



Texas Health Community Clinic Operations Manual

June 1, 2021

This document is intended to provide general operational guidance for the administration of the COVID vaccine. The content will be evaluated and updated continuously as new information becomes available.

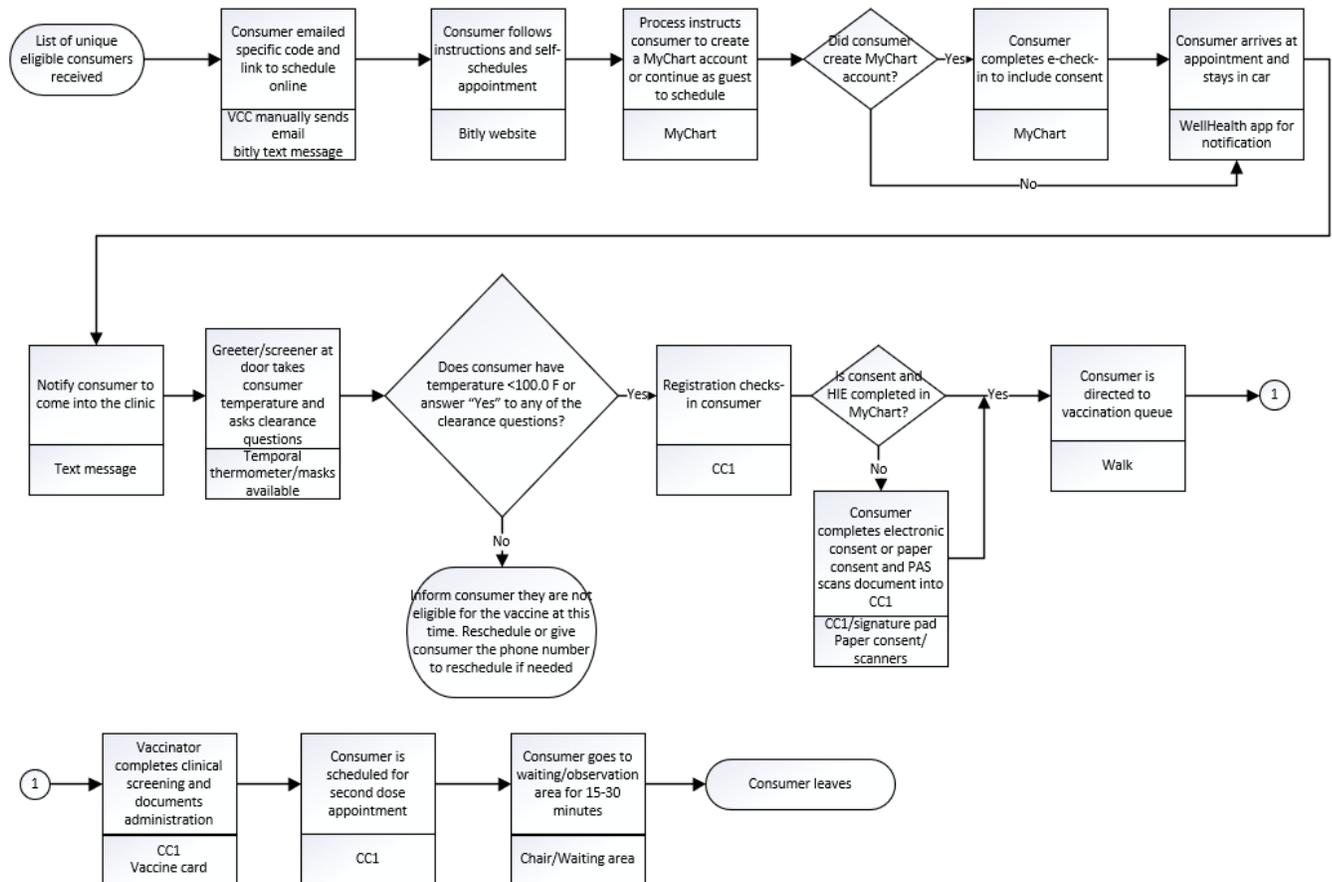
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Introduction

This document provides standardized support for the Site Manager and Clinical Supervisor in operating and managing the Texas Health Community Clinics. The focus is to standardize all vaccine clinics across THR to provide a reliable service across the organization.

