rotovirus vaccine conversations
- Resource developed for teams to use in the home for education of whanau
- Cold chain
- Improved orientation & support for staff
ENROLMENT ISSUES

• No nominated GP for many tamariki
• Barriers - 2 enrolment processes, each practice has a different form, birth cert
• Issues fed back to stakeholder group
• New multiple enrolment form at birth
• Generic form being developed for GP practice enrolment
• Electronic forms in future
INITIATIVES FOR IMPROVEMENT

- Increased FTE Nursing & Admin
- Improved Collaboration Education & Team Relationships
- Improve Coverage
- Improved Workload Planning & NIR Data Delivery
- Centralise OIS Leadership, Co-ordination & Delivery
- Improved Processes, Systems & Enrolment
- Weekly Teleconference & Feedback to DHB