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COVID -19 MASS IMMUNIZATION DRIVE THROUGH — A PILOT

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Disclosure

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- None of the presenters have potential conflicts of interest to declare

Agenda

- Flexible Hybrid Model
- Pilot Overview
- Key Partners
- Background and Context
- Clinic Set-up
- Evaluation and Results
- Successes and Challenges
- Outcome and Next Steps



A Flexible Hybrid Model for COVID - 19

To optimize COVID - 19 vaccine distribution and uptake, a flexible hybrid model is planned for York Region, including the following options:

- Multiple static large-scale clinics
- Static small/medium scale community clinics
- Outreach immunization program:
 - Outreach immunizers for congregate settings
 - Mobile/pop-up clinics
 - Home Care/LTC collaboration
- Drive-through clinics



DRIVE-THROUGH PILOT OVERVIEW

Pilot Overview

Purpose:

To evaluate the feasibility to execute large scale mass immunization drive-through clinics for COVID-19 vaccine

Focus areas:

- Clinic set up
- Resource requirements
- Cold chain management
- Client and staff satisfaction
- Efficiency (e.g., number of residents vaccinated in specific time period)

Target group:

- Families of staff and residents of the Region's two long-term care homes

Location:

- Recreation centre parking lot

Time:

- Friday October 30, 2020, 9:00-11:30 AM

Key Partners

- Health Emergency Operations Centre (HEOC)
- Paramedic Services
- Town of Newmarket
- Property Services
- Transportation Services
- York Regional Police
- HEOC Health and Safety and Health Equity
- Corporate Communications
- Corporate Customer Service Strategy
- Corporate Risk Management

Background and Context

- Focus on innovative strategies and client perspective
- COVID-19 assessment centre customer journey mapping
- Limited history of drive-through clinics for health services, particularly for mass vaccination purposes
- Late 1990s and early 2000s some health agencies began offering drive-through clinics for flu vaccine (Asgary et al., 2020)
- Less resource intensive; personal protective equipment; less disinfectant is needed to sanitize between clients (Buck et al., 2020)
- Beneficial for individuals with mobility issues
- Staff and clients report being more satisfied and favour this model over walk-in clinics (cited in Asgary et al., 2020).

Strategies Implemented to Mitigate Potential Challenges

Carbon monoxide (CO) exposure	<ul style="list-style-type: none">• Held the drive-through outdoors• Clients asked to shut off vehicles at each station
Vehicle accidents	<ul style="list-style-type: none">• Hired an off-duty police officer to direct traffic• Separate entrance and exit for cars
Syncopal episodes	<ul style="list-style-type: none">• Included Paramedic Services as key partner
Vaccinating children	<ul style="list-style-type: none">• If an issue, asked that children sit on adult's lap
Staff well-being	<ul style="list-style-type: none">• Included Health & Safety to support staff well-being
Communication	<ul style="list-style-type: none">• Sent communication in advance of appointment• Tested temporary FM radio station for client's car radios
Weather	<ul style="list-style-type: none">• Installed tents with side panels• Provided hand warmers