Clinic Process Map

Texas Health Community Vaccine Clinic Workflow



Clinical and Non-Clinical Support Roles

- I. **Non-Clinical**
 - A. Operations Site Manager
 - B. Check-In

- C. Greeter/Screeners
 - i. Temperature Checker
 - ii. People Mover
 - iii. Well Health

II. Clinical [*see appendix A*](#)

- A. Clinical Supervisor
- B. Vaccine Support Staff
- C. Vaccinator

Role Responsibilities and Training Requirements

Operations Site Manager

Opening Duties:

1. Create and print staffing schedule
 - a. [Click here](#) to access HR SharePoint (provide clinic manager names of nurses)
2. Enter beginning of day's info into Vaccine Management Tracker
3. Print labels for COVID-19 Vaccination Record cards
 - a. Work with Clinical Supervisor for the lot number and quantity to print
 - b. Change lot number, date, and clinic location (also confirm manufacturer)
 - c. [Click here](#) for the template and use "replace all" to change info on all labels at once
4. Set up Brand signage, if applicable
5. **Employees:**
 - a. Take temperature upon arrival
 - b. Switch into THR-provided mask (face shields available upon request)
 - c. Use designated employee-parking, if applicable
6. **Greeter/Screeners:**
 - a. Print consumer lists for the day (greeter/screener/parking lot and Well Health, if needed)
7. **Check-In desks:**
 - a. Ensure registration has CC1 user access. If employee does not have access, Site Manager will need to place a service desk ticket to request access. If registration already has access, service desk ticket needs to be created as an "incident".
 - b. Stock supplies
 - c. Stock documents:
 - i. Vaccine Information Sheets "Fact Sheets"
 - ii. Consents and HIE
 - iii. Consents posted on the windows/walls

- iv. Training documents/tip sheets
- 8. **Well Health table:**
 - a. Ensure texters have been granted user access (<https://app.wellapp.com>)
 - b. Stock Supplies
 - c. Stock training documents/tip sheets
- 9. **Parking Lot Attendees, if applicable:**
 - a. Supplies (vests, flashlights, rain gear, texting info cards, walkie talkies)
- 10. **Temperature Check table:**
 - a. Supplies (infrared thermometers, masks)
 - b. Door greeter script:
 - i. COVID diagnosis check
 - ii. International travel check
 - iii. COVID exposure check
 - c. Documents, if applicable:
 - i. County's public health sign up instructions
 - ii. What to Expect
 - iii. Vaccine Information Sheets "Fact Sheets"
- 11. Work with Clinical Supervisor on vaccine management to ensure no wasted vaccines

Closing Duties:

- 1. Take down Brand signage, if applicable
- 2. Clean all workstations (may also be done by staff leaving those stations)
- 3. Shred all daily PHI at the end of the day (consumer schedules, etc.)
- 4. Restock supplies at each station (may also be done by staff leaving those stations)

Check-In

Follow processes outlined in the COVID Vaccine Front Desk Training tip sheets:

- <http://ehr>

Consents may be printed in the event of a downtime:

- [Immunization Consent - English](#)
- [Immunization Consent - Spanish](#)
- [Health Information Exchange - English](#)
- [Health Information Exchange - Spanish](#)

Greeter/Screener

Standard Work – Arrival Greeter/Screener

- This person directs consumers on what to do and where to go
- Ask them if their appointment is with the Texas Health Community Clinic, then ask for their appointment time and first/last name to verify they are on the schedule
 - Ask if they have received a text message from us (HEB example)

Hello, Nancy, you are scheduled for your COVID-19 vaccination in 1-hour at Texas Health Community Clinic - Hurst/Euless/Bedford. We are located at 1615 Hospital Parkway, Suite 300 Professional Office Building 1, Bedford, TX. You should have received a prior email from Texas Health regarding this appointment. Vaccines are given by appointment only and this location does not take walk-ins. Masks are required. Please remain in your vehicle and reply "arrived" to this number once you get here.

- If they have received the text message, ask if they have notified us that they have “arrived”
 - If so, please have them wait in their vehicle (if able)
 - If not, have them reply “arrived” and then wait in their vehicle (if able)
 - Another text message will be sent when it is their time for them to enter the building (HEB example)
 - It may be helpful to check off their name on the appointment list

We are now ready for you. Please start heading up to the 3rd floor Suite 300. Tell the greeter that Jackie said you can come in.

- If they have not received the text message, hand them a card with instructions on texting “arrived” and their first/last name and appointment time to the clinic appropriate Well Health phone number and then wait in their vehicle (if able)
- Another text message will be sent when it is their time for them to enter the building (HEB example above)
 - It may be helpful to check off their name on the appointment list
- If they do not have a phone, ask the person managing Well Health if they are ready for you to send them in
 - If it is not their appointment time yet have them wait

- If they do not have a vehicle
 - Have them text that they have arrived, or their name/appointment time as directed above, and wait to be instructed on next steps
- If the consumer arrives after their appointment time, ask the person managing Well Health if it is okay for you to send them inside.
- For individuals not on the daily schedule asking to receive their vaccine, check with the site manager.
- Somebody accompanying a consumer is welcome to join (limit to 1), if required due to mobility issues
- If potential vaccine consumer has questions on how to be vaccinated, an instruction sheet on how to register with the local County Health Department is available for you to provide to them.
- If there are questions regarding the 2nd dose, they will receive more information via text and/or email after the completion of their 1st dose.

