

# BILH COVID-19 PATIENT VACCINATION TRAINING – ALL STAFF

February 3, 2021

Updated as of: February 3, 2021

This training deck will be updated to reflect any new or changing information.



Beth Israel Lahey Health

# BILH COVID Patient Vaccination Training

## Agenda for All Staff Training

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1. Patient Vaccination Overview
2. Site Preparation
  - a. Infection Control
  - b. Supplies
  - c. PPE
  - d. Security
  - e. Overview of Roles
  - f. Start of Day
3. Patient Vaccination Site visit
4. IT Scheduling Tool

# Patient Vaccination Overview

# BILH COVID-19 Patient Vaccination Training

## MA COVID-19 Vaccine Program – Phase 2 Updates and Definitions

### Phase 2 Updates

- Each health system is developing plans to vaccinate its own patients
- Health systems must follow the state's direction on priority levels

### Pre-Phase 2: BILH Pilot Program

- Solid organ transplant and bone marrow transplant patients under the care of our transplant and cancer programs began receiving the vaccine this week in Longwood and Burlington as part of a pilot program prior to Phase 2.

### Phase 2 Priority Levels (subject to launch dates set by the state and vaccine availability)

- 1 Individuals ages 75+ not included in Phase 1
- 2 Individuals ages 65+ **OR** 16+ with 2 or more co-morbidities
- 3 Other workers deemed higher risk
- 4 Individuals with 1 co-morbidity

\*The state has directed us to use a [list of comorbidities provided by the CDC](#) that are associated with an increased risk of severe illness from the virus that causes COVID-19.

### CDC List of Co-Morbidities

- Cancer
- Chronic kidney disease
- COPD (chronic obstructive pulmonary disease)
- Down Syndrome
- Heart conditions, such as heart failure, coronary artery disease, or cardiomyopathies
- Immunocompromised state (weakened immune system) from solid organ transplant
- Obesity (body mass index [BMI] of 30 kg/m<sup>2</sup> or higher but < 40 kg/m<sup>2</sup>)
- Severe Obesity (BMI ≥ 40 kg/m<sup>2</sup>)
- Pregnancy
- Sickle cell disease
- Smoking
- Type 2 diabetes mellitus

Source: <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-medical-conditions.html>

# Site Preparation: Infection Control, Supplies, PPE Security, Overview of Roles, Start of Day

# BILH COVID-19 Patient Vaccination Training

## Site Preparation: Infection Control

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- All staff must be knowledgeable regarding infection control practices.
- Furniture should all be cleanable using approved agents.
- Vaccine administration stations and observation areas are approximately 6 feet apart and should be disinfected every hour (as per CDC recommendations), or if visibly soiled, using an approved germicidal wipe.
- Cleaning and disinfection is performed by the vaccinator or room assistant or other role designated on-site.
- High-touch surfaces (workstations, keyboards, telephones, and doorknobs at check in area and in observation areas are cleaned and disinfected using an approved germicidal wipe following the stated wet contact time at least every hour between shifts and at the end of the clinic day.
- New surgical masks should be available at entry/check-in for vaccine recipients arriving wearing a bandana/gaiter mask, a mask with exhalation valve, a mask that is torn or visibly soiled, or if the patient is not wearing any face covering
- Hand hygiene stations are available at vaccination, observation and entry/check-in areas and should be checked at least twice a day to ensure they have sufficient product; refill as necessary.
- Eating or drinking is not allowed outside of the designated break/lunchroom.
- All clinics are cleaned at end of day by staff, or local cleaning contract and should include the following areas and actions:
  - Door handles, Bathrooms, Check in and check out tables, Vaccine station tables. Vaccine station chairs, Observation chairs, Clean and mop all hard surfaces, Vacuum rugs within observation area, Empty all trash

# BILH COVID-19 Patient Vaccination Training

## Site Preparation: Supplies

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- Chux/disposable pads
- Disinfectant wipes
- Paper towels
- 2-3 Emergency kits (see next slide)
  - Epinephrine, autoinjector
- Band-aids and gauze pads
- Blood pressure measuring device
- Vaccine station # signs
- One station for every vaccinator with 2 chairs (avoid fabric and ensure cleanable arms), wastebasket, sharps containers, alcohol-based hand sanitizer dispenser
- Enough chairs in observation space, set up 6 feet apart from each other
- Screens to allow for disrobing: 1 per clinic
- BILH-provided vaccination information/documents
- Laptops with chargers (one per vaccination station)
- Hand sanitizer locations
  - Entry and exit to clinic and observation space
  - Every vaccination station
  - Workstations
- BILH-approved signage
  - Physical distancing markings on floor to stand 6 ft apart
  - “Not feeling well signs:” procedures to follow if onsite and have symptoms
  - Any signs referencing the operator of the site should include the name of the sponsoring hospital
- Surgical masks
- Reusable eye protection and brown paper bags (for PPE storage during breaks, between shifts)

