



Improving Wait Times for Immunization Administration

*Aliados Health
Promising Practice*

PROMISING PRACTICE OVERVIEW

Sebastopol Family Pharmacy implemented a streamlined workflow aimed at optimizing patient care and reducing medication errors. A key component includes improving the workflow around immunization administration, allowing for more efficient service delivery and better patient outcomes. The pharmacy now plays a central role in care coordination with a focus on enhancing the quality of care for patients with chronic conditions such as diabetes, hypertension, COPD, and also increasing immunization rates.

AIM

To improve the integration of clinical pharmacy services with patient care by enhancing workflows, ensuring timely vaccinations, and optimizing drug therapy, ultimately improving patient outcomes and reducing workload burdens for the pharmacy team.

MEASURES

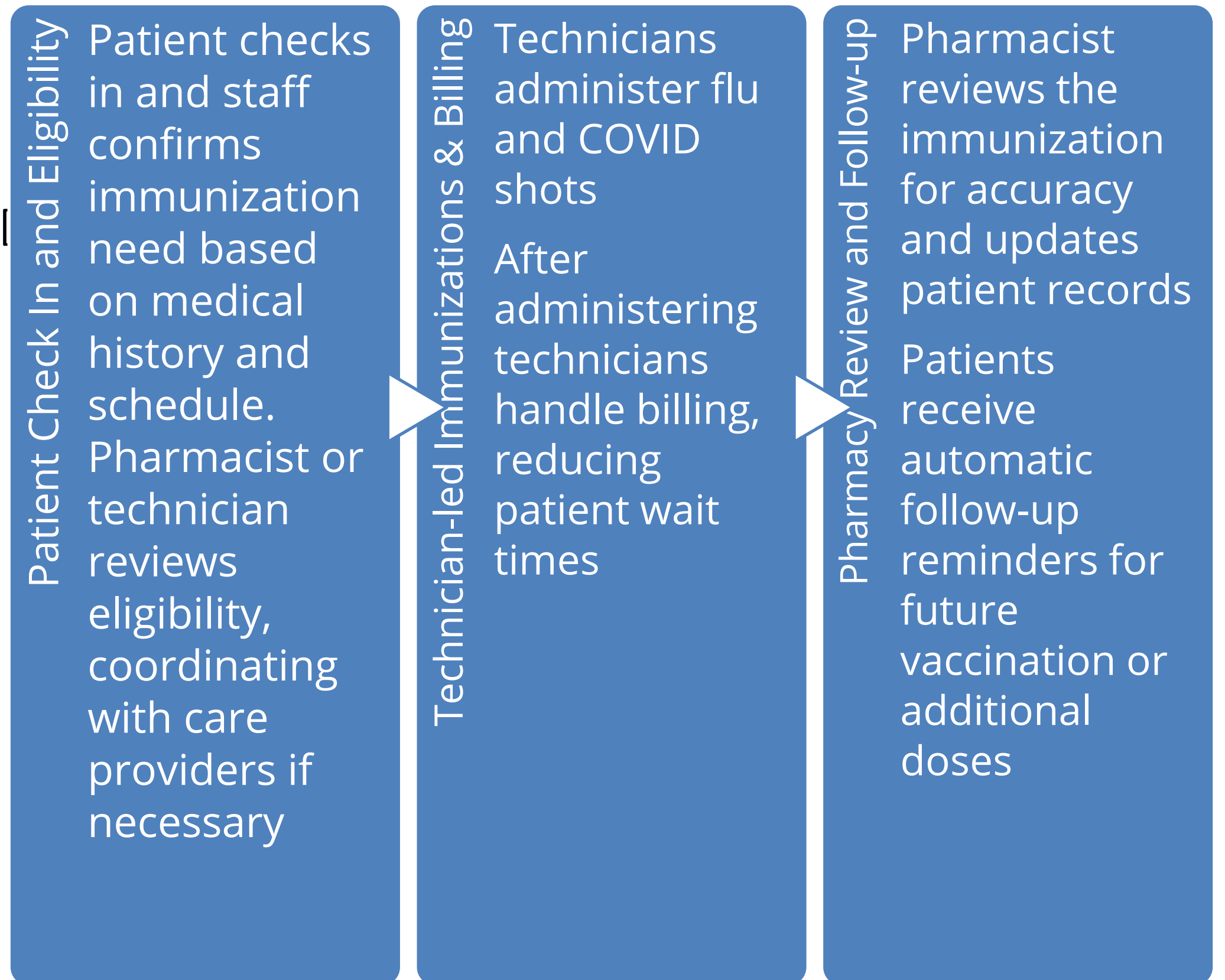
The pharmacy used several measures to evaluate the impact of the workflow changes. Process measures include tracking the time spent on immunization delivery, follow-up, and volume of patients receiving recommended vaccines. Outcome measures focused on improvements in vaccination coverage rates among eligible patients and reductions in missed opportunities for vaccinations.

ACTIONS TAKEN

The clinical pharmacist introduced a more efficient immunization process, reducing wait times. Allowing patients to receive their vaccines before billing the vaccine through their insurance improved the pharmacy workflow. This change allowed pharmacists and pharmacy technicians to focus more on direct patient care while reducing administrative burdens. Continuous training with the pharmacy staff, specifically certifying the pharmacy technicians to administer shots improved the ability to carry out immunizations smoothly and efficiently. In addition to this, West County Health Center has become a core rotation for UCSF students. Their partnership with Sebastopol Family Pharmacy allows a student perspective on aspects like quality improvement. With the continuous flux of 2 students every 6 weeks, there is hope for quality improvement projects and new measures to be evaluated.



WORKFLOW



RESULTS TO DATE

The workflow changes have led to an improvement in the number of patients receiving timely immunizations, with a decrease in missed vaccination opportunities. Time saved through streamlined processes has allowed pharmacists more time for direct patient care and medication management.

LESSONS LEARNED

Collaboration is key: Integrating pharmacy services with the clinical team has proven essential in creating a more cohesive care model. Efficiency requires ongoing training: Ensuring that staff are well-trained on new procedures can greatly improve the efficiency of workflow changes.