Standard Work – Temperature Checker

- This person needs to be able to move around easily and stand for most of their shift
- Greet consumers and provide them with a surgical mask if they do not have a mask
- Consumers and those accompanying consumers need to have their temperature taken immediately upon entering the clinic
 - If their temperature is greater than 100°F, recheck the consumer's or the person accompanying the consumer's temperature to verify that it is greater than 100°F. If the person's temperature is greater than 100°F, tell them that we will not be able to provide them with a vaccine today, reschedule them or have them contact the VCC at 682-236-2111.
 - If it is the person accompanying them, please ask them to wait in their vehicle.
- When each person's temperature is being taken, the following questions need to be asked
 - Have you traveled outside of the country or had COVID-19 in the past 10 days?
 - Have you been exposed to someone with COVID-19 in the past 14 days?
 - If yes to either question, reschedule them or have them contact the VCC at 682-236-2111
- Once consumer/visitor is cleared, direct them to a check-in desk

Standard Work – People Mover

- Front of clinic

- Ensure efficient consumer flow between check-in, vaccination, and observation

Location	Position	Description
Corinth	People Mover	Check-In to vaccination queue
Dallas	People Mover	Check-In to vaccination queue
Fort Worth	People Mover	Check-in to vaccination queue to observation
HEB	Registration Runner	Check-In to vaccination queue
Lake Worth	Hallway	Check-in to vaccination queue to observation
Plano	People Mover	Check-In to vaccination queue

- Observation (15-minute)
 - Monitor consumers for any vaccine side effects for 15 minutes
 - Notify provider if consumer needs clinical evaluation
 - Use disinfecting wipes to clean chairs frequently
 - Direct consumers to the clinic exit

Standard Work – Well Health

- Well Health is used for our virtual waiting room.
- The individual filling this position during each shift should be one who is comfortable with multi-tasking.
- Consumers will get a message 1 hour prior to their appointment time giving them instructions when they arrive. When they arrive, they will wait in their vehicle until we text them to enter for their immunization.

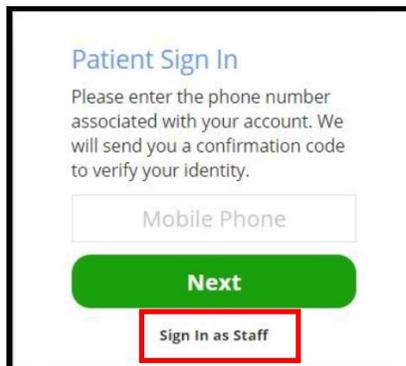
Logging In

Follow the log in process outlined in the Well Health tip sheets:

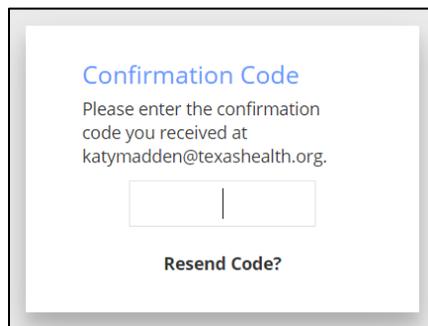
- [Well Learning Guide - Logging In](#)

Or follow this step-by-step instruction:

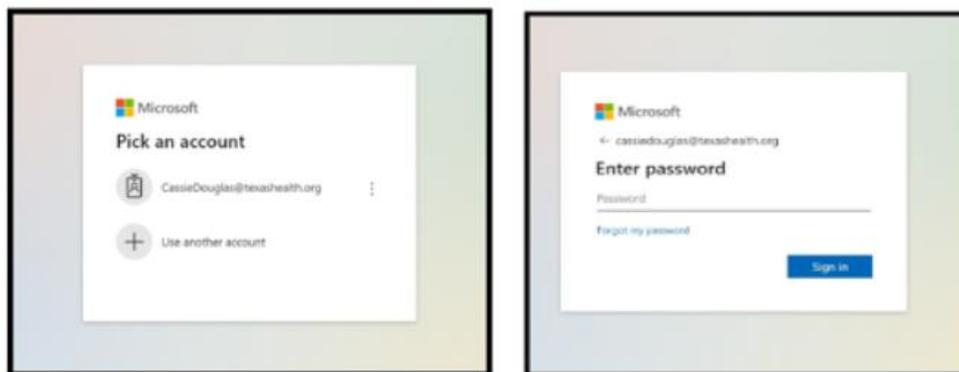
1. Go directly to WELL's log in by navigating here:
 - <https://app.wellapp.com/login>
2. You will see "Patient Sign In," as the default screen. Click "Sign In as Staff" underneath the next button and enter your Texas Health email address.



3. After you enter your email address, select “NEXT.” If you receive a Confirmation Code box when logging in, contact the site manager so they can grant you access.



4. Select your Texas Health email on the Microsoft window, or type it in.
5. Enter your network password that is associated with your email and click sign in.

