On the Horizon: Nursing Informatics Value During the COVID-19 Vaccine Rollout

March 24, 2021

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On the Horizon: Nursing Informatics Value During the COVID-19 Vaccine Rollout

Welcome

Trisha Pongco, CAHIMS
Program Manager, Clinical Informatics
HIMSS

HIMSS™

Vision

To realize the full health potential of every human, everywhere.

Mission

Reform the global health ecosystem through the power of information and technology.

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Learning Objectives

- Pinpoint ways nursing informatics supports cohort management, eligibility screening, and vaccination administration and reporting processes.

- Explore the use of mobile delivery (ex. scheduling and telephone outreach) while identifying how to move forward with unknown variables to be successful on the "backend."

- Heighten awareness of tactics that nursing informatics is prioritizing for both health care workers and patients through scheduled appointments and drive-through efforts.

- Mobile vans as an essential endeavor for nurse informaticists in vaccinating underserved populations.

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Meet Our Speakers

Sophia F. Brown

PhD, MSN, RN-BC, CPHIMS, PMP

Sr. Program Manager, Nursing Informatics, Memorial Sloan-Kettering Cancer Center

Jill Evans

MSN, RN, RN-BC

Director, Clinical Informatics, MetroHealth

Sean Michaels

MBA-HCA, MSN, RN, CPHIMS

CHCIO, VP IT Operations, CNIO, Health First

Rebecca Shepherd

DNP, RN

Senior Director, Nursing, Cherokee Nation

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Sophia Brown

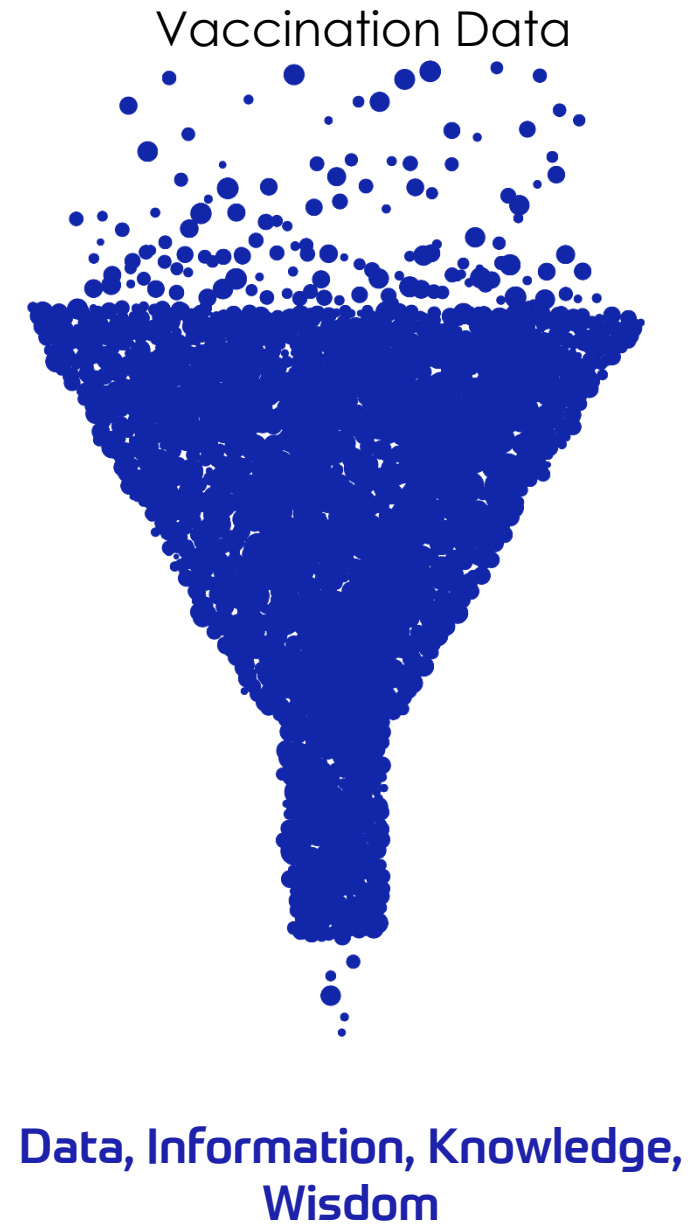*Sr. Program Manager, Nursing Informatics, Memorial Sloan-Kettering Cancer Center*

