

Influenza Immunization Clinic Template

Vaccinate 1000 Individuals in One Day



Thanks to city, county, state, provincial and federal government agencies in the United States and Canada for their work in creating protocols which we have adapted for this template. Created August 2007

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Introduction

Vaccinating as many people as possible helps keep the community, your extended family and friends, yourselves and your children healthy. When setting up flu vaccine clinics, we want to:

- Provide safe immunizations
- Ensure appropriate storage, allocation, distribution and administration of vaccines
- Keep equipment and supplies secure
- Document vaccinations and report any adverse effects

There are several ways to set up an immunization clinic. This template, adjustable to your group's needs, assumes that approximately 200 people will be vaccinated each hour during a five-hour clinic and that approximately 30 staff and volunteers will be on hand to run the clinic.

Your medical partners with previous vaccine clinic experience will be able to inform and assist you throughout these preparations.

Influenza vaccine clinics are traditionally held between October and early December. However, at least half of influenza infections occur between December and March, so holding your clinic later rather than earlier to capture those not yet vaccinated would be worthwhile.

Partners

Three months prior to the event: Enlist your partners.

1. Medical personnel are necessary to provide immunizations and oversee the clinic. They will also assist in your organizational efforts, using this document as a guide. Contact one or more of the following for assistance:
 - Your local health department
 - Your local hospital(s)
 - Your local clinic(s)

- Your local physician(s)
 - Your State Immunization Coordinator (<http://www.immunize.org/coordinators>) or visit your State Immunization website (<http://www.immunize.org/states/index.htm>) to find your local or regional coordinator. These individuals may also help you in acquiring free vaccines and immunization consent forms.
2. Funders and suppliers are necessary for the clinic to operate. You may end up getting some vaccine and some supplies from each of the following, or all vaccine and/or all supplies from one of the following. Contact one or more for assistance:
- Your local health department
 - Your local hospital(s)
 - Your local clinic(s)
 - Your local physician(s)
 - Your State Immunization Coordinator (see above) or visit your State Immunization website (see above) to find your local or regional coordinator. These individuals may also help you in acquiring free vaccines and immunization consent forms.
 - Local, regional and state corporate sponsors (to pay for that which is not donated)
3. Volunteers are necessary to help with the immunization area and all areas not requiring medically trained individuals. Sources for volunteers include:
- 4-H
 - Girl/Boy Scouts
 - PTA/PTSA
 - Nursing/medical school students
 - Rotary
 - Kiwanis
 - Lions Club
 - Salvation Army
 - Red Cross
 - Senior centers
 - Colleges/universities
 - Junior League
 - Vista Volunteers
 - YMCA/YWCA
 - Places of worship

After your partners are identified, you will all need to go through this template together to determine what changes, if any, need to be made, and to identify several potential dates for the clinic.

Suggested Volunteer and Staff Positions

Staff/ Volunteers	Area	#	Function	Responsibility/ Experience/ Skill Set
Site Manager	On site at clinic	1	Oversees administrative aspects of clinic; manages media	Clinic management/administration
Clinical Leader	Clinical area	1	Oversees clinical aspects and running of clinic; resource person	Nursing/medical
Nurse Coordinator	Clinical area	1	Oversees nursing staff (staff rotation, breaks)	Nursing/medical
Volunteer Coordinator	Clinical area	1	Oversees volunteer activity at the clinic site	Communication/language skills, public relations
Greeter/ Screener	Line up and waiting area of clinic	2	Greet and inquire about the presence of current symptoms; provide information forms; route to proper area	Communication/language skills, public relations
Registration Staff	Entrance area	2	Confirm eligibility and provide information and consent forms as needed	Communication/language skills, public relations; experience working with insurances
Health Screener	Triage area	2	Screen for medical/infectious diseases and assess for contraindications; route to appropriate area	Nursing/paramedical student
Clinical Team Leaders	Clinical area	2	Ensures clinic is running smoothly; available for troubleshooting and answering questions	Nursing/medical
Immunization Assistants	Immunization area	2	Assist nursing/vaccine administrator with aspects of pre- and post-immunization (injection site location, removal of clothing)	Communication/language skills, public relations
Immunization Preparation/ Drawing Up	Vaccine preparation area	2	Prepare immunizations and maintain cold chain to nursing/vaccine administrators	Nursing/medical