CLINIC SET-UP

Site Plan

12/16/2020

Google Maps

Google Maps

Alex Dowmer

Eagle St



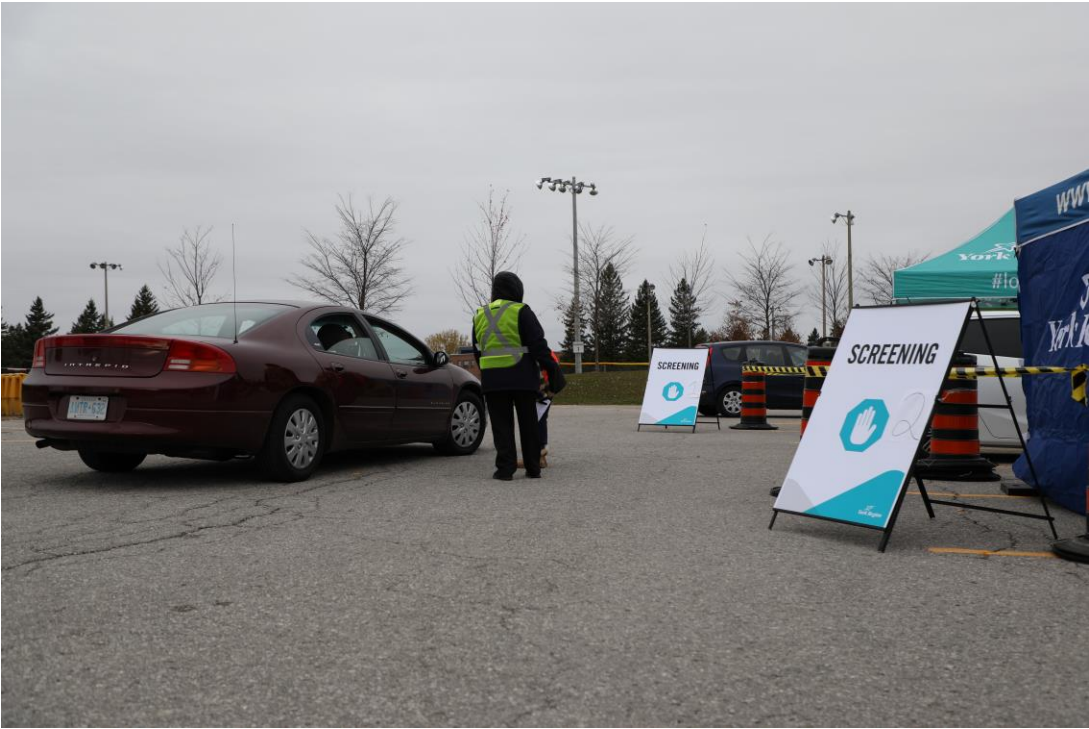
Aerial View of Site



Station 1 – Check in Here



Station 2 – Screening



Station 3 – Vaccination Lines



Station 3 – Vaccination Lines



Station 4 – Post Immunization Observation



EVALUATION AND RESULTS

Results

- 47 cars participated
- 94 people immunized with majority of clients immunized in first 1.5 hours

Distribution of age:

- > 1 year – 1 car
- 1 – 5 years – 4 cars
- 6 – 12 years – 2 cars
- 13 – 18 years – 4 cars
- **19 – 64 years – 33 cars**
- ≤ 65 plus years – 14 cars

Through-put time:

- 1 client: ~ 10 minutes (+15-minute observation time)
- 2 or more clients: ~ 11 minutes (+ 15-minute observation time)

Client Feedback

% of Clients that were very satisfied or somewhat satisfied:

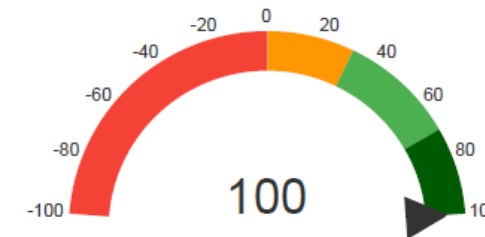
- Overall experience – 91%
- Online registration – 88%
- Staff support - 88%

- Instructions - 91% stated instructions were clear
- Signage - 94% stated signs were clear

Key performance Indicators

- 94% would participate in the drive through again
- 100% would recommend this drive-through to a colleague or friend

How likely are you to recommend this drive through clinic to a colleague or friend?



Client Feedback - Themes

What clients liked most

Fast, timely and convenient

“People were helpful, done in a timely manner and very efficient for a mom with two small kids. The space provided as well planned out”

Safe

“I stayed in the car. I felt safe”

Friendly, supportive staff

“Helpful reassuring, cheerful people”

Suggestions for improvement

Weather

“Have in indoor drive through in an arena or large space”

“Heated tents”

Consent forms

“Online consent”

“Couldn’t access consent form”

Other

“More hours of operation”

“Remind people to bring blanket if cold”

Staff Feedback

% of Staff that were very satisfied or somewhat satisfied:

- Overall experience: 96%
- Written instructions: 94%
- Assigned roles: 94%
- Supporting resources: 86%
- Clinic schedule: 87%
- 100% felt they were adequately prepared to work at the clinic

100% would work at a drive through clinic again

Staff noted that several clients indicated this was their first flu shot ever

Staff Feedback - Themes

What staff liked most

Safe and efficient

“It provided a fast, safe, convenient way for the public to get vaccinated”

Communication in advance

“Clients had had an opportunity to read information”

“Consent forms provided in advance”

Clinic set up and flow

“The open space also gave everyone the ability to see how the status of the full clinic is going”

Suggestions for improvement

Weather

Using an indoor facility or providing appropriate coverage and heaters for the cold weather

Consent forms

Online consent to reduce infection transmission

Staffing and resources

Enhanced staff at some stations (e.g., greeters, immunizers, runners)

Additional supplies (e.g., belt, date stamp)

Comparative Analysis

- Comparative analysis between clinic types
 - Maximizing operational flow and processes for each type of clinic (static, drive – through, mobile) in COVID times
 - Resource requirements
 - Staff requirements
- To facilitate decision making for operational and financial planning



An Efficient and Safe Model

Medium Drive-through Clinic

- 6 hr = 648 immunized/day
- 10 immunizers
- ~ 11 immunizations/hr /staff

Traditional Medium Static Clinic

- 6 hr = 600 - 750 immunized/day
- 10 immunizers
- ~ 12 immunizations/hr /staff

Medium Static Clinic for COVID 19

- 6 hr = 196 immunized/day
- 5 immunizers
- ~ 7 immunizations/hr /staff

Requires:

- Increased physical distancing & time for disinfection reducing capacity of site
- Increased requirements for PPE and disinfectant

SUCCESSSES AND CHALLENGES

Successes and Challenges

Successes

- Safely and efficiently immunized clients
- Feasible model to replicate in other municipalities
- Potentially more cost effective
- Appointment only
- Consent form sent in advance
- Satisfied clients and staff
- Excellent partnerships
- Creativity and innovation (e.g., FM radio)

Challenges

- Cold weather
- Timelines (promotion and approval process)
- Low enrollment
- Lack of online consent form

OUTCOMES AND NEXT STEPS

Next Steps — Look for Alternative Models



Hybrid Model — Soccer City



Indoor facility
large empty covered
space

Outcomes and Next Steps

- Included mass immunization drive-through clinics as one clinic type
- Development of several scenarios based on season/time of year
- Secured sites for indoor and outdoor drive-through option
- Retrofitting large busses to function as mobile or to support drive-through

THANK YOU!

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