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COVID 19 Vaccine Rollout Success Factors

- **Leadership Strategies**

- **Situational Awareness**

- **Communication**

Leadership

Awareness

Communication

Adapted from Strategies for Successful Strategies Change Implementation

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Vaccine Data Management and Administration Tracking

Cohort

Scheduling

Inventory / Dose Preparation

Eligibility Screening / Administration

Data Quality / Reporting

Patients — People — Pharmacy — Vaccinators — **Informatics**

Vaccination Data

Data, Information, Knowledge, Wisdom

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Operational Consideration

" Success is connected with actions, never forget the frontline – your secret weapon to success.

Cross Functional Team Involvement
Transparency is key. Collaboration between each operation team is necessary for success (administration, pharmacy, informatics, clinicians)

Timely Communication
Daily multiple level communication – top down, bottom up, and vertical.
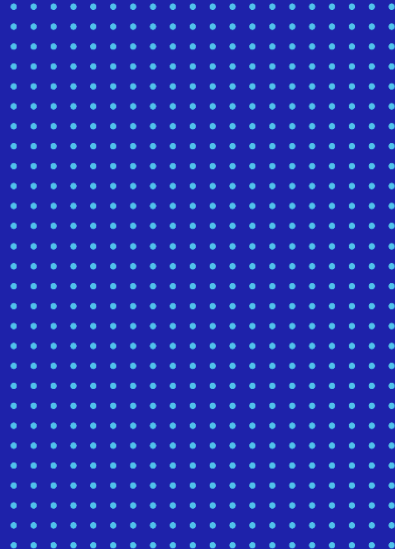
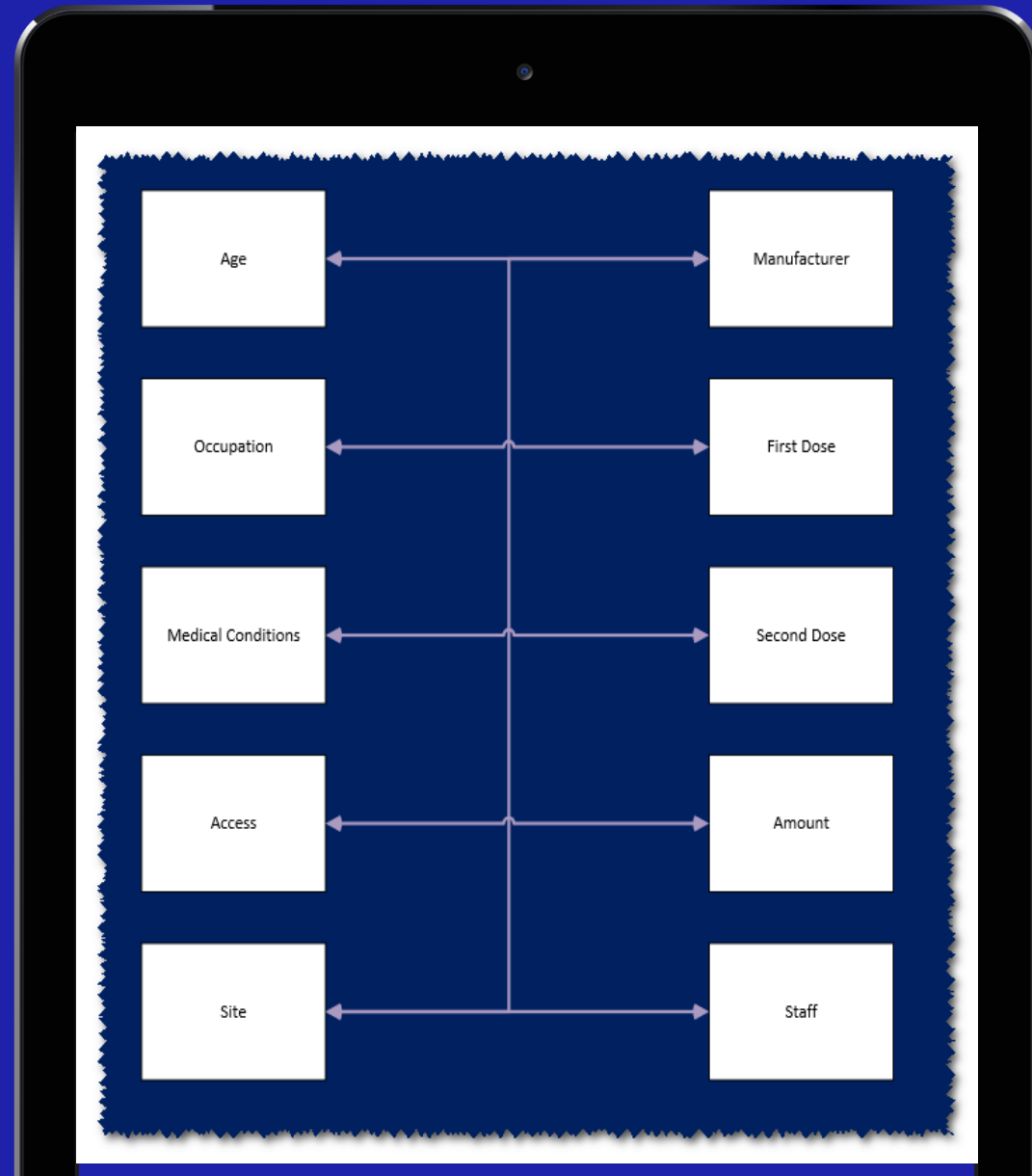## Informatics Support and Oversight
Daily data quality oversight and regulatory reporting