# BILH COVID-19 Patient Vaccination Training

## Site Preparation: PPE for Staff

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Staff must wear:

- Surgical Masks
- Eye protection

**Eye Protection:** per the BILH PPE Guidance, all vaccine clinic staff must wear approved eye protection (goggles, eye shield or face shield) for all patient contact or work in a patient care/vaccination area. Face shields are preferred

**Gloves:** not required per CDC and OSHA for high throughput vaccination clinics but will be available on-site

- Whether or not gloves are worn, staff should continue to practice proper hand hygiene and handwashing procedures

**Gowns:** gowns do not need to be worn by staff

*\*Patients should be masked at all times when at the vaccination site*

# BILH COVID-19 Patient Vaccination Training

## Site Preparation: Security

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- Badge access granted to all necessary staff, including Pharmacy, Vaccinators, Observers, Clinic Operations & Administration.
- Police & Security should be aware of security needs. Each site will need to include their local Security team in their operational staffing plans.
- Ensure site-based Security knows the clinic's location and hours of operation, including the time for setup and breakdown of the clinic.
- During check-in, employee/vaccinator provides proof of ID with employee badge.
- BILH Pharmacy will remove vaccine product nightly from each clinic and return to appropriate storage facility.
- All clinic doors will be locked after clinic closes so laptops and supplies are secured.
- Identify other security concerns that need to be addressed at identified clinic sites.

# BILH COVID-19 Patient Vaccination Training

## Site Preparation: Overview of Roles

Role	Duties
<b>Executive Operational Director</b>	Oversight of all vaccine operations
<b>Medical Director</b>	Oversight of medical operations at vaccine site
<b>Site Operations Lead</b>	Supports Executive Director in overseeing all vaccine operations, including Pharmacy
<b>Pharmacy Officer</b>	Pharmacy Oversight
<b>Facilities Lead</b>	Facility Oversight
<b>Support contact local hardware / network</b>	IT Oversight
<b>On-Site Vaccine Clinic Manager</b>	Manages day to day operations of clinic site and elevates issue to leads and directors as necessary
<b>Greeter/Check-In:</b>	<ul style="list-style-type: none"> <li>Responsible for greeting, checking-in and directing patients to vaccination station</li> <li>Answers questions and manages traffic flow.</li> <li>Notifies on-site Vaccine Clinic Manager if an individual has a question the Greeter cannot answer</li> </ul>
<b>Room Assistant / Table Wiper:</b>	Cleans and disinfects each vaccination station table between individuals with a hospital-approved germicidal wipe or at the scheduled hourly cleaning time.
<b>Vaccinator</b>	Vaccinators can be MAs if certified in vaccine administration (see MA DPH Circular Letter DCP 17-8-102 from August 2017), LPNs, RNs, NPs and MDs, PAs, PA students, Medical students, Pharmacists, pharmacist interns, pharmacy students: sites should work with their Chief Pharmacy Officer to determine feasibility of leveraging Interns, Graduate nurse (completed course work- pending NCLEX) and CNI's (completed course work, graduated and passed NCLEX)
<b>Observer</b>	Required credentials/skillset: Certified MA, LPN, RN, or NP.
<b>Staff Scheduler (may be combined with other roles depending on site)</b>	<ul style="list-style-type: none"> <li>Schedules appropriate clinic staff with appropriate staffing mix (Vaccinators &amp; Observers). Works with Human Resources Talent Acquisition to identify staffing gaps</li> <li>Requests appropriate IT access for defined staff</li> <li>Communicates staff issues to Manager (e.g., no shows, substantially late for shift)</li> </ul>
<b>Appointment Scheduler/Check-Out Staff</b>	Checks-out individuals and schedules patients for their 2 <sup>nd</sup> dose appointment through COVID-19 scheduling tool.