Staff/ Volunteers	Area	#	Function	Responsibility/ Experience/ Skill Set
Vaccine Administrators	Vaccine administration area	3	Administration of vaccine; record keeping and sign off of consents	Nursing/medical
Data Forms Collector	Vaccine administration area	1	Collect immunization record forms and verify that forms are filled out properly and completely	Clerical skills (including computer skills); confidentiality agreement
Clinic Traffic Flow Staff	Vaccine administration area	1 or 2	Direct vaccine recipients through clinic flow process and monitor clinic flow; work with security, if situations arise	Communication/ language skills, public relations
Security Staff (at entrance and registration)	Parking lot and entrance and in vaccine administration area	1 or 2	Ensure an orderly flow of traffic and parking at the clinic site and maintain orderly movement of vaccine recipients through clinic; provide security of medication/ clinic supplies/clinic site (from fire, safety, theft)	Trained in building safety and security
Emergency Medical Personnel	On site during clinic operation (recovery area)	1 or 2	Respond to medical emergencies including reactions ranging from serious anaphylactic shock to minor medical emergencies that are unrelated to vaccine administration	Physician/medical
Runners	Clinic area	1 or 2	Assist with communication between all functions of clinical set up; bring supplies to vaccine administrators, etc.	Communication/ language skills, public relations
Housekeeping/ Cleaning staff	On site	1	Maintain clean, antiseptic environment	Basic infection control knowledge
Other Personnel	On site	2	Help with clinic flow and crowd management, childcare area, interpretation of forms and information, food preparation, checking forms, traffic flow, etc.	Communication/ language skills, public relations
Translators	On site	?	Translate for foreign language speakers who may be likely to attend the clinic	Skill in foreign language; experience with medical terms

Clinic Site

2.5 months prior to event: Identify and outline clinic site and verify date.

Once a site is chosen, the dates that it is available will help you determine the date for your clinic. Saturdays or evenings are the best times to ensure as many people as possible can attend.

Some regional immunization coordinators may have access to mobile immunization clinics. Inquire as to whether they will bring it for your clinic. If not, then identify a site.

- Site should accommodate at least 200 individuals plus about 30 staff and volunteers at any one time.
- If you're not serving a specific neighborhood, try to choose a site near public transportation.
- The site should have handicap access and the washrooms should be accessible.
- Write an agreement to be signed by a group representative and the manager of the site for use of the facility and who will be responsible for what before, during and after the clinic is held. Make sure they will take care of stocking the bathroom with soap, toilet paper, paper towels and garbage cans.
- Write out a description, including dimensions, and draw a diagram or map of the entire site and laminate 8 to 10 copies for the following:
 - Rooms for vaccine and supply storage and where they are in relation to the vaccination rooms
 - Waiting, vaccination, and post-vaccination areas and how many rooms there are for each area
 - Refrigerator storage, if any, and the size of the refrigerator
 - Electrical outlets in each room and how many
 - Backup generator, if any, and how long it will run
 - Entrance and exit points (ideally there will be at least one of each)
 - Alarm system
 - Parking and alternate parking and location, and how many vehicles each will accommodate, with optimal parking for 100 cars at any one time
 - Telephone land line and its location
 - Ventilation
 - Registration/sign-in area
 - Screening area for illnesses precluding vaccination
 - Immunization area that is screened off from the rest of the site and big enough for tables and chairs, with each screened from the other
 - Vaccine prep area
 - Post-vaccination supervision area screened from other areas

- Recovery area for reactions
- Rest area with refreshments for staff and volunteers
- Secure area for personal belongings of staff and volunteers
- Restroom locations

Supplies

2 months prior to event: Locate supplies needed.

Sample immunization clinic supply list for 1000:

- Laerdal Mask 2-3
- Blood pressure cuffs (adult) 2
- Blood pressure cuffs (children) 2
- Stethoscopes 3
- Screening questionnaires (laminated, one per table) 10
- Epinephrine kits (alcohol swab, syringe and needle) 2
- Protocol binder (Includes all information in this flu clinic template plus what is specific to your needs) 1
- Coordinator binder (include anaphylactic fact sheet on dosage, medical directives, etc.) 1
- Adverse reaction reporting forms 125
- Incident report forms 50
- Moisturizing hand cream (100ml containers) 6
- Pens (blue/black) and pencils 100
- Highlighters 10
- Permanent black marker 10
- Masking tape (rolls) 3
- Paper towel rolls 5
- Scissors 3
- Tape 3
- Clipboards 10
- Staplers 2
- Staples (2500/box) 1
- File boxes (for signed consents) 5
- Flip chart or white board 1
- Cell phones per clinic 2
- Land line at site 1
- 3cc syringes with 25 G 1” needles (100 per box) 10
- 1 cc syringe (TB) (pediatric use) (100 per box) 2
- 25 G 5/8” needles (pediatric use) (100 per box) 2
- 25 G 1” needles (100 per box) 2
- 18-20 G 1” needles (100 per box) 2
- Alcohol swabs/preps (200 per box) 7
- Gloves (vinyl) (100 per box) 5
- Gloves, medium size (latex) (100 per box) 5
- Alcohol hand sanitizers, 100ml bottles 15