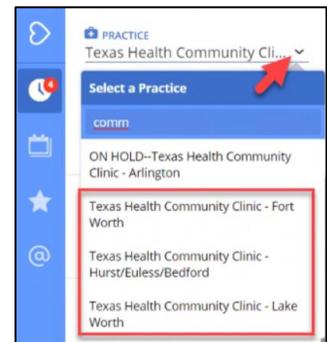


6. You are now logged in! You will repeat this process when it is time to log back in for your next session.

We recommend using CTRL+ALT+DELETE and then signing out to log off the workstation. This will log you out of all applications. Whether that means the end of the day, or sooner, this is the best way to keep your consumer's information secure and comply with IT Security policy.

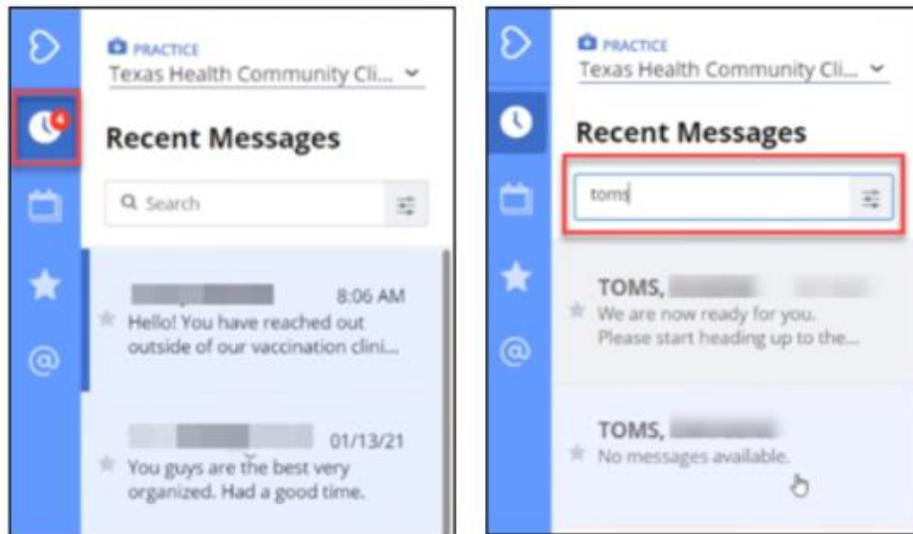
Selecting your clinic location

1. Click on the dropdown arrow under the Practice section.
2. Select the location that you are working at.



Managing the messages

- The clock icon on the left is for recent messages. Recent messages will be bolded with a white background, so you know which ones need your attention. A ding will sound when a new message is received.
- A red dot will show up with a number. That number indicates the number of messages that need to be responded to. This also helps identify how many consumers are waiting to come inside.
- You can also see the time the message was sent and preview a small part of the message that was sent.
- At any time that consumers are left waiting more than 10 minutes or any consumer waiting past their originally scheduled appointment time, a standardized delay message should be sent to explain the delay.
- Click on "schedule view" to help with bringing consumers in according to appointment time if a large number of consumers are waiting.
- You can use the search feature to look for a consumer if needed.



- If a consumer did not receive a text, but shows up with a cell phone, the consumer can text the practice # (see below) with the following information:
 - o First Name
 - o Last Name
 - o Appt Time

Well Health numbers for each of site:

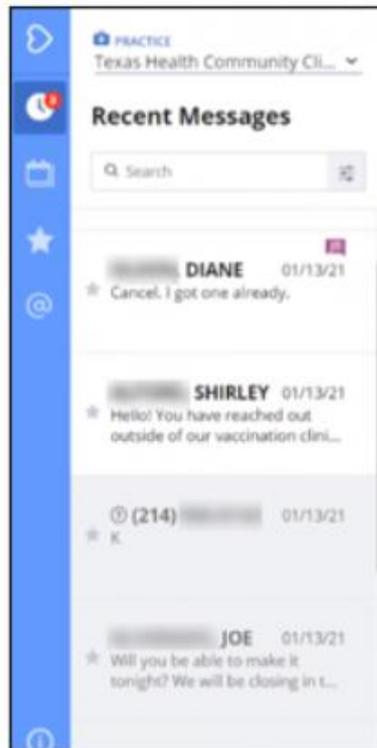
Only share this number with consumers who have arrived for their scheduled appointment

Clinic Location	Well Health Number
Corinth	817-241-4882
Dallas	817-241-5499
Fort Worth	817-241-3321
HEB	817-207-7012
Lake Worth	817-207-7047
Plano	817-207-5881

A printed schedule will be available to cross check the consumer's appointment time.

