

Improving Rates of COVID-19 Vaccination at Epsom Family Medicine

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Leadership Preventive Medicine Resident

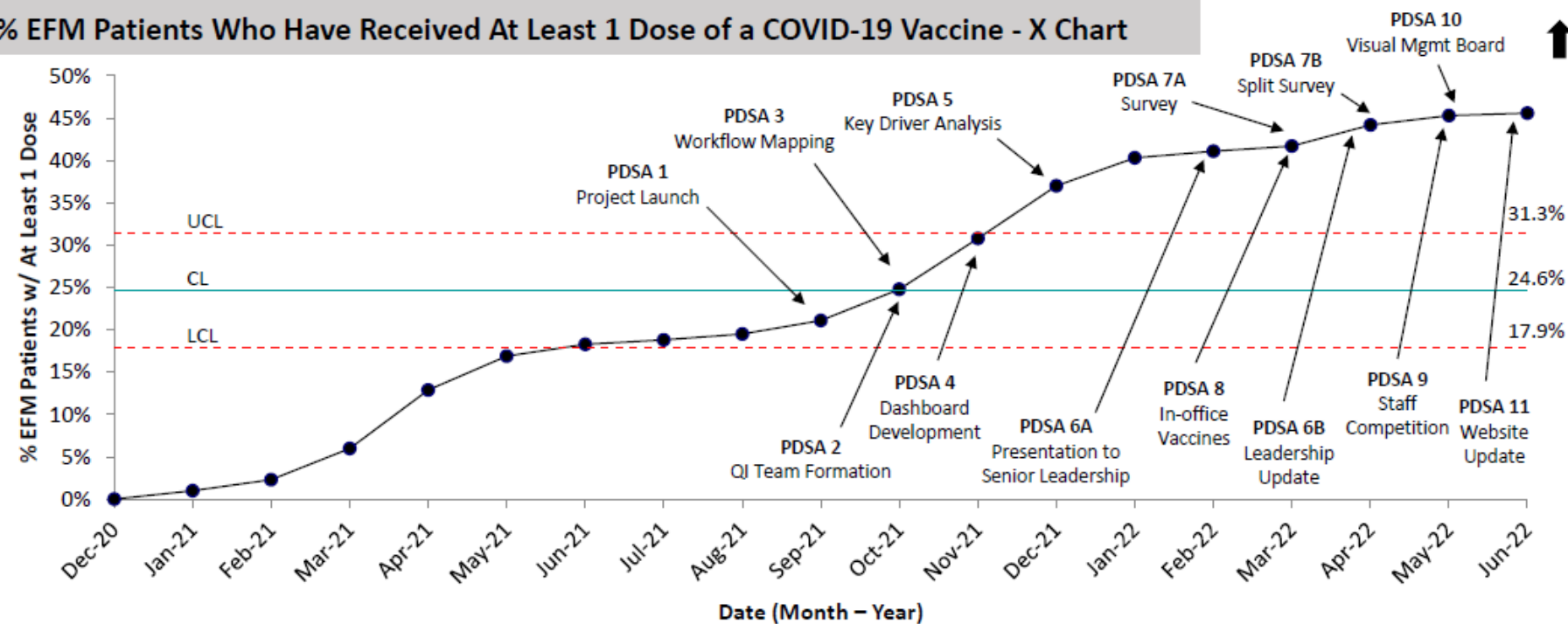
Dartmouth-Hitchcock Medical Center / Concord Hospital

November 9, 2022

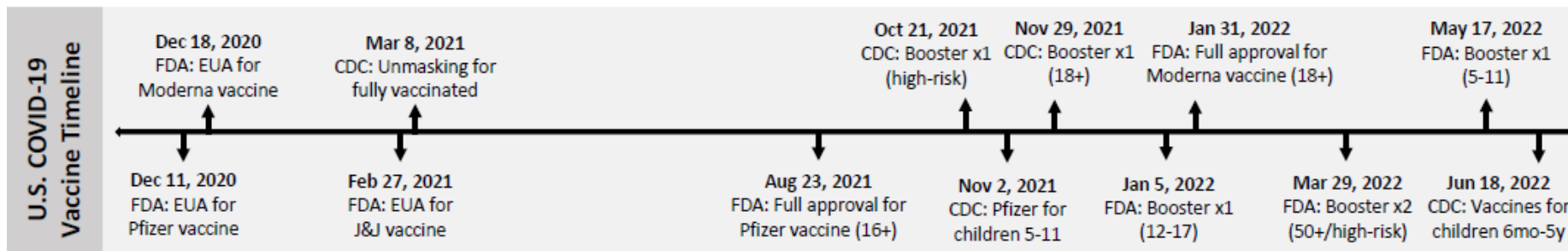
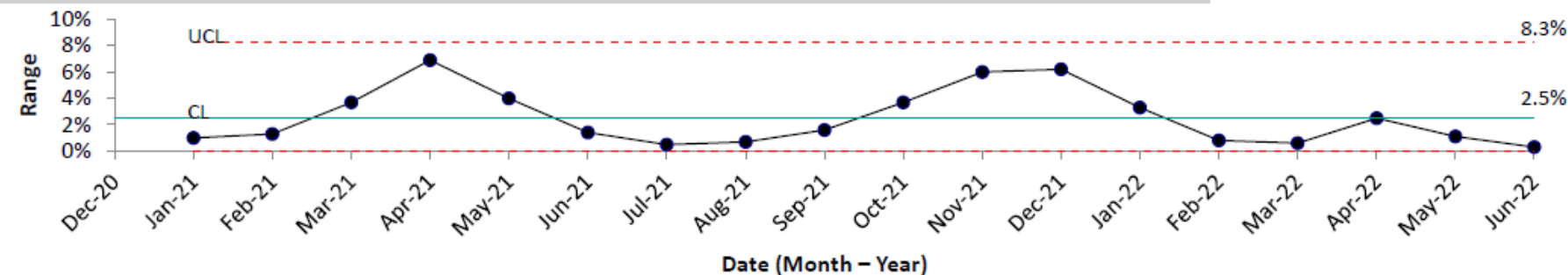
Project Aims

- **Global Aim: To improve rates of COVID-19 vaccination among patients receiving primary care at Epsom Family Medicine**
 - Specific Aim #1 → To increase the percentage of Epsom patients with accurate documentation of COVID-19 immunization status in the EMR from ~26% to >75% by June 30, 2022
 - Specific Aim #2 → To increase the percentage of eligible Epsom patients who are fully vaccinated for COVID-19 from an estimated 60% to at least 80% by June 30, 2022

