



# 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



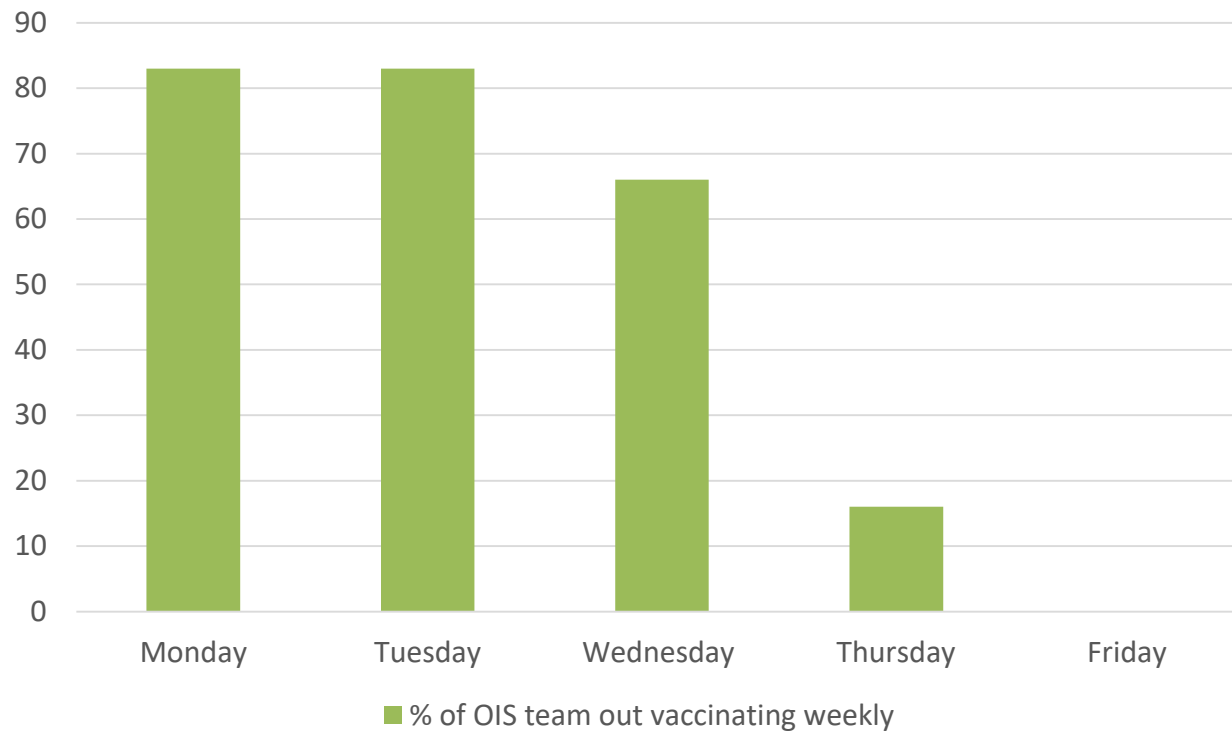


# WORKFORCE & COLLABORATION

- 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?



## % of OIS team out vaccinating weekly



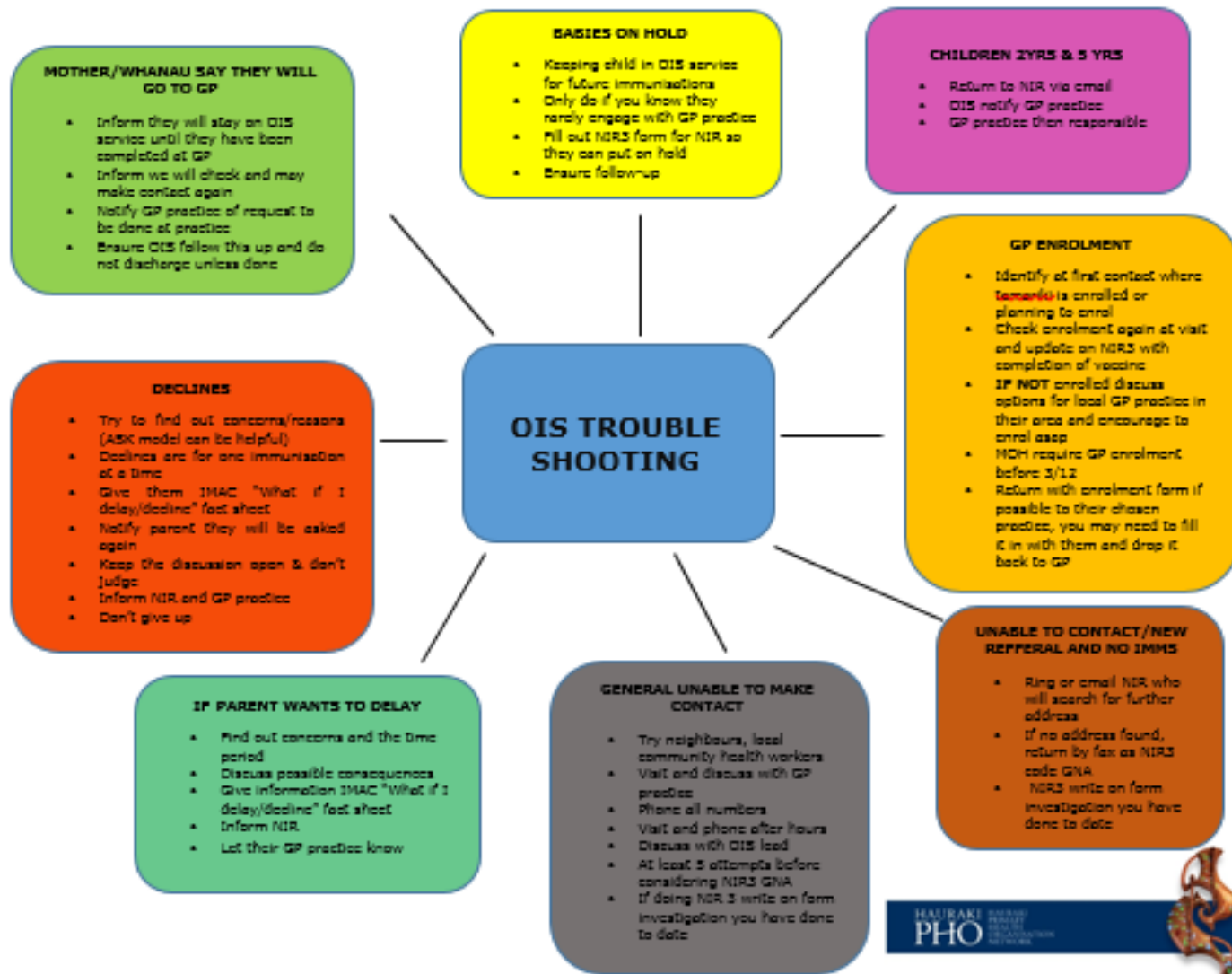
# SYSTEMS & PROCESSES

- 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







# 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