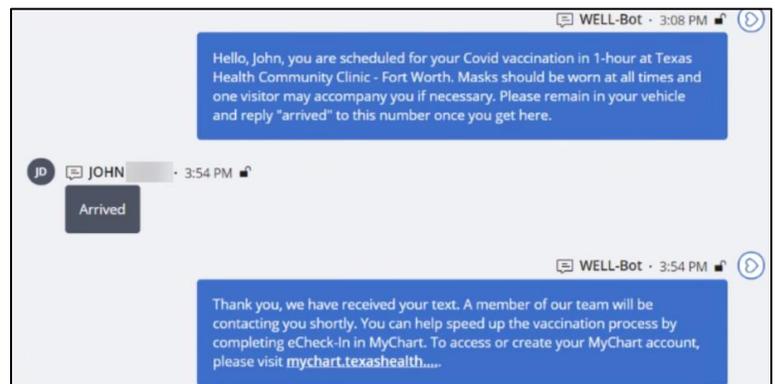
- You can use the star function on each of the chats to identify and group which appointment time is next in the queue.
- Ideally, you would want to bring in all the XX:00 appointments before the XX:10 appointments.
- This information is typically provided to the consumer by the greeter. This will allow the consumer to get in the virtual waiting room line and you are able to manage them along with all the others.

- Messages that are bolded and white need your attention.
- Messages that are greyed out do not need your attention.

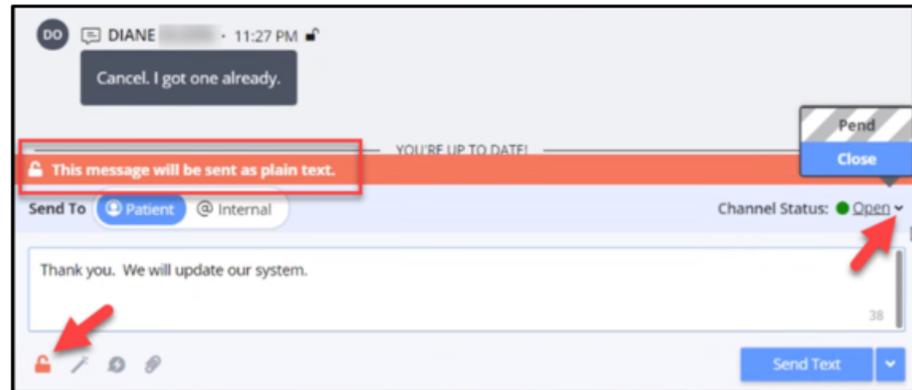


- When you click on the consumer message, the conversation history will show up.
- Auto generated messages will show as “WELL-Bot”. You do not need to act on those.
- A WELL-Bot message will be triggered with key words and close the channel.

You can respond to the consumer, by typing your text and clicking “Send Text”.



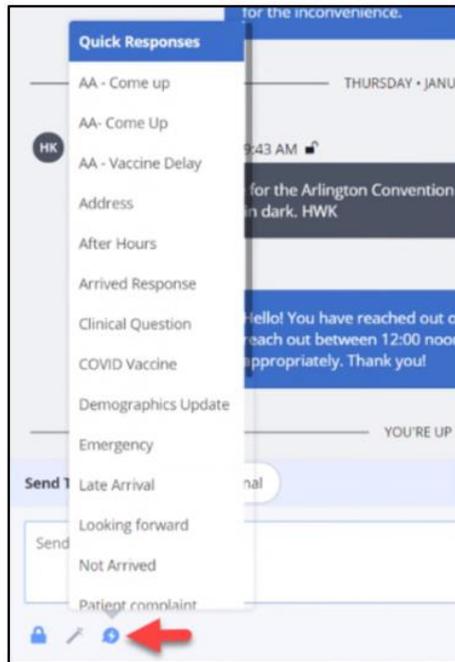
- o Make sure to unsecure the message by clicking the lock icon below the text message You can also type “!!” before a message to automatically unsecure the message. If you send the message as “secure” the consumer will have difficulty accessing the message.



- When you send a message the channel will close, so the messages fall down the list and is no longer bolded. If you need to continue text communication, you will need to flip the channel status to open after sending a message if communication is still needed.
- If the message does not require a reply, click little arrow next to “Open” and select “Close”.

Quick Responses

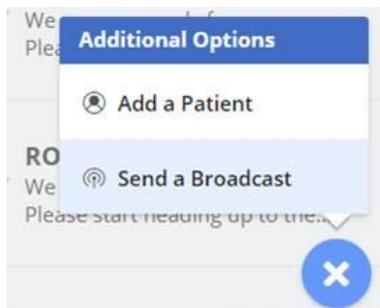
- There are some standard Quick Responses as well as some Quick Responses that have been prepared for each unique site.
- You can access these Quick Responses by clicking the lightning bolt below the text box.



