

Suggestions to Improve Your Immunization Services

The following are several ideas that pharmacies can use to improve their efficiency in vaccines and increase their immunization rates.

Directions: Read each idea and check the response that applies to your setting

Yes = We already do this

No = We don't like this idea, or it couldn't work in our practice setting

Partly = We do some of this, or we will consider it

Keeping clinic staff up to date with current recommendations

yes no partly

1. In all customer service areas we post the current immunization schedule for children and adults.
2. We are familiar with special vaccination recommendations for high-risk customers (i.e. groups who need hepatitis A, hepatitis B, pneumococcal, influenza vaccines).

Assuring complete, up-to-date patient records

1. If a patient tells us "I'm up to date with my vaccinations," or "My child's vaccinations are up to date," do we verify in ImmsLink?
2. We use ImmsLink to review all patients' immunization histories and then note vaccinations they have missed or are due.
3. If we have written confirmation that a patient received vaccines at another site or at a public health, school-based, worksite-based, or community-based immunization site, we update the patient's profile in ImmsLink.
4. If we see a customer in our service areas and don't administer a vaccination when it's due, we document the reason why.

Getting patients ready for their vaccinations

1. We provide patients with VIS and vaccine oriented Quick Reference materials regarding the importance of vaccines.

Avoiding missed opportunities

yes no partly

1. Our staff is trained to utilize ImmsLink to attain patients' immunization histories.
2. Our staff is trained to administer multiple vaccinations to patients who are due for multiple vaccinations.
3. We offer vaccinations to every member of the family if present with the patient.
4. We have immunization ambassadors to keep all staff members up-to-date on 1) querying ImmsLink; 2) current recommendations; and 3) effective strategies to avoid missed opportunities.

Communicating with patients

1. We give patients/parents a simple schedule of recommended vaccinations.
2. We always update the patient's immunization record in ImmsLink each time we administer vaccinations.
3. We provide resources to patients/parents to increase vaccine awareness.
4. When giving vaccinations, we inform the patient/parent when the next appointment for vaccinations is due.
5. We share the availability of MYIR, where patients can register and have access to their official immunization records anytime and from anywhere.

Evaluating and improving our performance

1. We routinely assess immunization levels of our patient population, including those with high-risk indicators; we then share this information with our staff and develop strategies to improve immunization rates