# BILH COVID-19 Patient Vaccination Training

## Site Preparation: Start of Clinic Day

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### On-Site Vaccine Clinic Manager:

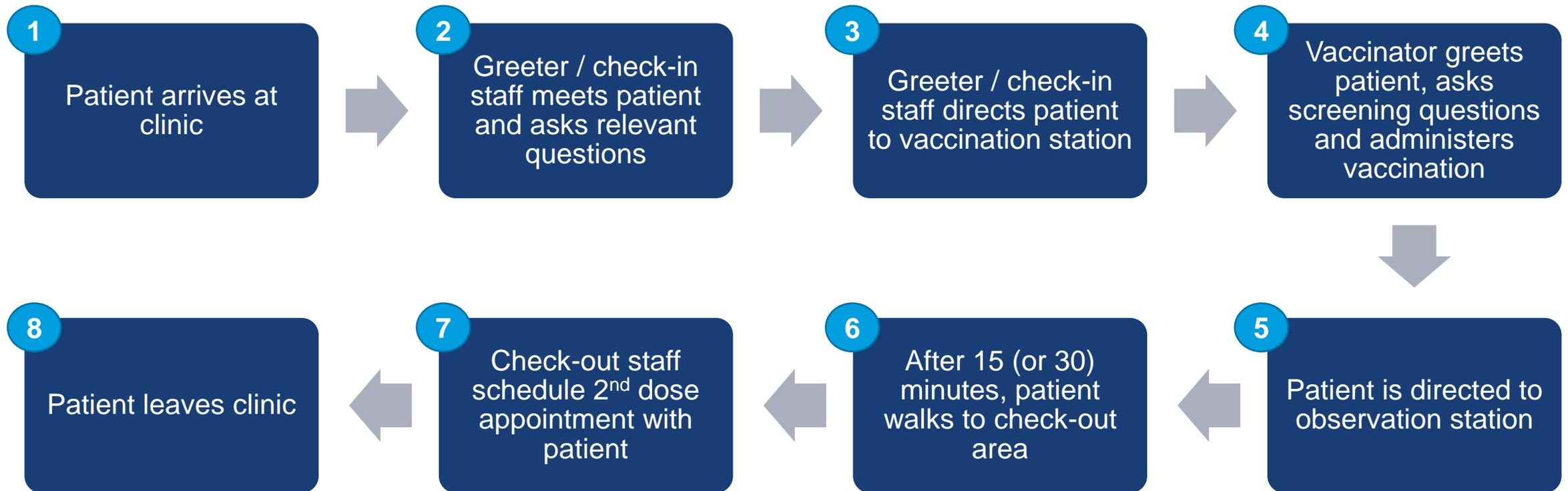
1. Call security if needed to open door to site
2. Write names and roles on the white board, including Administrator on Call (with their phone number)
3. Ensure laptops are powered on and charged.
4. Review clinic schedule. Ensure enough vaccine doses provided by Pharmacy.
5. Ensure vaccine preparations have been stored separately.
6. It is recommended once a clinic has mixed product (e.g., Pfizer & Moderna) vaccination stations be manufacturer-specific as a safety precaution and to decrease likelihood of error.
7. Set up Vaccination Station tables (with table #s) and training materials.
8. Welcome staff, introduce yourself, match staff to your list, assign to roles and vaccination stations.
9. Ok to re-assign staff based on when individuals arrive and your discretion
10. Remind any non-exempt staff that they need to clock in and out
11. Orient staff to restrooms, safe lunch/break space
12. All snacks or lunches to be eaten in a safe eating location.

# Patient Vaccination Site Visit

# BILH COVID-19 Patient Vaccination Training

## Patient Vaccination Workflow: Overview

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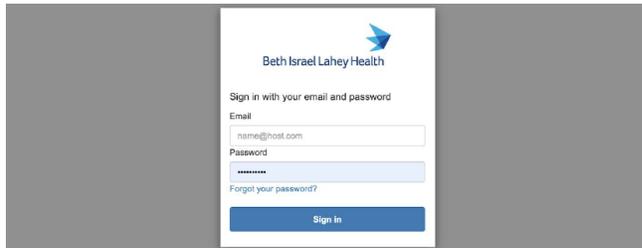
# IT Scheduling Tool

# BILH COVID-19 Patient Vaccination Training

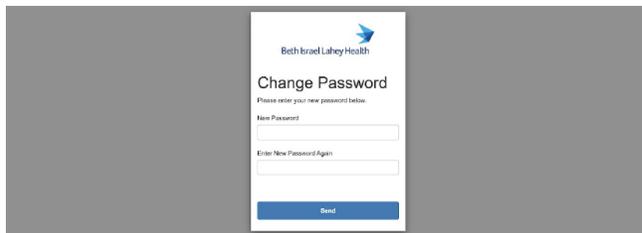
## Logging into the COVAX Tool for the First Time

### Logging In for the First Time

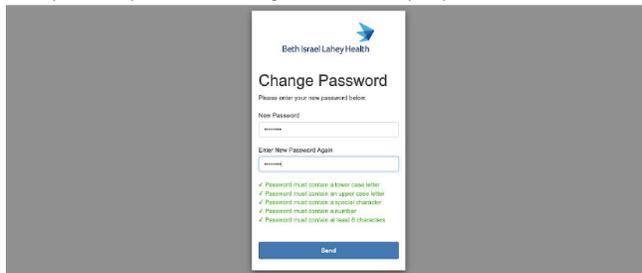
1. Staff will receive an email from [C19VaccinePatientITSupport@bilh.org](mailto:C19VaccinePatientITSupport@bilh.org) with a link to the Patient Vaccine Administration Tool, and a temporary password. Your primary email is your username. When you click the link you will see the login page as below.