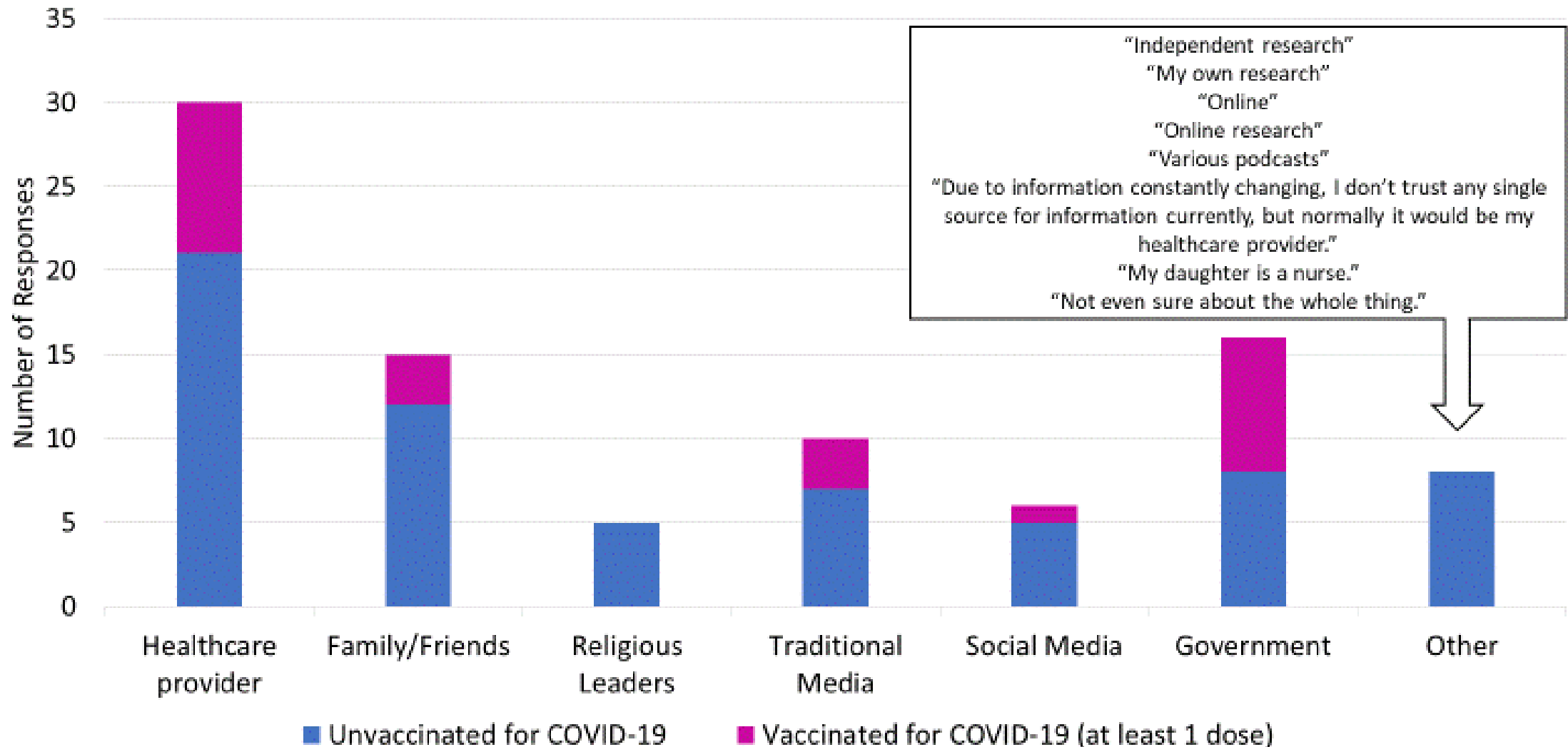
% EFM Patients Who Have Received At Least 1 Dose of a COVID-19 Vaccine - X Chart



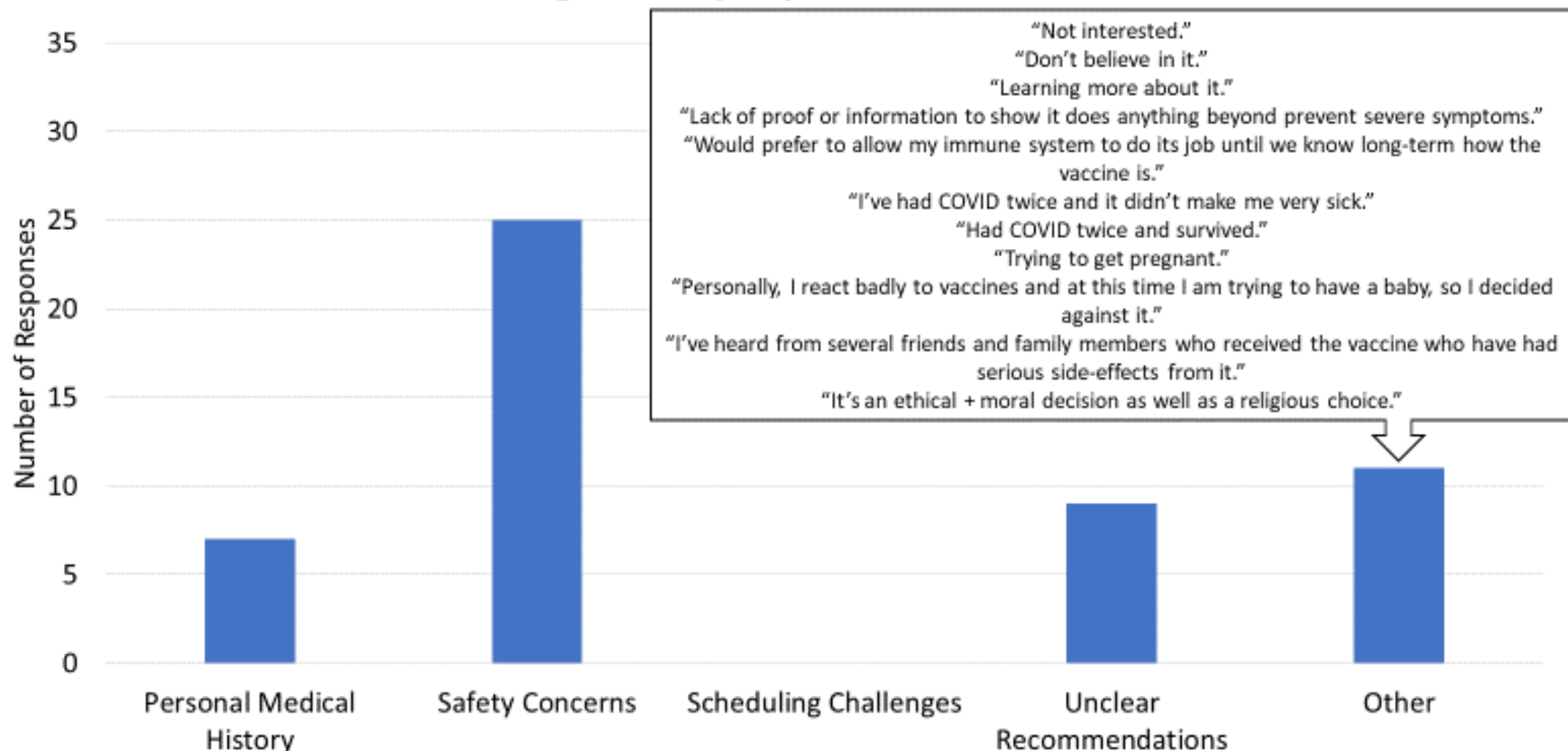
% EFM Patients Who Have Received At Least 1 Dose of a COVID-19 Vaccine - mR Chart