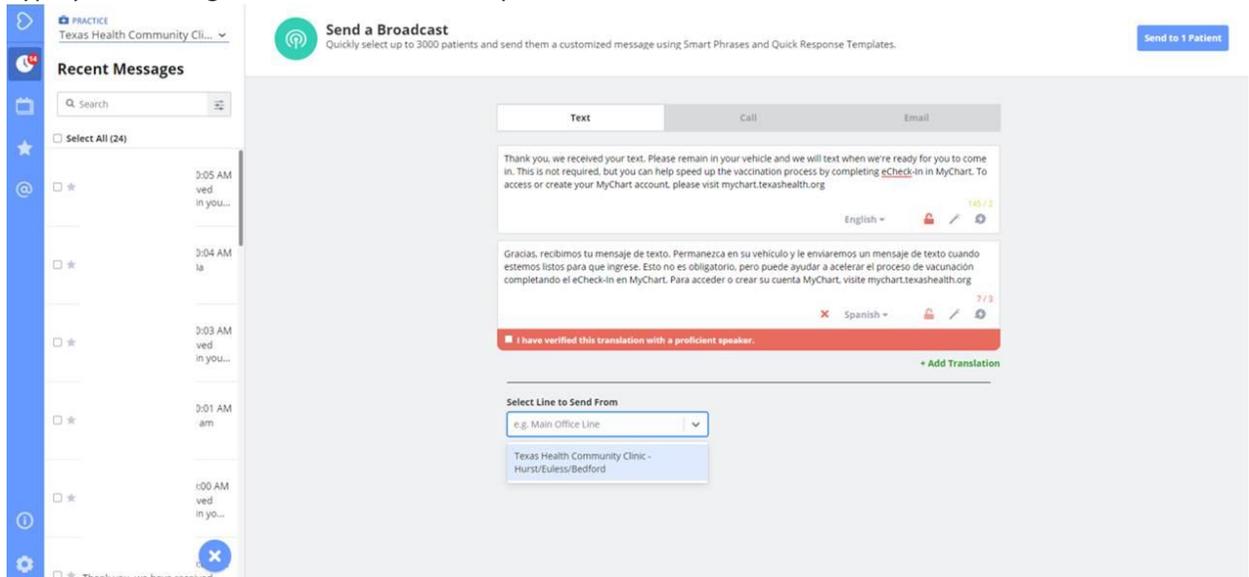
- THESE ARE YOUR BEST FRIEND!!! Get familiar with these at the start of your shift!
- You can use these to send messages to consumers without having to manually type the message.
- Most relevant Quick Responses:
 - Arrived Response
 - You're Welcome
 - Address

Broadcasting

- Users can send a message to multiple consumers simultaneously via the “Broadcast” feature
- Click on the 3 ellipses dots in the bottom left of the screen
- Select “Send a Broadcast” option



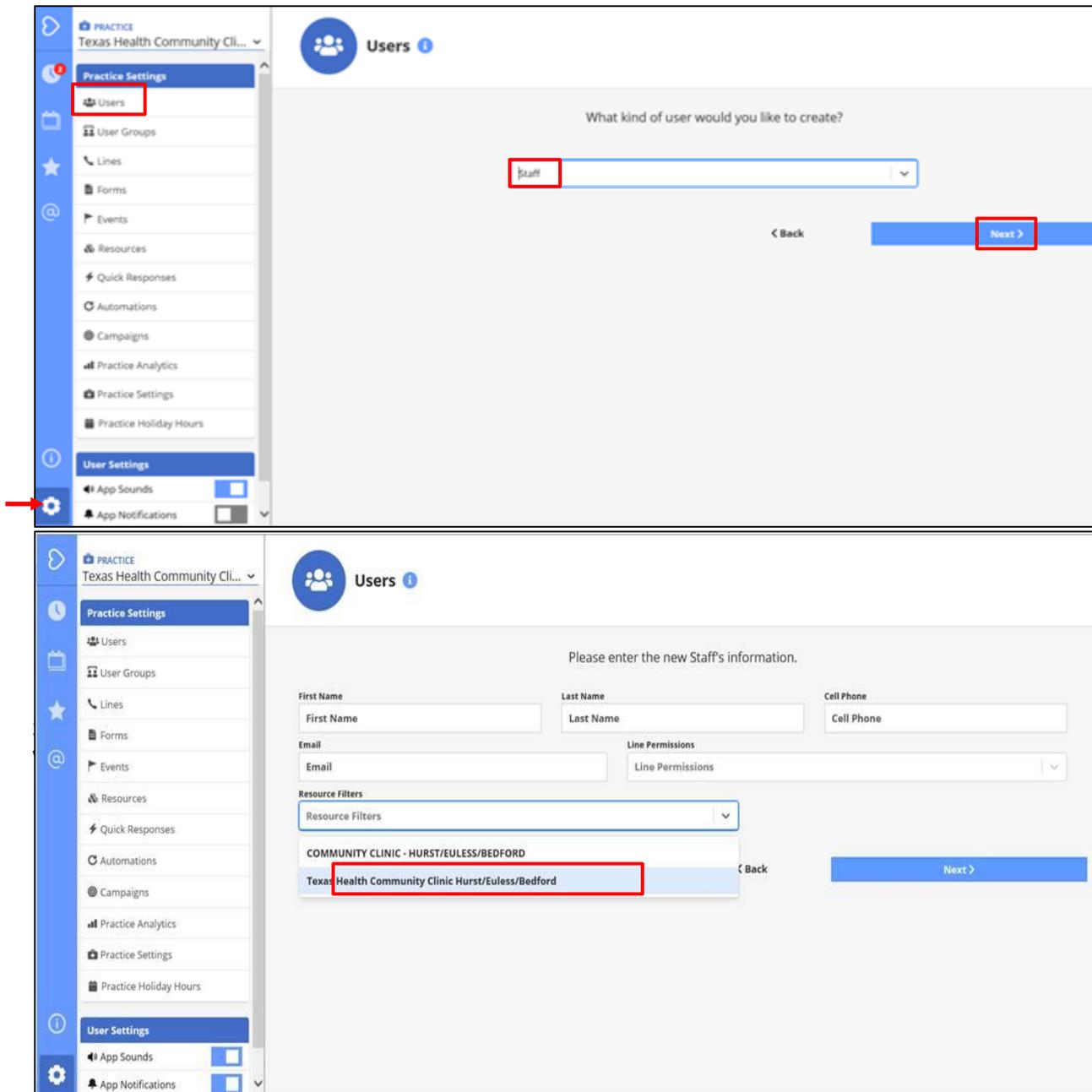
- Click on the consumers that you would like to send a message to
- Type your message or choose a Quick Response