2. When you log in for the first time, enter your email address and the temporary password. Upon successful login, you will be prompted to set a new password.



3. Enter your new password ensuring it meets security requirements and click "Save".

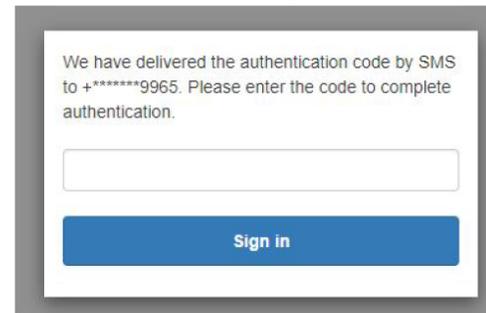


4. For all future logins, use your email address and your new password.

### Two-Factor Authentication

As an important added layer of security, each time you log into the tool, as described above, you will also be prompted to enter an **authentication code**, which will be sent via **text** to your cell phone. **Note:** It is important that you have your cell phone with you at all times while using this tool, as this two-factor authentication process will occur every time you sign in.

1. Enter the code that you receive via text message into the field and click "Sign In."



Text Message  
Today 1:06 PM

**BILH COVAX Vaccination  
Dashboard: Your  
authentication code is 474168**

# BILH COVID-19 Patient Vaccination Training

## Navigating the Dashboard

### Navigating the Dashboard

Log into the dashboard via this link: [COVID-19 Patient Vaccination Administration Tool](#)

Detailed information will display in the Dashboard related to the patient's 1st and 2nd vaccinations.

#### A. Filter Options:

- Filter by **Vaccination Site** and **Date**.
- Other filter options include **Vaccine Status** and **Check-In Status**.
- You can search for the patient by **name, phone number or email address**.

#### B. Patient Information:

- Review/confirm information related to the patient receiving the vaccination (**Name, DOB, Sex**)
- Click on the column headers to sort on the fly.

#### C. Dose 1 and Dose 2 Information:

- Two separate sections will display for **Dose 1** and **Dose 2**.
- **Site** will indicate the site where the employee was scheduled.
- You will see the date and time of their **scheduled** appointment
- **Brand** will display the vaccine brand recorded at the time of vaccination.
- **Clock icon** indicates the days since the 1st dose was administered.
- **Vaccinated** will display the date of check-in for each dose.
- Click on the column headers to sort on the fly (ie. click on the **Scheduled** column to sort across 1st and 2nd doses to provide a comprehensive view of the day's schedule. If you want to filter down to just 1st or 2nd doses, use the **Status** filter as well.

The screenshot shows the 'COVID-19 Vaccine Check-In Dashboard'. At the top, there are filter options for Vaccination Site (All), Date (1/22/2021), Phase (All), Status (All), and Checked In? (All). A search bar is also present. Below the filters, there are two tables. The first table, labeled 'B', shows patient information with columns for Patient Name, DOB, Age, Sex, and Phase. The second table, labeled 'C', shows dose information with columns for Dose 1 Site, Scheduled, Checked In, Vaccinated, Brand, Dose 2 Site, Scheduled, Checked In, and Vaccinated. A red box highlights the filter options (A), the patient information table (B), and the dose information table (C).

Patient Name	DOB	Age	Sex	Phase
		37Y	F	
		36Y	M	
		79Y	M	

Dose 1 Site	Scheduled	Checked In	Vaccinated	Brand	Dose 2 Site	Scheduled	Checked In	Vaccinated
Beverly VRP - Beth Israel Lahey Health Primary Care ...	Yes							
	Yes	1/23/2021		Moderna	3		Yes	2/17/2021
	Yes	1/5/2021		Pfizer	20		Yes	

# Return to the Training Page and Advance to Step 2

If you are using a desktop, please toggle back to the training page tab at the top of your browser. If you are using a smartphone or tablet, please use the browser back button to return to the orientation page once you have completed your review of this document.