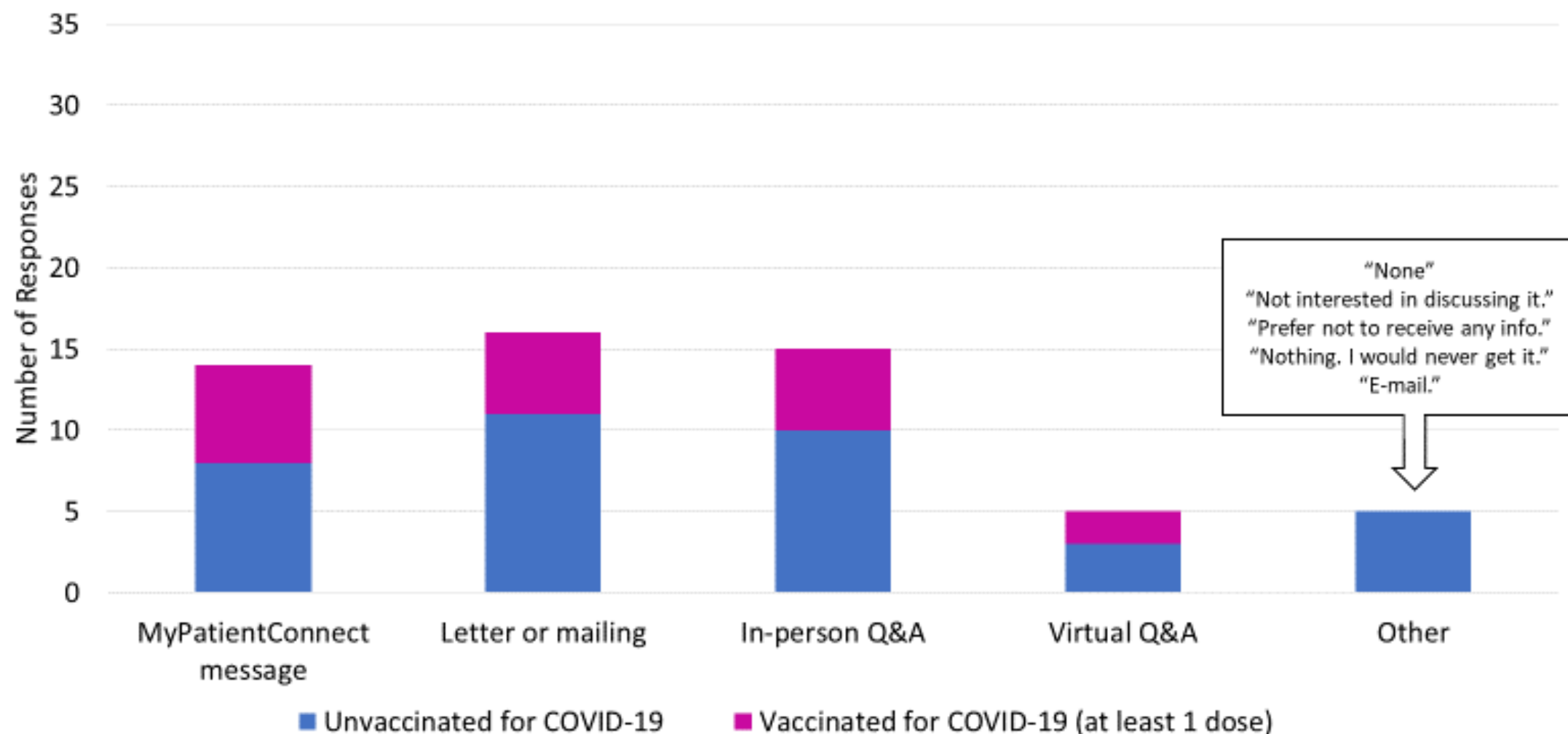
Question #4: What are your most trusted sources of information regarding COVID-19 and vaccines?



Question #5: If you have NOT received a COVID-19 vaccine, what factors most significantly impacted this decision?



Question #8: How can your healthcare team best communicate information regarding COVID-19 vaccination with you?



Fall COVID-19 Vaccine Event...Vision

- Primary Goals:
 - To start (or continue) a dialogue with patients about vaccination
 - To build and/or strengthen trust between patients and the clinical team
 - To provide information in a variety of formats to meet the various needs of our patients
- Note: Vaccines will be available and (hopefully) administered, but this is NOT the primary goal of this event
 - 2 RNs, 2 MDs, 1 PCC committed to stay

“

We understand that you are trying to make the best decisions you can about vaccines to keep yourself and your family safe. We're here to help.

Let's talk about it!



Primary Care | EPSOM

CONCORD HOSPITAL MEDICAL GROUP

TUESDAY, OCTOBER 18
5:00 P.M. TO 8:00 P.M.

Stop by any time to discuss vaccine-related questions and concerns with members of the Epsom Family Medicine team.



Pfizer COVID-19 vaccines and flu shots will be available but are NOT required for participation!

Phone (603) 736-6200 | concordhospital.org

 Primary Care | EPSOM
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Interactive Patient Survey

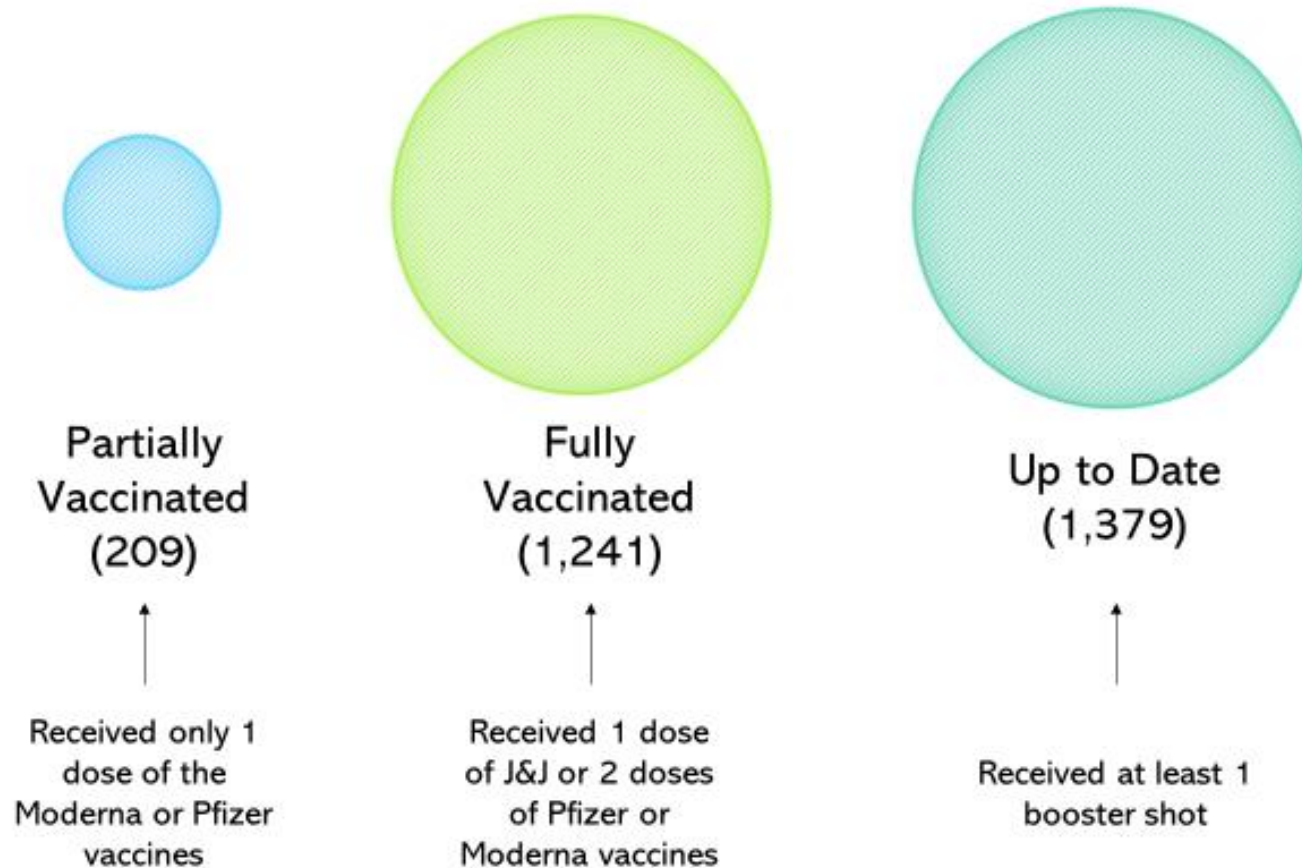


Patient-Centered Information Sheets



Infographics

How many Epsom Family Medicine patients are up to date with COVID-19 vaccinations?