- Select the appropriate clinic in the “Select Line to Send From” section
- Click “Send to Patients”

Standard Work – Well Health for Managers

- Granting access for new users
 - Select appropriate clinic from the drop-down menu at the top left corner
 - Click on the settings wheel in the bottom left corner of the screen
 - Click Users tab
 - Choose the Staff option and click next
 - Enter the staff members information
 - Under Resource Filters, choose the Texas Health Community Clinic “Location” option
 - Must use a Texas Health email address



A staff member with manager access in the Well app can extend access to other users. There are two types of user access available: staff and manager. The staff access will allow someone to use the Well app and text with consumers. The manager access will allow the staff functionality as well as the ability to add users, edit quick responses, and more.

To provide security access to a user, someone with manager access will need to login to the Well app (<https://app.wellapp.com/login>). They will sign in as a staff member using their Texas Health email. The next screen you will see is the home screen. In the upper left-hand pane, you will see the clinic for which you are viewing information. Ensure you have the correct clinic selected. Next, you will see a settings icon in the lower left-hand

pane of the home screen. After selecting the settings icon, a pop-up window will appear with various settings which can be adjusted. The user settings should be selected to add a new user.

Once user settings have been selected, you will see a listing with all users who have access at your selected clinic location. First, review the list to ensure the user you are adding does not already have access. Then, if the user is not represented in the current list, select the “Invite User” button in the upper right-hand corner of the screen.

Inviting a user will require you to enter information to set-up the new access. You will need to enter the type of access the user should have (e.g. staff or manager). The user’s name and email should be entered. Finally, the clinic name should be selected from the Line Permissions drop down list.

Check-In

For Texas Health staff who sign up on the HR SharePoint site to cover a shift at one of the community clinics, the staff will need to be provisioned in CareConnect. To validate their check-in access has been provided, you can check the provisioning spreadsheet (‘All Confirmed Workers Vaccine Staffing’) on the Vaccine Planning SharePoint ([here](#)).

For contractors or full-time staff at the clinic, the staff member’s job code will alert the security team to provision the correct access prior to the staff member working their first shift. If staff are experiencing any problems with registration access, the Site Manager will need to place a service desk ticket.

Vaccinator

Universal access to vaccinator documentation is provided in CC1 for individuals with clinical licensure.

Manager Access

For contractors or full-time staff at the clinic, the staff member’s job code will alert the security team to provision the correct access prior to the staff member working their first shift. Please reach out to your on-site Care Connect trainer if you are experiencing any problems with access.

[Downtime Procedures & Forms](#)

- For consents and downtime forms, please [click here](#).

[MSDS/Cleaning Products](#)

- MSDS for all chemicals used in the clinic, [click here](#).

[Supply Inventory & Ordering Instructions](#)

- For clinic ordering and inventory, [click here](#).

[Stratus Device Guide](#)

- Video Remote Interpreting (VRI) is an interpreting service delivered through a videoconferencing app (Stratus) on iPads or through a laptop. [*see appendix B*](#)
- For complete training manual, [click here](#).

Staffing

Staffing Model Roles

Clinical and non-clinical roles have been identified for each Texas Health Community Clinic. Separate job codes have been created for greeter / screeners, registrars, and vaccinators. The provision of security access in Care Connect is based off the role / job code for which a team member was hired. Hiring has been conducted based on the operational needs which have been identified at each clinic. Team members shall remain within the responsibilities of their role / job code.