- Absorbent paper table cover (48" X 36") 100
- Yellow/white garbage bags 10
- Cotton balls (1000 per bag) 2
- Large green garbage bags (10 bags/box) 2
- Garbage bins (if not provided by site) 7
- Band-Aids (100 per box) 13
- Facial tissue (mini-wipes or 80 per box) 15
- Immunization consents and records 1300
- Biohazard sharps containers 15
- Mats for standing (if not provided by site) 3
- Fact sheets for waiting area and recovery area 1300
- Promotion material and magazines for waiting and recovery areas
- Surgical/procedure masks 15
- Tables 10
- Chairs 100
- Vaccine supplies (diluent, etc.)
- Flu vaccine vials (9/10 doses per vial) 115
- Ice packs and covers 15
- Cooler bags 15
- Juice boxes (pack of 10) 10
- Antiseptic wash solution/bleach spray bottles for washing tables or blood/body fluid clean up 6
- Fact sheets (other languages) 150
- Contra-indication sheets 1300
- Contra-indication sheets (other languages) 150
- Signage for directions, placed in various locations on site 2-3
- Extra paper and/or notepads
- Name badges/stickers for volunteers
- Laptops for data collection

Vaccine and related supplies need proper storage and handling. The health department or your medical partners will be able to tell you what's necessary for a particular vaccine or provide you with the necessary equipment. All quantities and information are subject to change based on your suppliers and your particular clinic's needs.

Supplies will be gathered during the two-month period, with the actual vaccine likely to be the last thing acquired, since it requires special storage and handling.

Coordination of Supplies

Identify volunteers and staff to transport supplies to clinic, set up and take down supplies, and return non-disposable supplies to their places of origin.

Task lists

Write task lists for the day before and the day of the clinic – who does what and when it needs to be done.

Advertising

One month prior to event: Design and print all advertising.

- Identify media (TV, radio, Internet, print) and get name and contact information of health editors or reporters
- Decide on basic message—information should include when, where, what, who may attend, who’s sponsoring/staffing/volunteering and whether the vaccinations are free or sliding scale
- Design and print fliers
- Write PSAs
- Write press release
- Invite members of the media to visit the clinic during operating hours

Two weeks prior to event:

Volunteers should put up posters, release fliers, contact local television stations and deliver public service announcement scripts to radios about the flu vaccine clinic. Sites for hard copy materials such as posters and fliers include:

- Schools
- Health departments
- Telephone poles
- Business windows
- Shopping malls
- Restaurants

One week prior to the event: Check with all media, encouraging them to run your pieces if they haven’t done so.

Two days before the event: Ask media to run your pieces one last time the day before the event.

Day of the event: Get additional volunteers to hold signs pointing to the clinic and wave at people driving by.

Immunization Clinic Notes

Infection Prevention and Control/Biohazardous Waste Disposal

- All individuals should use alcohol-based sanitizer before entering the clinic.
- Staff at immunization stations will use alcohol-based hand sanitizer between each immunization.
- All surfaces will be cleaned with an appropriate disinfectant when visibly soiled and at the end of the clinic.
- Standard precautions will be used as a general principle at the clinic.

- Clinic staff and volunteers will be advised regarding standard procedures for appropriate infection control measures and the handling and disposal of clinic biohazardous waste materials, including sharps.

Clinic Set Up

Road and Parking Lot

- The site will be clearly marked with signs for entrance and exit points.
- Traffic control and management in the parking lot will be planned with appropriate security, if necessary.
- Signs will be posted in parking lot areas and at entrance doors so that those who are ill can self-identify and exclusion can occur easily. Or, the clinic staff may choose to screen people in the parking lot, in their vehicles.

Entrance/Initial Contact/Reception Area

- Upon entry to the clinic, greeters will direct individuals to registration tables that provide vaccine information and alcohol-based hand sanitizer.
- At the registration area, once eligibility for immunization is confirmed, consent forms and direction will be provided.
- If screening has not already occurred, individuals who present with overt signs of illness will be screened and immediately separated into another area for a more in-depth assessment, evaluation and appropriate redirection.