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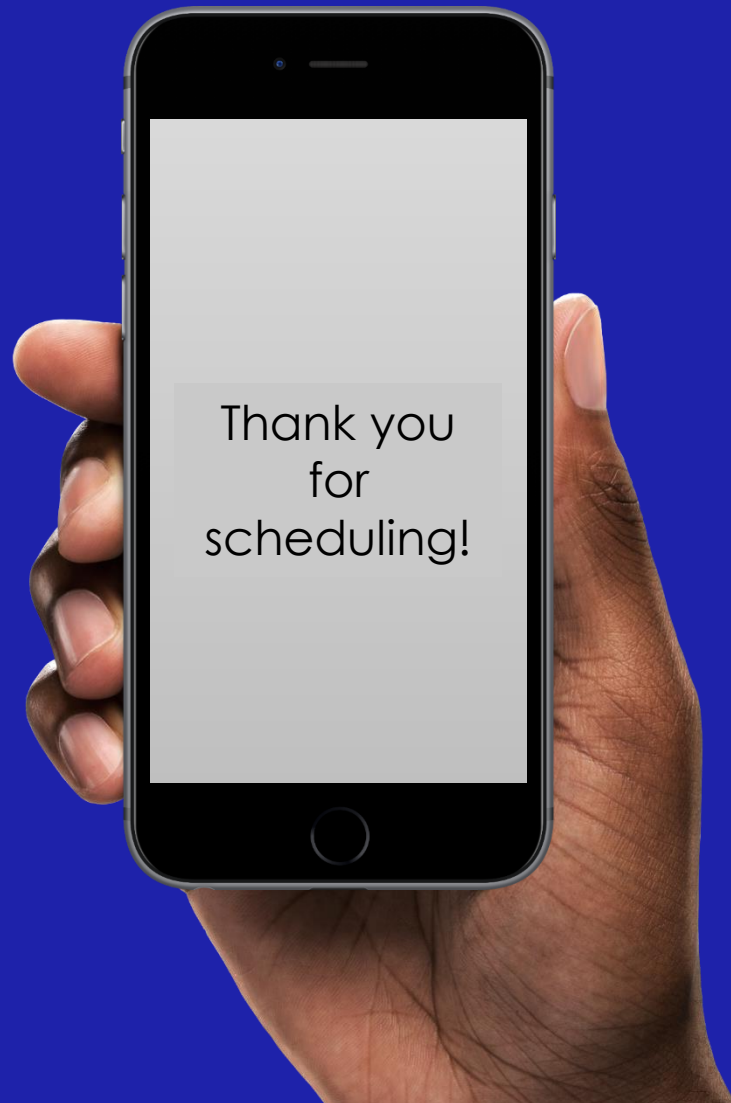# Sean Michaels

CHCIO, VP IT Operations, CNIO
Health First

What we heard …

What we planned…

What we did…

1 Electronic scheduling when doses are available

2 Reminders of upcoming appointments

3 Automatic scheduling of second dose

Thank you for scheduling!

