



A Study on the Establishment and Effectiveness of the COVID-19 Outpatient Vaccination Process

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INTRODUCTION

Coronavirus disease 2019 (COVID-19) has ravaged the world since the end of 2019, resulting in death tolls that continue to rise. Due to the fickle nature of the virus and its rapid spread, vaccination is now the best prevention strategy. The immune response triggered by the vaccine can lead to herd immunity and is an important measure to keep the infection at bay, so it is essential to boost vaccination coverage.

AIM

To increase the number of COVID-19 vaccinations and reduce waiting times by establishing a process for the administration of COVID-19 vaccines and by accurately managing the manpower and material resources associated with the administration of the jobs.

METHOD

This study developed COVID-19 vaccination-related operational procedures, including vaccination space, route planning, staff education and training, and manpower deployment. Flow design and task allocation: The space was divided into five zones for people with odd or even numbers assigned by the system to enter in order: (1) Preparation area: The administrative staff confirmed the identity of the recipients and filled in the checklist; (2) Check-in area: Nursing staff took body temperature, confirmed that people are eligible for the vaccine, and asked them to fill out a consent form; (3) Consultation area: The doctor conducted an inquiry and assessment; (4) Injection area: Nursing staff and the pharmacist checked the little yellow card and medical order, confirmed the type and dose of vaccine to be administered; and (5) Observation area: Administrative staff instructed people to download the Taiwan V-Watch health report app and take a 15-minute break after receiving the vaccine before leaving the hospital. Education and training: Being run in line with the established procedures, the training courses focused on the introduction to various COVID-19 vaccines and code of practice, on-site practice, vaccination procedures and environmental cleaning inspection, with a certification card issued after testing.

RESULTS

From January to February 2022, 25 outpatient nurses, six pharmacists and 15 administrative staff completed four COVID-19 vaccination education sessions for a total of 8 hours. From March to December 2022, the monthly average number of COVID-19 vaccinations administered grew from 1997 to 3083, an increase of 54.4%, and the average waiting time dropped from 34 minutes to 26 minutes, a reduction of 30.7%, with no improper vaccination incidents during this period.

CONCLUSIONS

The establishment of an outpatient COVID-19 immunization process would boost the number of people receiving the shots and shorten the waiting time, while maintaining the safety of people being vaccinated and increasing vaccination coverage.



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