Waiting Area/Triage Area

- After registration, individuals will proceed to a waiting or holding area where vaccine information can be read and consent forms completed prior to proceeding to the immunization line.
- A nurse or designate will be available in this area for any individuals having questions or concerns about the immunization.
- While awaiting immunization, individuals will be assisted to prepare for their immunization.

Immunization Stations

- Immunization stations will be set up away from the general public flow of individuals and each station will be identified by a clearly visible number.
- A volunteer will direct individuals to immunization stations as they become available.
- At the immunization stations, nurses or designates will screen individuals for contraindications, address final concerns and ensure informed consent.
- The vaccine will be administered, final information and instructions provided, and documentation completed.

Post-Immunization Waiting Area/Recovery Area

- Individuals will be directed to remain in this area for approximately 15 minutes after receiving their immunization to monitor for any unexpected adverse reactions.
- Qualified staff will monitor the flow of individuals through this area and be available for emergency intervention as needed.

- Any clients showing signs of adverse reactions will be moved to a private first aid area close to an exit for easy access in case of emergency evacuation.
- First aid equipment and an anaphylaxis kit will be easily accessible.

Data Collection and Sorting Area

- Staff will collect consent forms and gather data for collating, counting and completing required reports and statistics for local and state authorities.
- This area will be located near the immunization area and will link with the registration area. Current information and technology systems will be utilized and will be the key to data management and collection efficiency.

Documentation

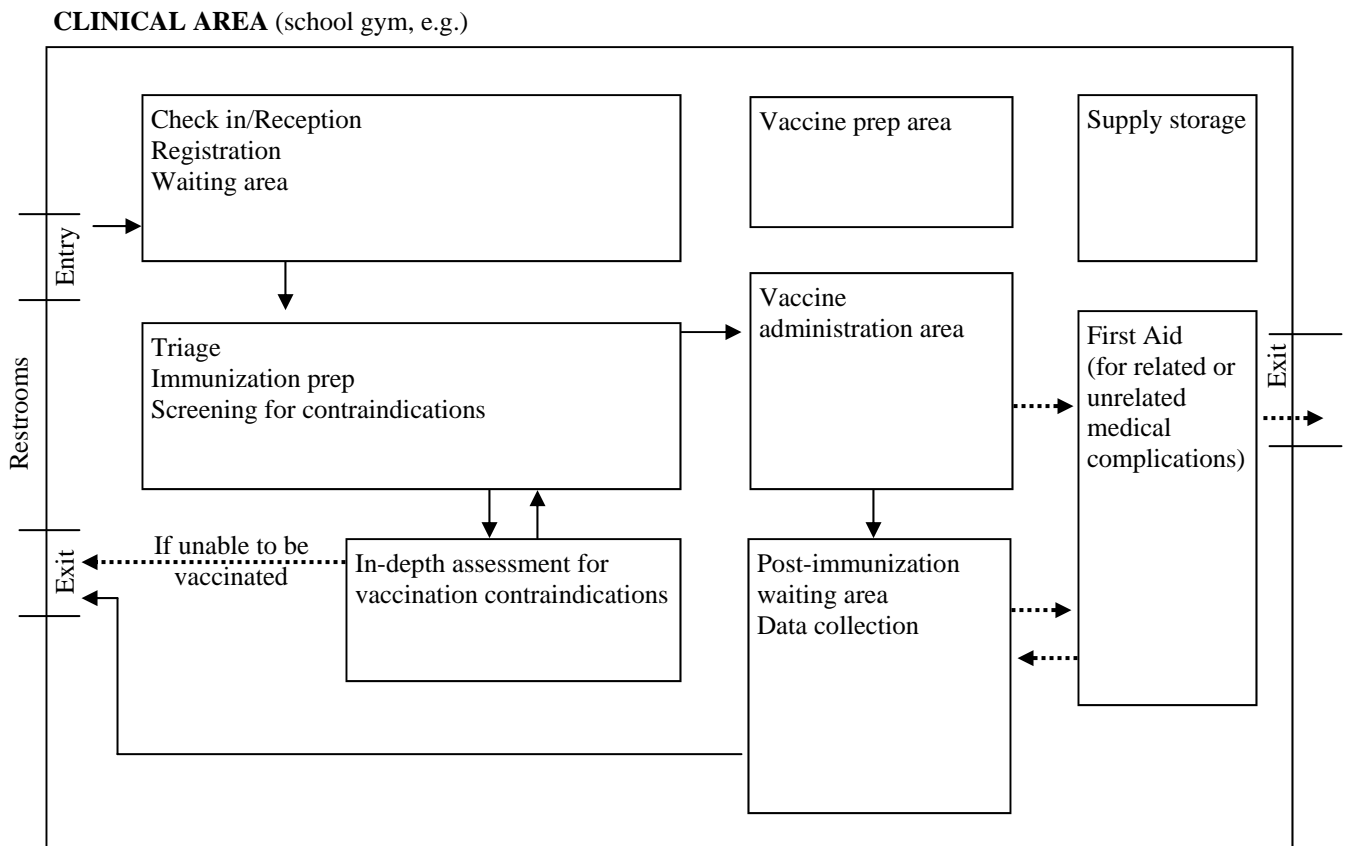
- Check with your medical partners who've had previous influenza vaccination clinic experience. They will be able to provide the forms needed.
- The consent form will become the individual's record for the purposes of documentation related to immunization administration with a copy going to the vaccinating staff.
- Additional documentation of information will be added to the back of the consent form as needed.
- If additional note pages are required, these will be identified with the individual's personal information and stapled to the consent form.
- Personal information collected under the appropriate legislative requirements and standards include:
 - First name, surname and date of birth
 - Address and telephone number
- Nursing documentation will include:
 - Relevant information that was collected during the screening process
 - Name of vaccine
 - Date vaccine administered
 - Route of injection and dosage
 - Site of injection
 - Vaccine lot number and manufacturer
 - Signature and professional status of nurse who administered the vaccine
 - Any unexpected response to the vaccine
 - Withheld vaccine and rationale, or documentation if a second injection is required due to aspiration of blood or individual movement during administration
 - Any unexpected incidents
- Individuals will be given a record of the immunization they received and advised that this will be their certificate of immunization and may be required for "proof of immunization" requirements (i.e. for second dose).