How many Epsom Family Medicine patients admitted to Concord Hospital for COVID-19 received care in the Intensive Care Unit?



Unvaccinated



Vaccinated



= admitted to the hospital



= admitted to the ICU



= admitted to the ICU + intubated

How many Epsom Family Medicine patients admitted to Concord Hospital for COVID-19 died while in the hospital?



Unvaccinated



Vaccinated



= admitted to the hospital

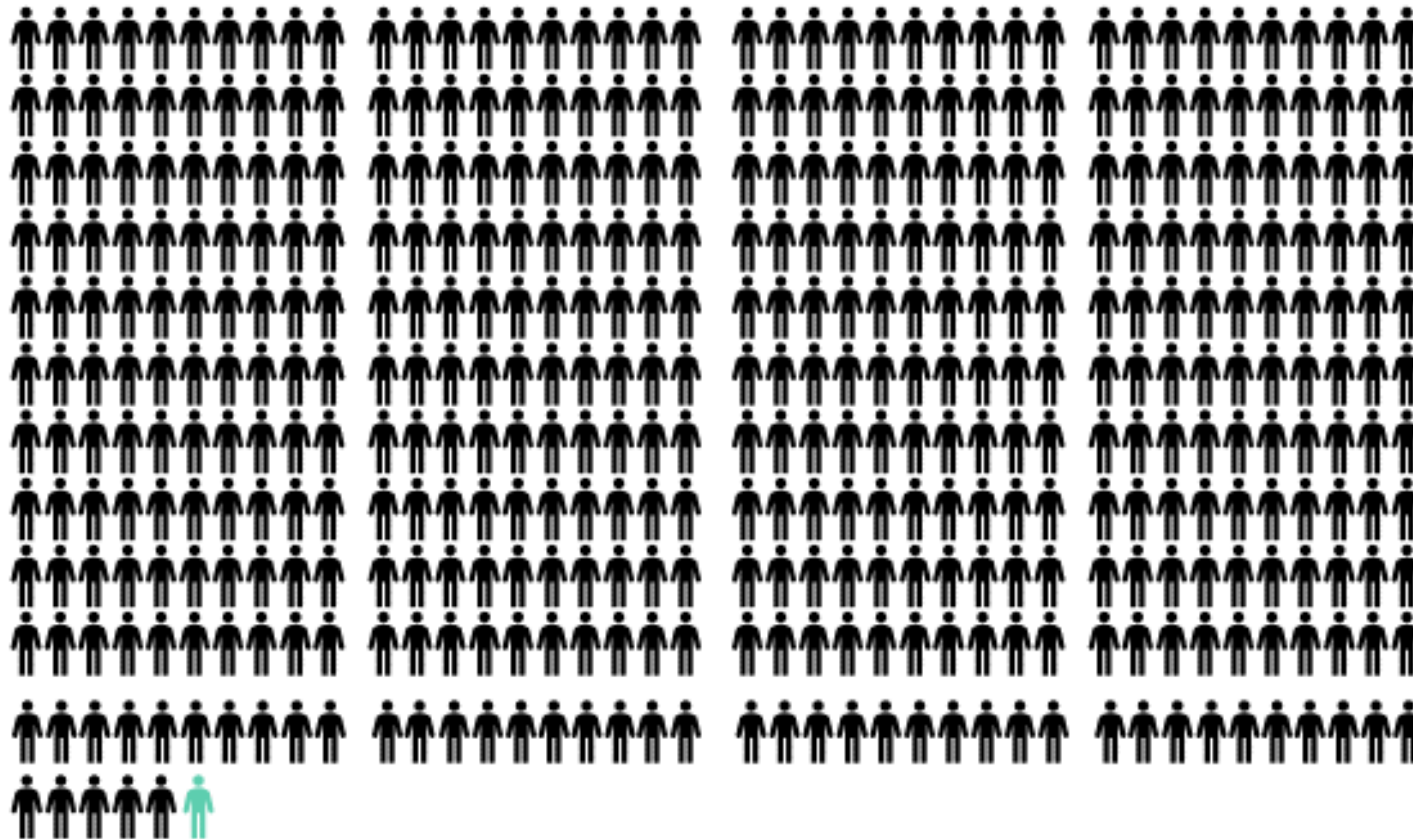


= died in the hospital



= died in the hospital after
ICU admission

How often do patients receiving the COVID-19 vaccine at Epsom Family Medicine experience immediate side-effects?

