VACCINE ADMINISTRATION MANAGEMENT

Mobilize, manage and scale vaccine administration efficiently and effectively.

The world is preparing to deliver one of the largest mass vaccination campaigns in human history, but managing the process of safely distributing effective COVID-19 vaccines to potentially billions of people will be extremely challenging. According to the World Health Organization (WHO), as of September 2020 there are currently over 180 vaccines in development around the world, with more than 40 in the clinical trial phases. U.S. federal health officials are actively working to provide guidance about who should receive the first doses of any coronavirus vaccine. In April of 2020, the Centers for Disease Control and Prevention (CDC) and an advisory committee of outside health experts began working on a system to guide decision-making resulting in recently released guidance describing the roles for state and local governments to plan for COVID-19 vaccination programs.

When first licensed, the available vaccine(s) will be a limited resource, and not immediately available to vaccinate entire populations across the globe. CDC guidelines advocate prioritization policies that consider criteria such as occupational roles (e.g., healthcare personnel and other essential workers) and populations at greater risk (e.g., people who are 65 years and older, people with underlying conditions, people who are under-resourced or have limited access to resources, and people from racial and ethnic minority groups.) as the vaccine rollout is initiated.

Main challenge: Vaccine prioritization is challenging due to incomplete information on COVID-19 epidemiology and vaccines, including characteristics, timing, and number of doses. However, guidance for vaccine prioritization developed after the H1N1 pandemic may be adapted for COVID-19. Once vaccination is underway, public health authorities need the ability to monitor vaccination rates, vaccination schedule adherence, and vaccination outcomes, in order to make any necessary vaccine and public health outreach program modifications.

VACCINE ADMINISTRATION MANAGEMENT PRIORITIES

Why Vaccine Administration Management?

The current climate calls for a rapid, flexible approach capable of scaling to an unprecedented demand for the management, delivery, and administration of vaccination services. Salesforce provides a single enterprise platform that allows a modular approach, enabling organizations to rapidly configure solutions to meet their greatest needs. Vaccine Administration Management can be used to address the emerging COVID-19 vaccination challenge while laying a foundation for longer-term digital transformation.

Many organizations across the globe have already deployed Salesforce Work.com solutions for early phase mitigation of COVID-19. Over the last six months Salesforce has developed capabilities like employee wellness checks, manual contact tracing, and emergency response management all as part of Work.com to help teams work safely. Many government and private sector entities have used the Salesforce Platform for new applications of business regulatory and compliance solutions, grants management, custom online portals, and high-call-volume deflection capabilities have also been put into service as COVID-19 response solutions.

The Salesforce Platform is designed to provide the capabilities needed to quickly address and respond to the various aspects of emergency management, while also allowing agencies to safely reopen businesses and reestablish their economies. A single, unified platform can deliver integrated capabilities no matter where your organization is in the crisis management lifecycle – before, during, or after.

PUBLIC HEALTH COMMAND CENTER

Empower public health and healthcare organizations with a complete 360-degree view of vaccine management programs in order to make data-driven decisions and take action when needed.

- Make informed, data-driven decisions by health status and demographics.
- Ensure rapid response with a holistic view into your vaccination programs.
- Consolidate data sources into a single dashboard to accelerate response time.

VACCINE INVENTORY MANAGEMENT

Assure availability and maintenance of adequate stock levels and help to forecast demand.

- Leverage a single solution to oversee inventory planning, management, optimization and prioritization to meet public health needs.
- Use robust inventory management and planning capabilities to maintain adequate quantity of doses, PPE stock, syringes, and other supplies.
- Streamline your supply to reduce waste and accurately forecast demand.

VACCINATION APPOINTMENT SCHEDULING

Enable providers and people to schedule vaccine administration with ability to determine eligibility appropriateness and electronic consent capture.

- Manage registration and eligibility for outreach and communication to stay connected with recipients.
- Easily schedule and prioritize vaccination appointments by helping clinicians perform health assessments, capture electronic consent, and determine eligibility.
- Enable contactless visits via QR codes, as well as self-service and on-demand mobile appointment scheduling.

CLINICAL VACCINE ADMINISTRATION

Capture vaccine administration details: i.e., date of vaccination, manufacturer, lot number, location and person administering the vaccine.