APPENDIX

Clinic Flow Plans

Suggested Flow Plan

The following clinic flow plan is a visual representation of how a flu vaccine clinic might be set up and how the flow of patients through the clinic might be optimized.



Alternate Flow Plans

The following clinic flow diagrams illustrate clinic designs of increasing complexity. Note that while increasing complexity generally requires increased staff and time, it does allow for valuable (and perhaps necessary) additional processes, such as data collection.

Diagram 1: Basic High Flow Model

The most basic “high-flow” clinic design is pictured below. It consists of only 4 core stations (triage, medical evaluation, transport assistance, and drug dispensing).

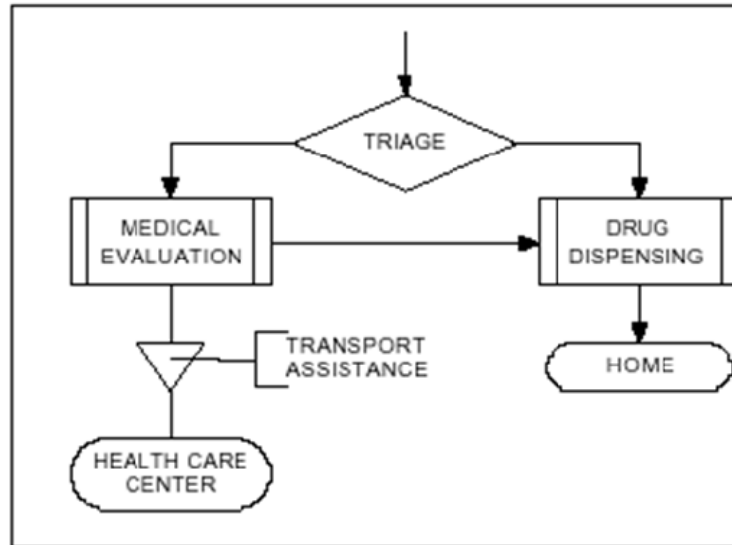


Diagram 1

Diagram 2: High-Flow with Entry Screening

This diagram shows the addition of a greeting and screening station to the basic 4-component plan. This floor plan was used to attain patient flow rates of over 1,000 per hour in the high-flow antibiotic dispensing exercise called Operation TriPOD in New York City (May 22, 2002).