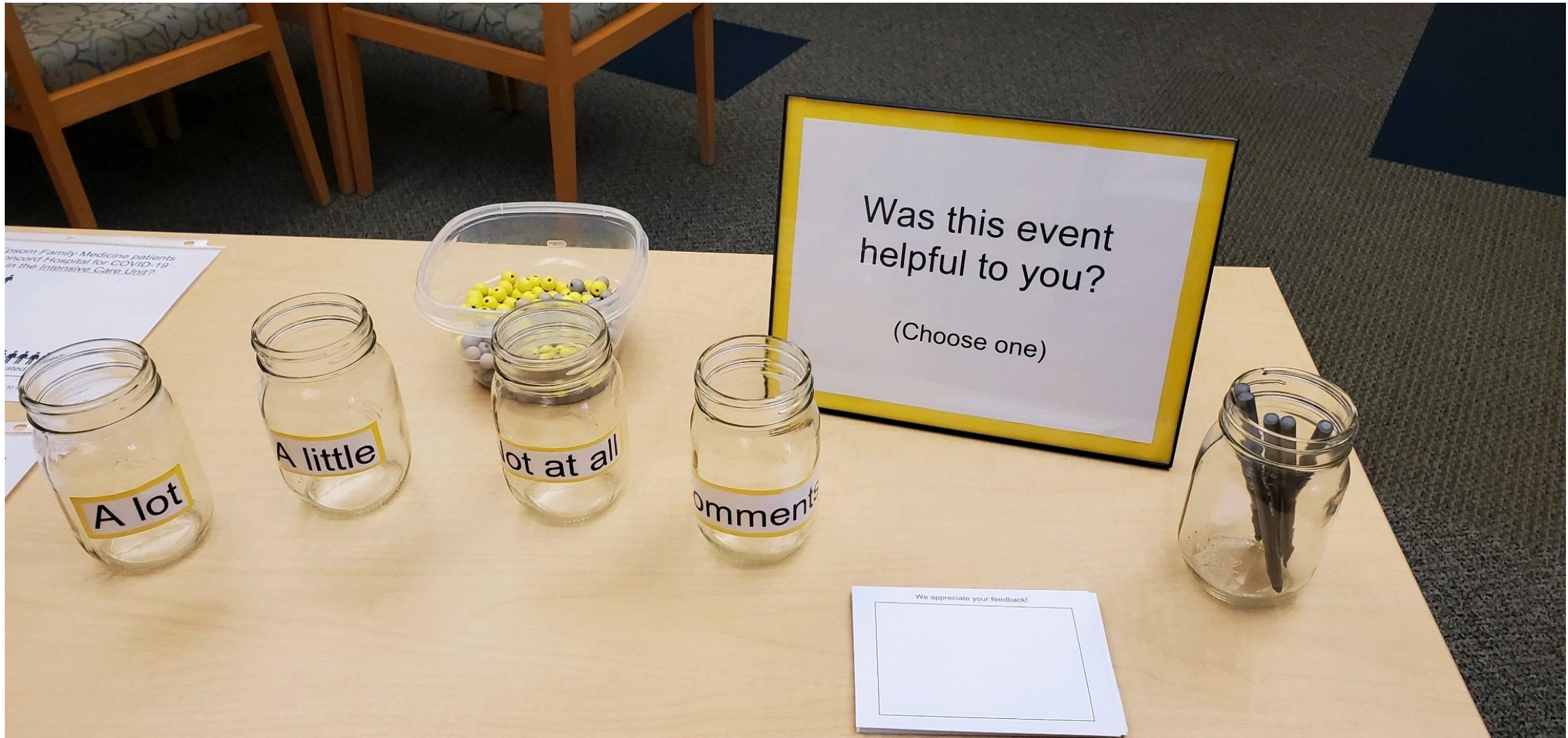


= received the COVID-19 vaccine
without immediate side-effects



= received the COVID-19 vaccine
with mild dizziness

Opportunities for Feedback



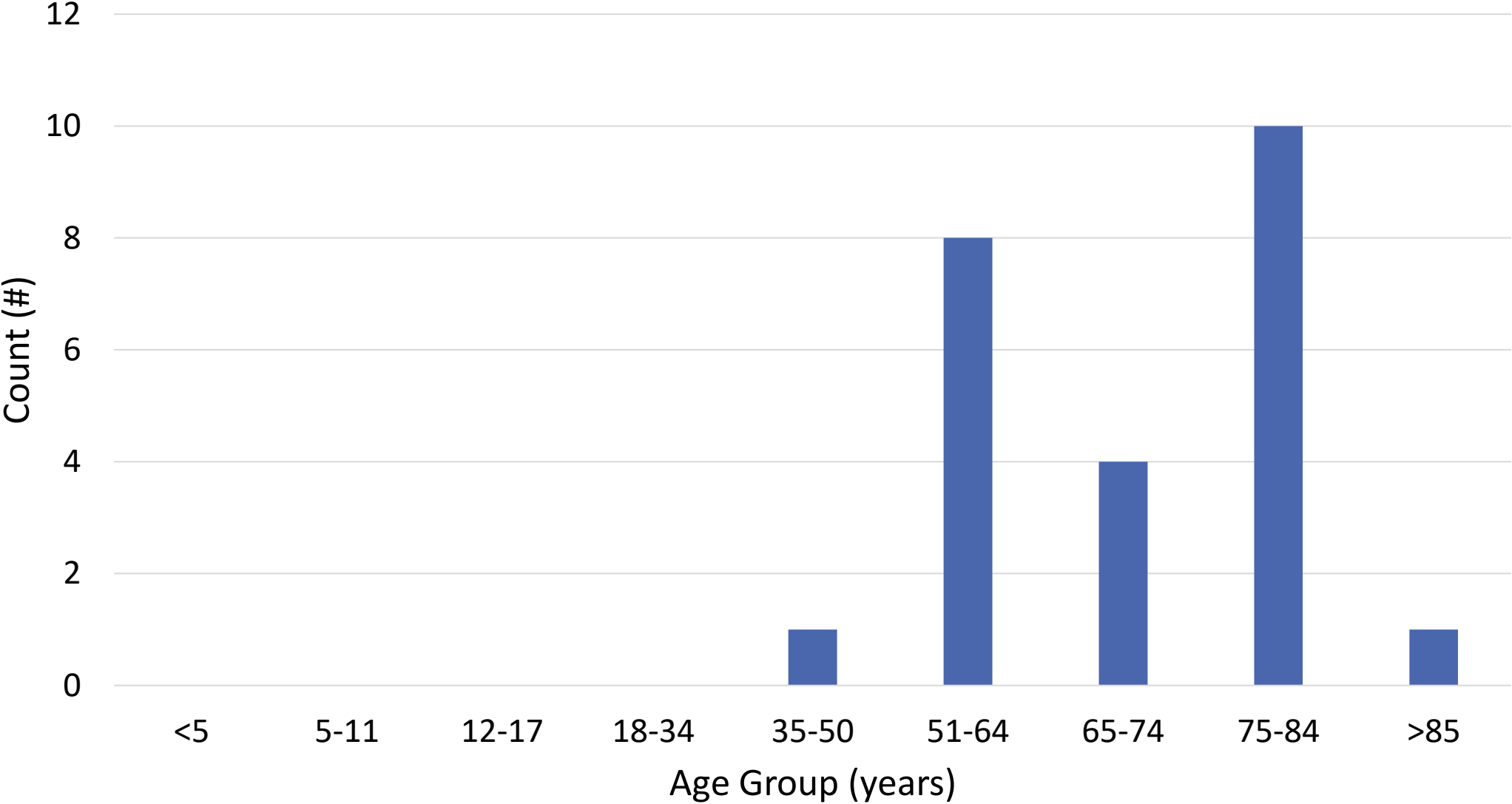
Fall COVID-19 Vaccine Event... Reality

- What was intended to be an educational event with the option to get a vaccine turned into a de facto vaccine clinic with a side of education...
- 25 doses of Pfizer Bivalent COVID-19 Booster administered
- 16 flu shots (10 high dose)

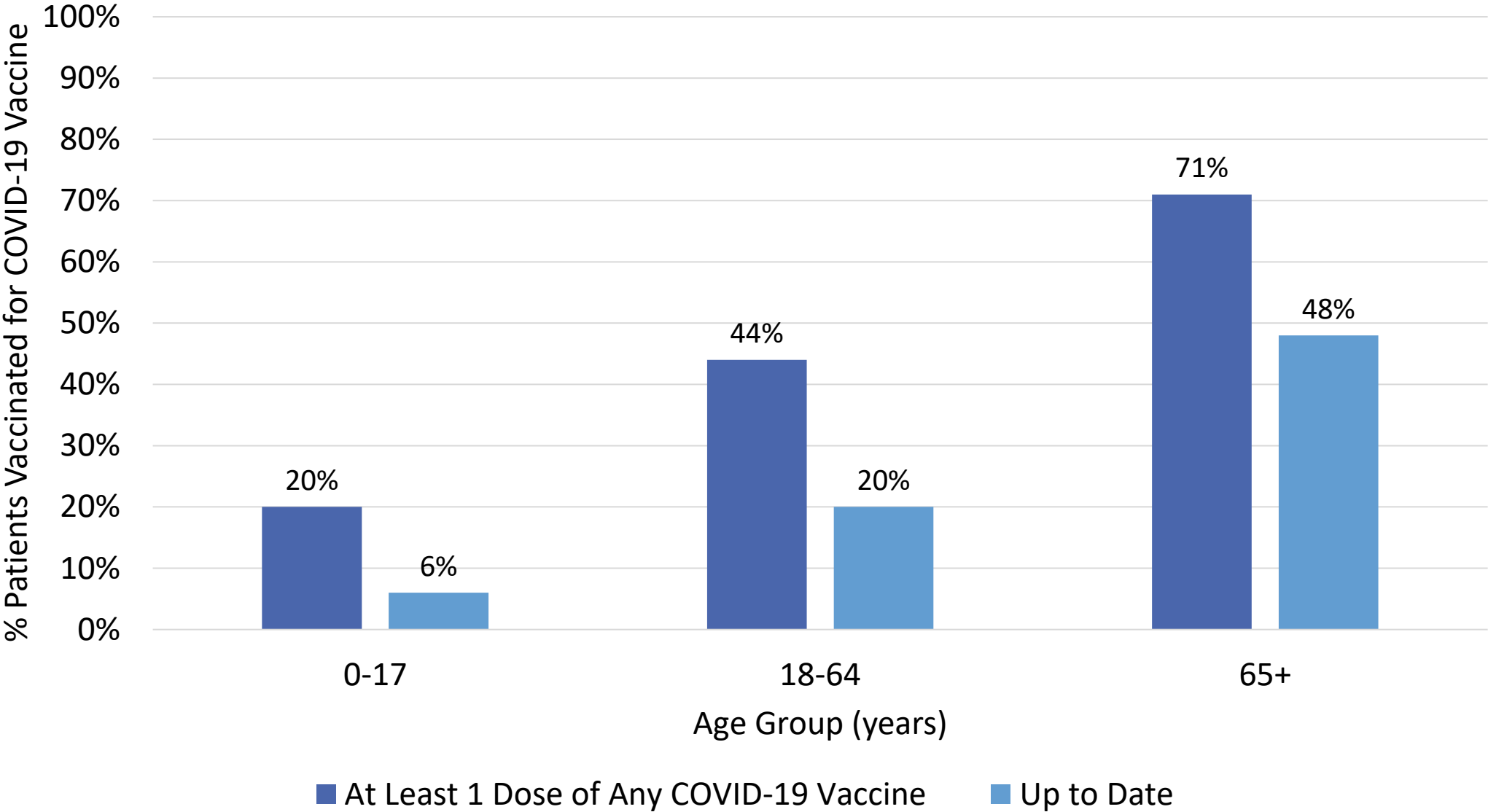
41 vaccines in 3 hours!