MOBILE DELIVERY

- Family assisted when needed
- Bi-directional communication
- Reduced staffing needs
- Prevented waiting
- Electronic administration
- Upload to state reporting

Rebecca Shepherd

Senior Director, Nursing
Cherokee Nation

Cherokee Nation Health Services

Our Most Vulnerable Population

- **Approximately 2,500 Cherokee Speakers worldwide**
  - 760 over age 70
  - 138 over age 80
  - 13-15 over age 90

- **Prior to the pandemic**
  - Losing over 100 speakers annually

- **Impact of COVID-19**
  - 48 Deaths of Cherokee Speakers

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SHOW RESPECT
Protect our ELDERS
Protect our LANGUAGE
Protect EACH OTHER
WEAR YOUR MASK
—TOGETHER—

Cherokee Nation Candlelight Memorial March 18, 2021

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CAC Team Contributions to Vaccination Efforts

- **Patient Portal and Telephone Scheduling Options**
  - Call Center & Scheduling Hotline

- **EHR Build & Configuration**
  - Vaccination orders
  - Mass Vaccination documentation & rules
  - Powerforms for nursing documentation
  - Scheduling resources, locations, & appointment types

- **End User Trainings**
  - Virtual and in-person
  - EHR documentation guides with screenshots

- **Process Development & Improvement**
  - Workflow development & documentation via Vizio

- **Go-Live support via telephone bridge lines**

- **Vaccination Reports**
  - Vaccine Reconciliation Reports
  - Vaccine reporting interface with VAMS and VAERS

- **Troubleshooting & Continued Support**

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Pharmacy Refill | Health Library Search
Cherokee Nation Public Health | COVID-19

Homepage
www.cherokee.org
Health Record
Messaging
Appointments
Health Centers and Hospitals
Patient Info
COVID-19 INFO

CHEROKEE NATION® Health Services
PATIENT PORTAL

Mission
To ensure the story of the Cherokee Nation continues, we partner with individuals, families, and communities to improve our health and quality of life.

Contact:
rebecca-shepherd@cherokee.org

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Jill Evans

Director, Clinical Informatics
MetroHealth

The MetroHealth System Cleveland, Ohio

Mission: Leading the way to a healthier you and a healthier community through service, teaching, discovery and teamwork.

- 1 tertiary care academic hospital
- 2 community hospitals
- 4 emergency departments
- 21 ambulatory clinics
- 4 clinics in retail pharmacies
- 13 schools
- 25,000 inpatient stays/year
- 120,000 ED visits/year
- 1,200,000 ambulatory visits/year

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Following our Mission

Vaccinating our Transient Patients

- **April 2020 started mobile testing for COVID 19 at various mobile testing sites**
- **Utilized School Health Program van**
- **Very time-consuming process**
  - Unreliable WiFi at locations
  - Manual
- **Grant funded**
- **Testing prepared us for vaccination**
- **Partnership with Cleveland Public Health Department & Cuyahoga County Board of Health**
- **Mobile health vans**
- **IT equipment**
  - **Device packs**
- **First vaccination clinic Feb 19th : Moderna**
  - Lutheran Metropolitan Ministry's Men's Shelter
  - Scheduled 120 people

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Following our Mission

How are we doing?

- **120 people scheduled/90 vaccinated**

- **More than a dozen clinics since 2/19**

- **Administered 500 first dose to date**

- **Second dose started 3/19**

- **80 people showed for original 90**

- **Johnson & Johnson vaccines**

- **Benefits of technology**

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Open Discussion

Sophia F. Brown

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Join the HIMSS Nursing Informatics Community

- Educational webinars qualified for CA/CPHIMS on current topics and emerging trends

- HIMSS Nursing Informatics & Education Networking Task Force

- HIMSS Resource Library: case studies, toolkits, research

- Networking and connecting with colleagues

- Publications: eNews, Online Journal Nursing Informatics, Clinical Informatics Insights

www.himss.org/ni

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Thank You for Attending

This session qualifies for 1 hr CA/CPHIMS

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