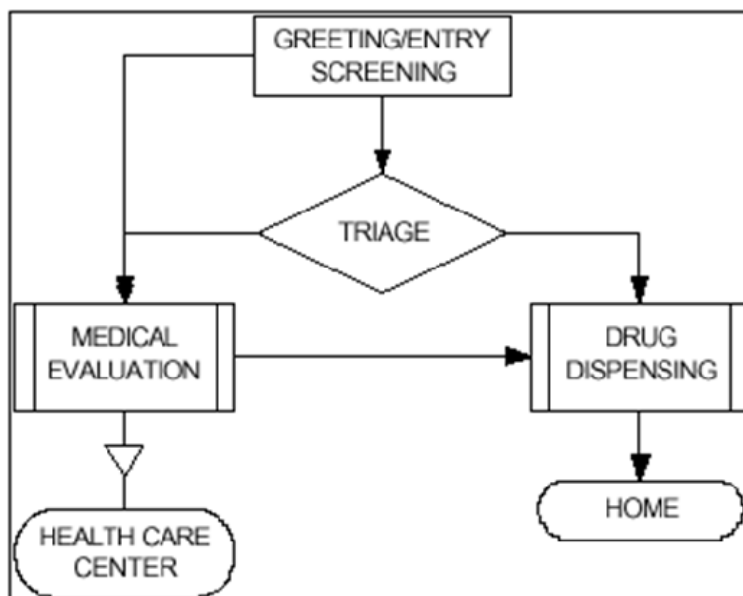


Diagram 2

Diagram 3: Form Distribution and Collection

This layout includes stations for form distribution prior to triage and form collection directly prior to exit. In addition to allowing data collection for epidemiological and medication follow-up purposes, patient forms may be designed to facilitate triage and medical evaluation. Forms with “check-off” boxes listing medical contraindications and potential drug interactions may eliminate the need for repetition at subsequent stations. Staff may annotate these forms as a convenient way of communicating with other (downstream) clinic staff regarding patient management (e.g., a patient who checks off a potentially conflicting medication may have that box highlighted at triage in order to let the specialists in the medical evaluation station know why the patient had been sent over for further management).

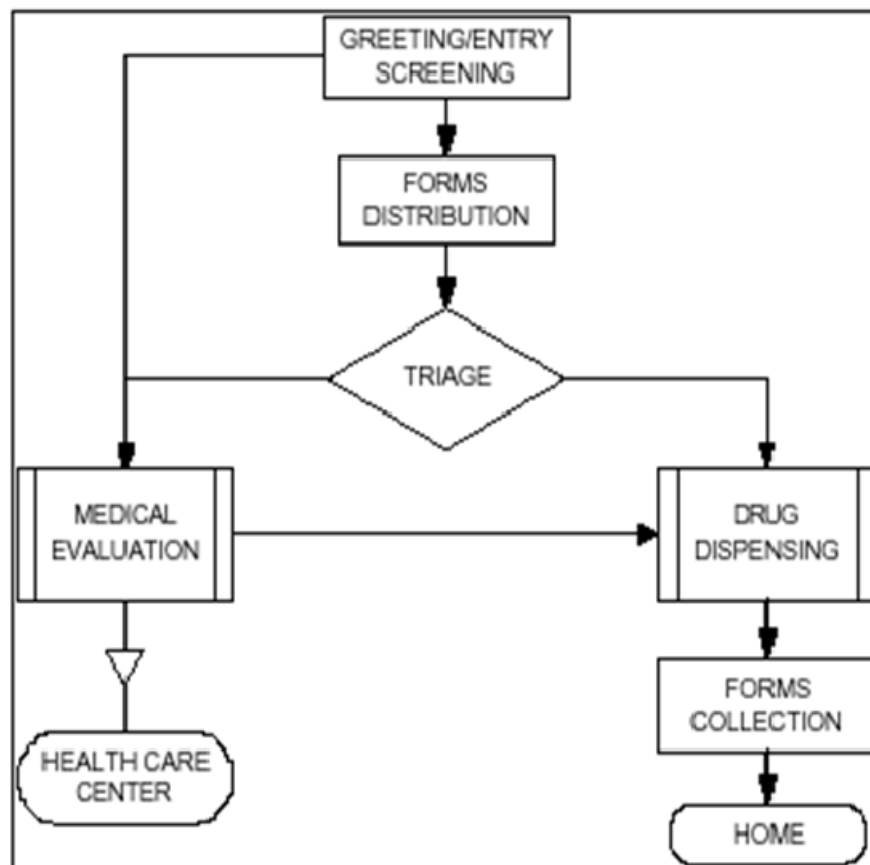


Diagram 3