**Note: For flu clinics, we typically schedule 1 patient every 10 minutes → 18 vaccines in 3 hours*

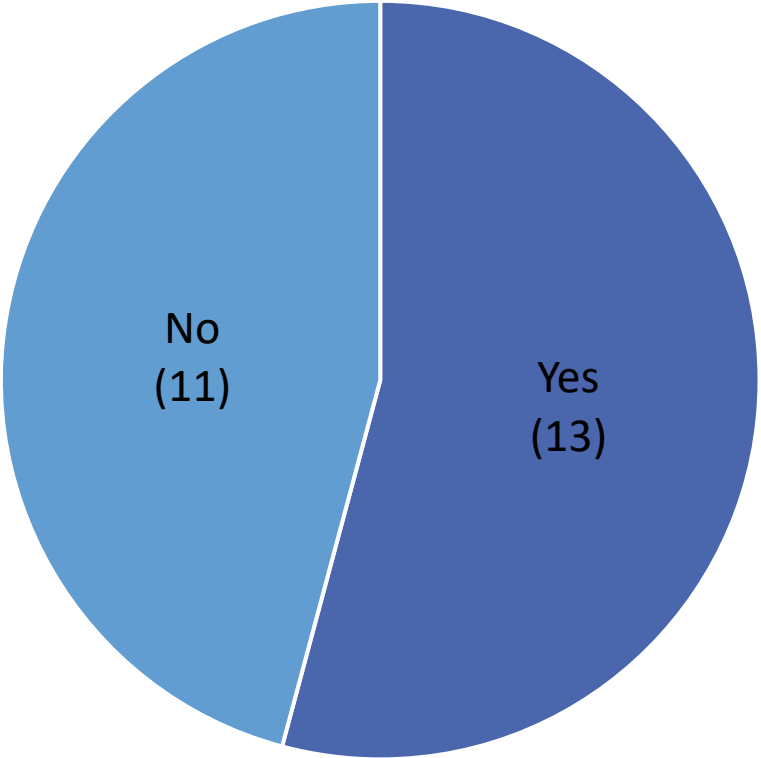
Attendees By Age Group



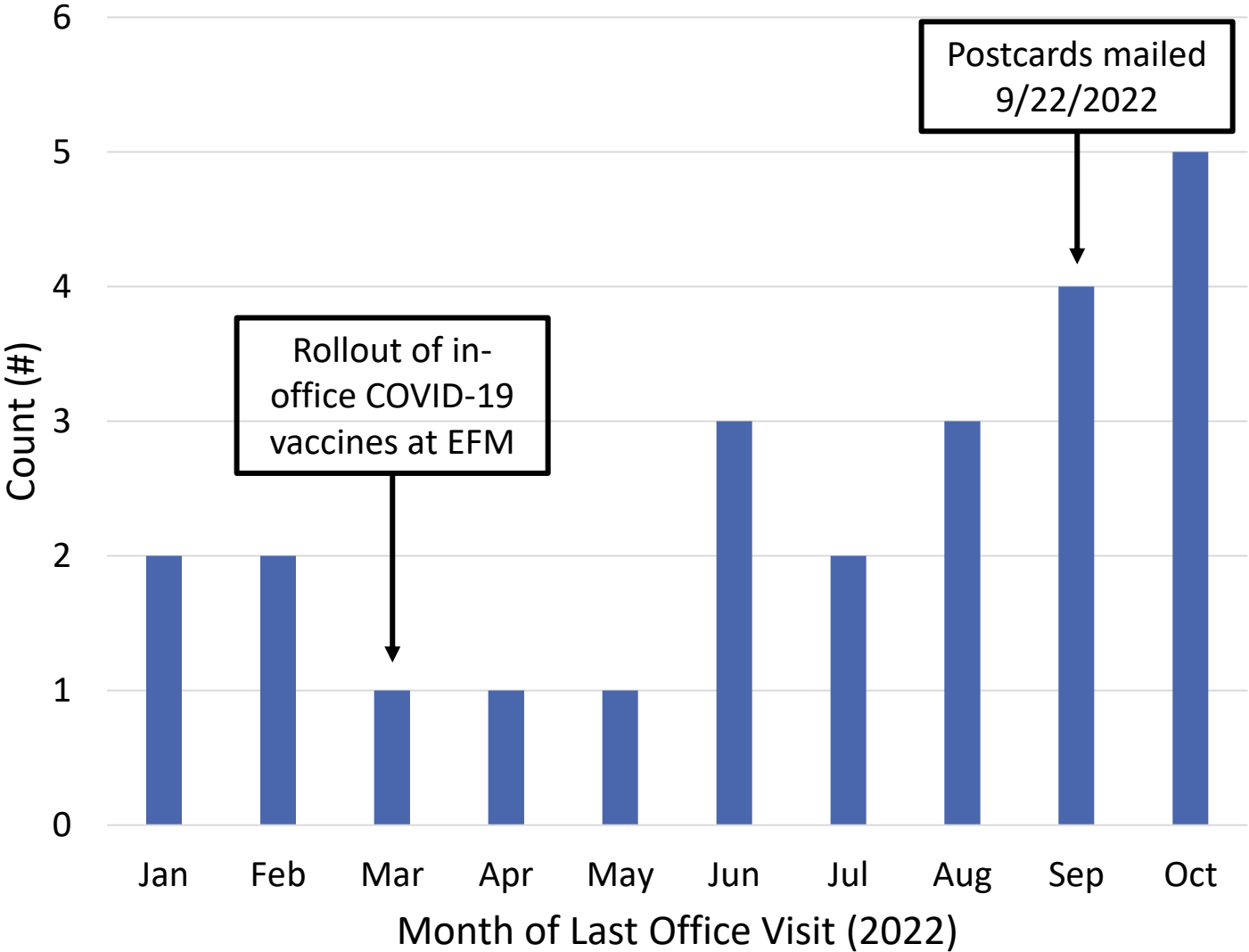
Proportion of Epsom Patients Vaccinated for COVID-19 by Age Group