- Simplify data capture to promote safe vaccine administration practices with digital pre-arrival screenings and approvals.
- Document and create a detailed digital record of vaccine usage.
- Analyze community-wide vaccine results monitoring.

VACCINATION OUTCOME MONITORING

Survey and capture data on experiences after vaccination. Ability for people to self-report via multiple channels.

- Efficiently survey participant experiences and health outcomes following their vaccinations, experiences and health outcomes following their vaccinations.
- Centralize collection and reporting on health outcomes data to enable a quick response.
- Quickly communicate and follow up if there is a health concern.

PUBLIC HEALTH NOTIFICATIONS

Provide notification management capabilities across the vaccine management lifecycle.

- Create and deliver customized vaccine outreach campaigns.
- Notify people when it's time to return for a second dose.
- Alert site managers to re-stock based on scheduled appointments.

How Does Salesforce Support Vaccine Administration Management?

Vaccine Administration Management helps enable organizations to use the Salesforce Customer 360 Platform to design, build, and deploy their own vaccine management programs that are tailored to the needs of their communities. With this extension of Work.com, customers can take advantage of the following capabilities:

PUBLIC HEALTH COMMAND CENTER

Provide a single dashboard that delivers a comprehensive view of vaccine management data, delivering the ability to make data-driven decisions and take action when needed. Command Center provides a holistic view into the health status of a population by demographic and can display current vaccine and medical product inventory levels and forecast of potential vaccine needs.

VACCINE INVENTORY MANAGEMENT

Robust effective supply chain management is a critical component of a successful mass vaccination initiative. Vaccine Administration Management will help organizations manage supply levels to help assure the availability and maintenance of adequate stock levels and aid in accurately forecasting demand requirements.

Inventory planning: Integrate population level data with immunization schedules and disease surveillance data to help determine vaccine amounts required and prioritize geographic areas for vaccine distribution.

Inventory management: Capture critical information (i.e., lot #, manufacturer, location of stores, quantity, shelf life, immunization schedule, expiration, dose ID range, and refrigerator temperatures) in support of managing critical supplies.

Inventory optimization: Adjust inventory based on commitments, signups, distribution (forecast, supply chain capacity), and vaccine shelf-life considerations. Inventory prioritization: "Bulk load" lists of priority or essential personnel (teachers, healthcare, elder care, high risk, first responders, state health care workers). Lists can be processed, permitting email/barcode notification of vaccine approval status and scheduling information.

VACCINATION APPOINTMENT SCHEDULING

Vaccine Administration Management will help enable providers and people to schedule vaccine administration with the ability to determine eligibility and to document electronic consent.

Process for requesting vaccine: Enable individuals to submit online requests guided through an eligibility determination screening process and determine the appropriate priority tier (ex: front-line emergency worker). Deliver vaccine information forms and obtain consent electronically.

Determining eligibility: Guide individuals through a process to screen for clinical exclusion criteria and contraindications; prior COVID-19 exposure; etc.

Prioritization: Assign priority categories or tiers based on data captured in the request process for prioritization purposes such as front-line emergency workers, or individuals in high risk criteria like age and immunodeficiencies. Capture electronic consent: Obtain consent with acknowledgment of vaccine risks.

Notification: Notify individuals meeting eligibility criteria and appropriate priority tier of their ability to schedule a visit.

CLINICAL VACCINE ADMINISTRATION

Capture vaccine administration details. Document the date the vaccine was administered, the manufacturer will receive. Individuals have the ability to confirm their vaccination appointment. and lot number, the vaccination site and route, and the name and title of the person administering the vaccine. Document information about the publication data of the VIS (vaccine information statement) and the date it was administered. Record information about a vaccine was not administered.

VACCINATION OUTCOME MONITORING

Survey and capture post-vaccination data about health results and outcomes following vaccination. Permit people to self-report their experiences after vaccination using a variety of digital channels.

PUBLIC HEALTH NOTIFICATIONS

Provide notification management capabilities across the vaccine management cycle. Notify people of scheduled visits and vaccine information in addition to recall reminders for second dose vaccines. Additionally, alert vaccine administration site managers to the need to re-stock vaccines based on pending scheduled appointments.

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