

## Continuous Quality Improvement (CQI)

## COVID-19 Vaccine Preparation & Preparedness

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| **CQI steps** | | **Ask-Do-Describe** | |
| **Data report 1 - baseline** | **First CQI meeting** | **Why do we want to change?** | |
| * Gap | To successfully meet the unprecedented challenges of the COVID-19 pandemic, a co-ordinated vaccination program is required. General practice plays an essential role as the majority of vaccines will be delivered in primary care settings. The required effort, resources and clinical capacity to complete vaccination are estimated to be 5x the work of the annual influenza vaccination program. |
| * Benefits | This CQI activity will contribute to an overarching response to a global pandemic.  Preparation and planning for COVID-19 vaccination will minimise patient risk, increase staff and patient morale and increase efficiency of service delivery. |
| * Evidence | The Queensland Government aims to vaccinate every eligible Queenslander who consents to be vaccinated before the end of 2021. COVID-19 vaccination is recommended for all people of eligible age to protect against COVID-19. The overarching goal of the COVID-19 vaccination program is to protect all people in Australia from the harm caused by COVID-19 through preventing serious illness and death, and as much as possible, disease transmission [(Australian Technical Advisory Group on Immunisation, 2021).](https://www.health.gov.au/sites/default/files/documents/2021/02/covid-19-vaccination-atagi-clinical-guidance-on-covid-19-vaccine-in-australia-in-2021_0.pdf)  AstraZeneca is provisionally registered in people aged >18yrs and is given in a two-dose schedule with efficacy of 62-73% against symptomatic COVID-19. The AstraZeneca vaccine will be delivered by general practice [(Australian Technical Advisory Group on Immunisation, 2021).](https://www.health.gov.au/sites/default/files/documents/2021/02/covid-19-vaccination-atagi-clinical-guidance-on-covid-19-vaccine-in-australia-in-2021_0.pdf) |
| **What** do we want to change? | |
| * Topic | COVID-19 vaccine preparation & delivery. |
| * Scope | Review, prepare and implement all practice policies and procedures for COVID-19 vaccination. |
| **How much** do we want to change? | |
| * Baseline | Not required as COVID-19 vaccination is a new initiative so baseline is zero. However subsequent COVID-19 vaccine CQI activities will have a baseline. |
| * Sample | All staff involved in a team approach with designated roles and responsibilities. |
| * Target | To be calculated on number of vaccines available in your practice. |
| * Preparedness | Practice meets requirements for safe and effective delivery of COVID-19 vaccine, including staff completion of all education modules relating to COVID-19 vaccine delivery. |
| **Who** are involved in the change? | |
| * Leads   Contributors | Nominate CQI vaccine program delivery lead  Whole of team approach  Delegate activities to named team members- consider a buddy system to ensure business continuity. e.g. nominate staff responsible for vaccine administration. |
| * External | PHN/DoH/QLD Health/Patients |
| **When** are we making the change? | |
| * Deadlines | In line with your practice vaccine program commencement date  Activity runs until all eligible patients are fully immunised |
| **How** are we going to change? | |
| * Potential solutions | Refer to [GCPHN COVID-19 Vaccination Program CQI Toolkit](https://gcphn.org.au/practice-support/practice-incentives-program-resources/#immunisation-toolkits) for a step by step guide to complete a COVID-19 Vaccination CQI activity  Allocate COVID-19 leads and identify specific roles and responsibilities:   * Administration * Clinical   schedule regular protected time to keep them up to date with the latest information. Review and monitor [GCPHN.org.au](https://gcphn.org.au/practice-support/practice-incentives-program-resources/) daily including [COVID-19 Health Pathway](https://gcphn.org.au/practice-support/covid-19/coronavirus-information/#health-pathways-for-covid-19) and monitor email updates – consider regular stand up practice meeting to discuss and prioritise workflow and to communicate relevant updates and resources.  ***Refer to COVID-19/Influenza vaccination preparation checklists***  [Week 1](https://gcphn.org.au/wp-content/uploads/2021/03/20210305-COVID-Vaccination-Preparation-Part1V1final-GCPHN.docx) - [Preparing your practice policies and protocols](https://gcphn.org.au/wp-content/uploads/2021/03/20210305-COVID-Vaccination-Preparation-Part1V1final-GCPHN.docx)  [Week 2](https://gcphn.org.au/wp-content/uploads/2021/03/20210305_COVID_Vaccination_Preparation_Part2_final-GCPHN.docx) - [Internal preparation for your team](https://gcphn.org.au/wp-content/uploads/2021/03/20210305_COVID_Vaccination_Preparation_Part2_final-GCPHN.docx)  [Week 3](https://gcphn.org.au/wp-content/uploads/2021/03/20210305-COVID-Vaccination-Preparation-Part-3_Final-GCPHN.docx) - [Identify eligible patients and plan the patient vaccination journey](https://gcphn.org.au/wp-content/uploads/2021/03/20210305-COVID-Vaccination-Preparation-Part-3_Final-GCPHN.docx)  [Week 4 – Preparing and implanting a vaccination clinic](https://gcphn.org.au/wp-content/uploads/2021/06/COVID-Checklist-part-4.docx) |
| * Select | Choose ideas that will work well in your practice and meet the needs of your patients and team. |
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| **Implementation** | | * Implement | **Refer to the phase 1b COVID-19 vaccine roll out-onboarding pack**  **Preparation checklists will support this process**  Describe the steps, staff responsible and time frames  e.g. allocation of roles, updates of processes & policies |
| * Record, share | Regular whole team meetings to evaluate, review planning and implementation. Optimise team meeting minutes as a record of your activities |
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| **Data Report 2**  **Comparison** | **Final CQI meeting** | **How much** did we change? | |
| * Performance | *Did you achieve your target?* |
| * Worthwhile | *Did the activity provide the outcome expected?*  *Did this process provide patients with the required information and services?* |
| * Learn | *What lessons learnt could you used for other activities?*  *What worked well, what could have been changed or improved?* |
|  | **What next?** | |
| * Sustain | *Implement new processes and systems into business as usual* |
| * Monitor | *Review activity and initiative correct measures as required* |