**Access to the Patient Portal
Among Event Attendees**

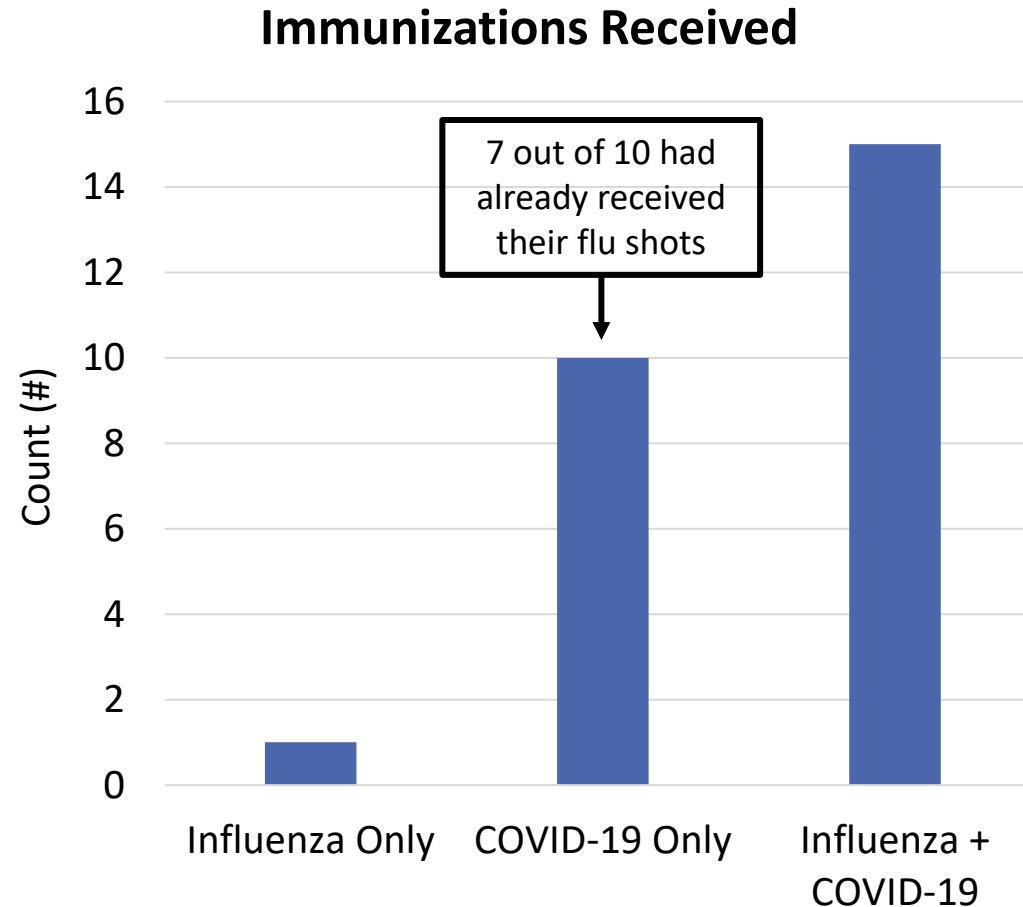


Month of Last PCP Office Visit Among Event Attendees



Key Patient Questions

1. When should we get the flu shot?
2. When do we need to get the COVID-19 vaccine again?
3. Will there be a combination COVID-19/influenza vaccine?
4. Will you be holding this event every year?



Key Themes from Staff Feedback

Excellent patient turnout and high rates of vaccine administration.

Wait times were long, but most patients were willing to wait.

Patients were extremely grateful.

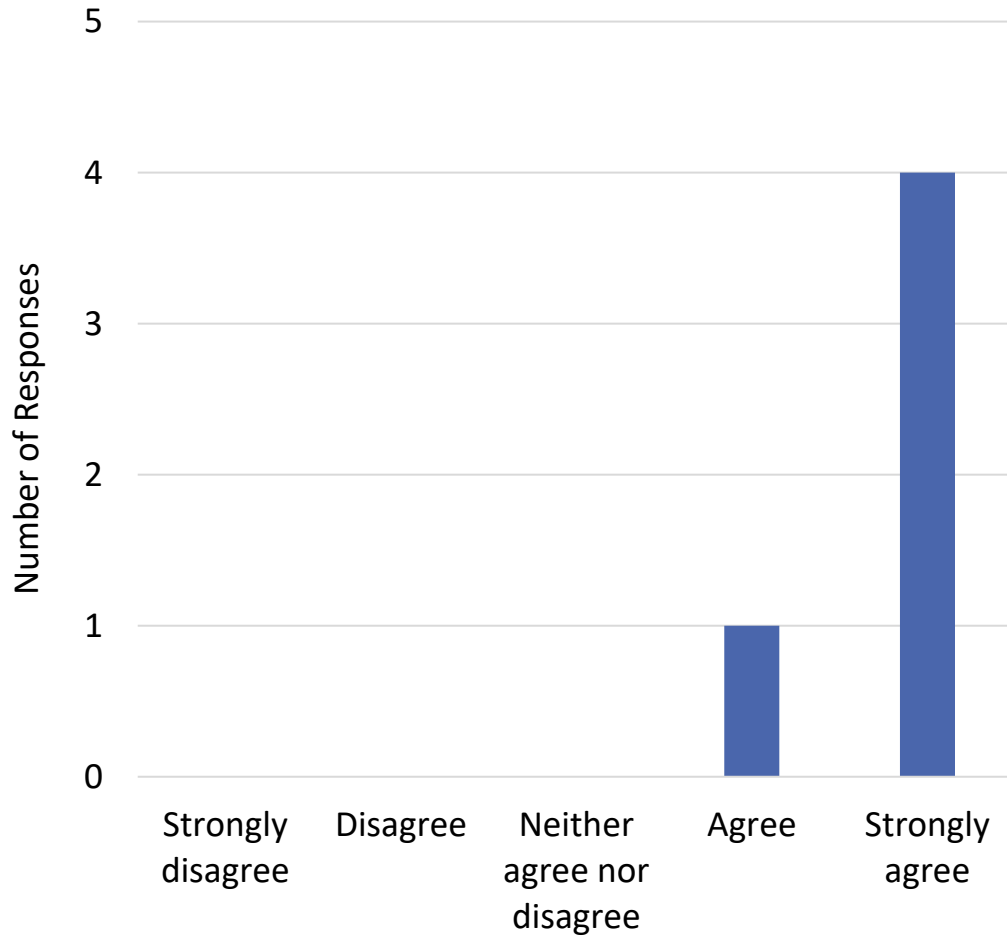
Staff worked well as a team to deal with the unexpected.

Starting the event later may have limited overlap with clinic patients.

