



## Vaccinating VUMC's Communities Against COVID-19

*While plans to offer COVID-19 vaccinations to VUMC's patients and community members had been underway for weeks, the timeline was compressed when the state notified the Medical Center of a vaccine shipment arriving nearly a month earlier than expected. Teams across VUMC had to quickly coordinate efforts to deliver a successful "mass" vaccination program, leveraging insights from Vanderbilt's successful employee vaccination efforts. HealthIT was asked to provide significant support for this expedited launch.*

### CHALLENGE

Administer as many COVID-19 vaccines as possible despite a compressed timeline, supply fluctuations, storage limitations, location variability, and evolving eligibility qualifications

### SOLUTION

Collaborate across multiple teams within HealthIT, strengthen partnerships across VUMC, and apply insights from employee program to quickly deliver a solid mass vaccination program

### OUTCOMES

Establish VUMC as leader in vaccinating its communities, scale vaccinations with available supply, provide consistent, clear communications to recipients, and offer prompt access to scheduling and receiving vaccines

“Our successful delivery of vaccinations on a mass scale depended on the work of our HealthIT colleagues. After the initial launch, the team continued to partner daily (sometimes hourly) with the operations team to handle the multiple curveballs thrown our way. This crucial response to the COVID pandemic could not have happened without HealthIT.”  
—Lindsay Miller, MSN, RN, NE-BC

In close partnership with clinical and pharmacy operations, multiple HealthIT teams worked together seamlessly to quickly deliver a mass vaccination program that could accommodate complex factors such as variable vaccine supplies, guidance from state authorities as to vaccine qualifications, and reaching potential recipients in many locations throughout middle Tennessee. The teams' collaborative work included:

- Establish stable workflows through various eStar modules and My Health at Vanderbilt (MHAV)
- Set up multiple physical sites throughout the region, including plans for future sites (in collaboration with VUMC IT)
- Identify patients who meet vaccination eligibility criteria, sending them clear communications to explain how to schedule an appointment
- Enable MHAV to support self-scheduling for available vaccination appointments and ensuring the platform could handle a sharp increase in account enrollments
- Enabling "silent scheduling, so a patient's second dose is automatically scheduled when selecting an appointment date and time for the initial dose
- Support different vaccine types based on available supply and dif-

fering timeframes for second doses (i.e., three weeks vs. four weeks)

- Ensure recipients do not receive a bill for their vaccines
- Build data reports to estimate vaccine needs across the staff and non-employee populations for all sites
- Create reports and dashboard so the Pharmacy team can carefully manage limited vaccine inventory and plan next day's vaccine thaws

With adequate vaccine inventories, thousands of individuals can be vaccinated per day across multiple sites in Middle Tennessee. These efforts can also be scaled up or down as needed based on vaccine supply.

The combined efforts and close partnership between HealthIT teams and operations resulted in many positive outcomes:

- Establish VUMC as a leader in vaccinating its patients and the members of the communities it serves
- Scale vaccination scheduling with available vaccine supply
- Provide consistent, clear communications to patients and community members
- Offer prompt access to eligible recipients to schedule and receive their vaccines