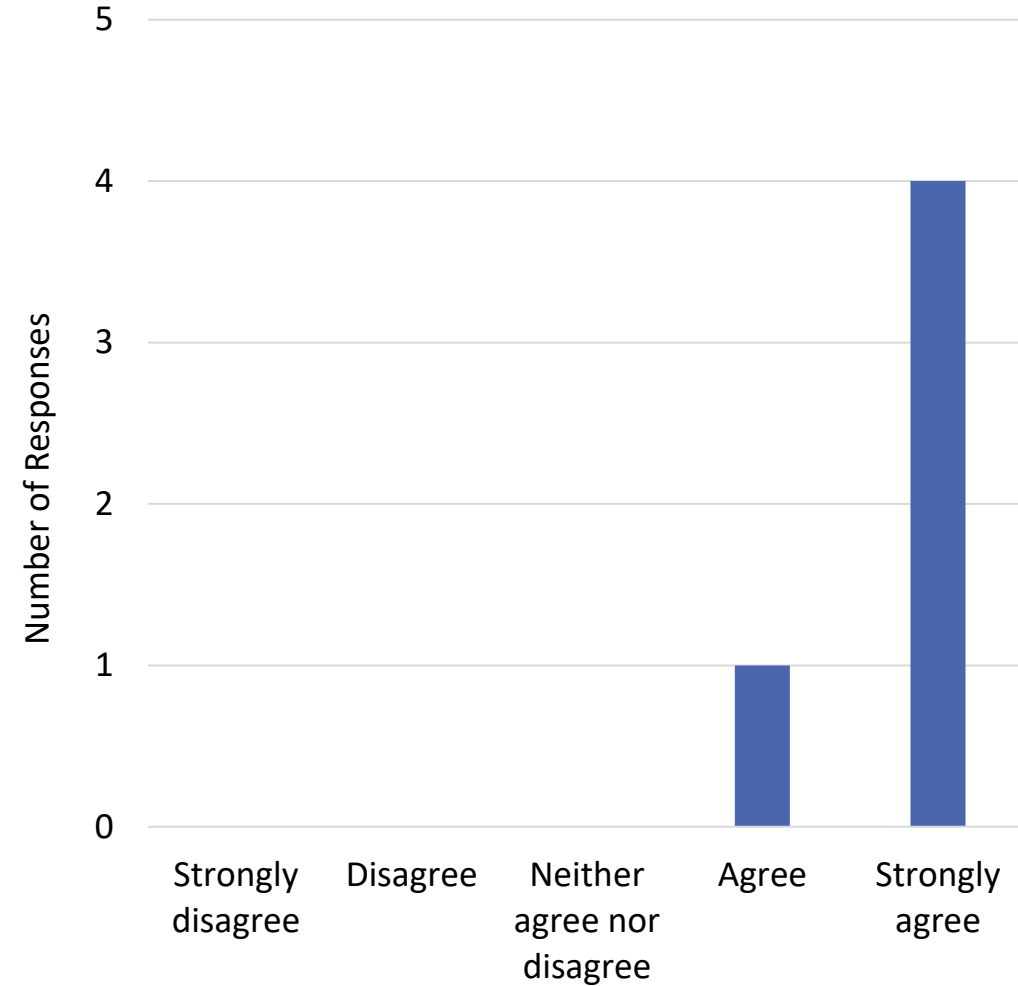
Pre-scheduling may have resulted in a smoother clinic.

Better staffing may have made the process more efficient.

Tonight's event was a worthwhile use of staff time and clinic resources.



Tonight's event met our patients' needs.

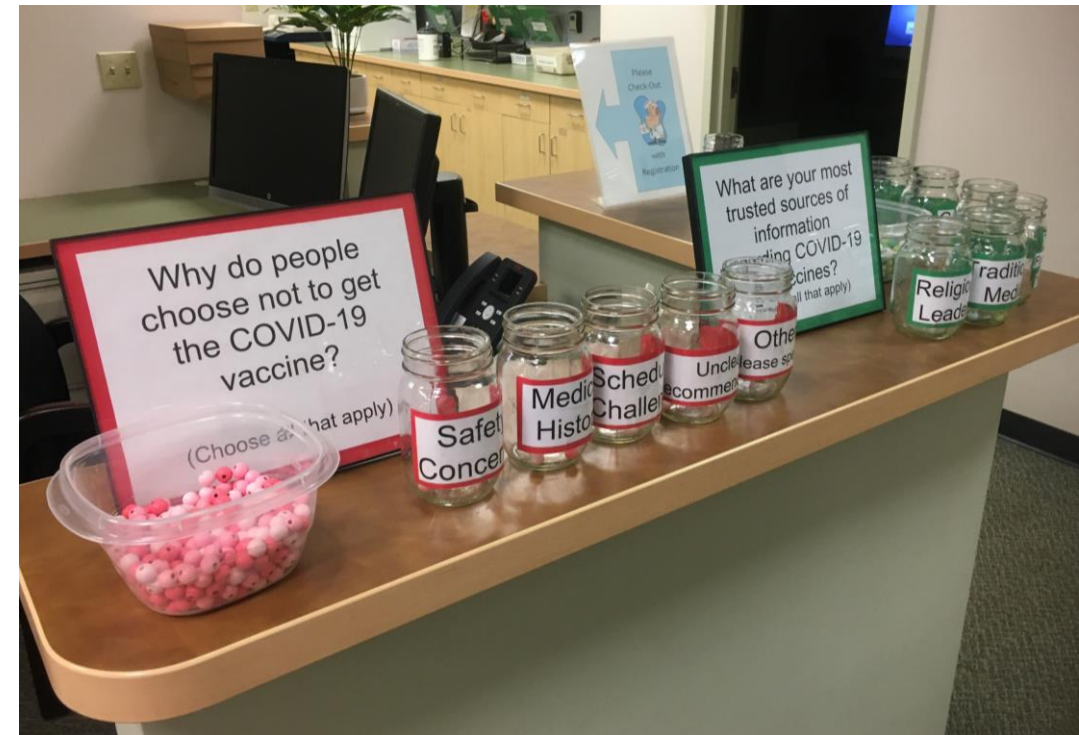
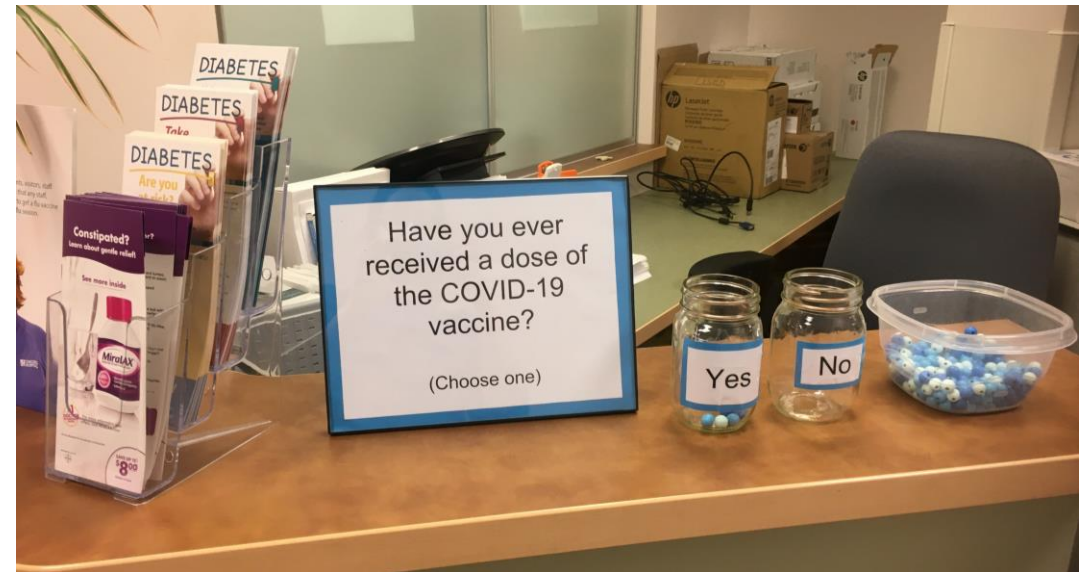


Key Lessons Learned

- Even though there is a wealth of COVID-19 vaccine available throughout the community, many patients still came to EFM and were willing to wait to get their vaccines
- Patients are open to getting their COVID-19 and influenza vaccines at the same time – most event attendees received both vaccines!
- There seems to be a role for communication via mail with primary care patients – many of the patients who attended this event had not been in clinic during the period where we were actively advertising this event and could only have learned about it via mail
- We need to work harder to engage pediatric patients – all event participants were ≥ 50 years old and our pediatric population has the lowest rates of vaccination at EFM
- Drop-in events are logistically challenging but have the benefit of being low-barrier for patients – future events with plans for vaccine administration would benefit from the option to pre-register as well as drop-in

Next Steps

- Maintenance of a COVID-19 vaccine information station in the clinic waiting room, using resources from the 10/18 event
- Ongoing data collection within the clinic using the interactive survey from 10/18
- Refinement and further development of an after-hours COVID-19 vaccine clinic → later start-time, mix of pre-scheduled and drop-in appointments
- Further engagement of the pediatric population in COVID-19 vaccination efforts



Thank you for your
time!

Questions? Comments?