These **roles** may include the various sub-roles and responsibilities:

- **Greeter / Screener** (non-clinical)
 - Parking lot navigators
 - Well Health texting
 - Temp check greeter
 - Observation area monitor
 - Consumer navigator

- **Registration** (non-clinical)

- **Vaccinator/vaccine support staff** (clinical)
 - Vaccinator
 - Vaccine support staff

Required training for clinical roles include:

- a. Complete the related CDC training. This will be assigned learning via MyTalent. Required modules include “COVID-19 Vaccine Training: General Overview of Immunization Best Practices for Healthcare Providers” and the appropriate module for the vaccine being administered (e.g. Pfizer, Moderna, etc.).
- b. Review vaccine-specific materials and web pages (available at <https://www.cdc.gov/vaccines/covid-19/info-by-product/index.html>).
- c. Review clinical considerations (listed at <https://www.cdc.gov/vaccines/covid-19/info-by-product/clinical-considerations.html>).
- d. Review Emergency Use Authorization (EUA) for the relevant vaccine (available at <https://www.fda.gov/emergency-preparedness-and-response/mcm-legal-regulatory-and-policy-framework/emergency-use-authorization>).
- e. Review vaccine storage and handling resources (listed on <https://www.cdc.gov/vaccines/covid-19/info-by-product/index.html>).
- f. Review the COVID-19 Vaccine Addendum in CDC’s *Vaccine Storage and Handling Toolkit* (available at <https://www.cdc.gov/vaccines/hcp/admin/storage/toolkit/index.html>).

Appendix A – Clinical roles

Clinician Name and Credentials	THR ID#:
Title/Role: Nurse Vaccinator	Department/Unit: THCC Vaccine Clinic
<p><i>The following pages list the competencies required for your area of service and the approved methods available for validation for each competency. Each employee is responsible for completing the competencies listed below and collecting the evidence that demonstrates individual competency. Once you have completed all the competencies, turn in this sheet to a Clinical Supervisor.</i></p>	
Minimum Competencies	Verification Method & Clinical Validator Sign-Off
Understands clinical guidance and can accurately assess and vaccinate based on: <ul style="list-style-type: none"> • eligibility requirements • vaccination schedule and history • contraindications • precautions • clinical considerations 	<input type="checkbox"/> Verbalizes understanding <hr/> Date of Competency & Validator Initials
Understands role, availability, and usual physical location of contracted provider (physician, NP, or PA), to include consultation capacity for any clinical question	<input type="checkbox"/> Verbalizes understanding <hr/> Date of Competency & Validator Initials
Understands vaccinations may only occur when: <ol style="list-style-type: none"> 1) a contracted provider is on-site <u>AND</u> 2) epinephrine is on-site (for initial management of anaphylaxis while awaiting EMS response) 	<input type="checkbox"/> Verbalizes understanding <hr/> Date of Competency & Validator Initials
Understands post-vaccination clinical guidance, including: <ul style="list-style-type: none"> • recommended observation times • signs and symptoms of allergic reactions and anaphylaxis 	<input type="checkbox"/> Verbalizes understanding <hr/> Date of Competency & Validator Initials
Explains how the vaccine works, major vaccine components, and side effects	<input type="checkbox"/> Verbalizes understanding <hr/> Date of Competency & Validator Initials
Identifies location of emergency resuscitation supplies (e.g. oxygen cylinder, oxygen tubing, Ambu bags, pulse z) and emergency resuscitation medication (EpiPen) – NOTE: not stored together at some sites	<input type="checkbox"/> Verbalizes understanding <hr/> Date of Competency & Validator Initials

Knowledgeable of indications and technique for use of epinephrine auto-injector (EpiPen)	<input type="checkbox"/> Verbalizes understanding <input type="checkbox"/> Direct observation in a simulation setting (e.g. “practice injector” available in package, if available) <hr/> Date of Competency & Validator Initials
Knowledgeable of how to: 1) properly completes documentation on CDC vaccination cards	<input type="checkbox"/> Verbalizes understanding <hr/> Date of Competency & Validator Initials
Completes Scavenger Hunt/Orientation document and submits completed document	<hr/> Date completed
Understands eating is prohibited in clinical stations and the medication room.	<input type="checkbox"/> Verbalizes understanding <hr/> Date of Competency & Validator Initials
Performs clinical shift change/closing duties: <ul style="list-style-type: none"> • Return unused vaccine to Clinical Supervisor • Wipe down your whole station/room • Restock all supplies in your station/room (including but not limited to band-aids, alcohol wipes, paperwork, PPE, hand-sanitizer) • Inform Clinical Supervisor of any supply needs before critically low levels • Understand break assignments: • 6 hours and 7 minutes = a required 30 minute break. Less than that time is a recommended 15 minute break. • At shift change: wait for your relief and provide hand-off report • End of Shift: clock out • End of Day: pull trash bag and tie off (site-dependent) • Log out of computer and stow (if required at site) 	<input type="checkbox"/> Verbalizes understanding <hr/> Date of Competency & Validator Initials
Verbalizes: 1) general knowledge of purpose of the Vaccine Adverse Event Reporting System (VAERS) – not expected to complete input 2) requirement for the vaccinating nurse or Clinical Supervisor to complete a Reliability Tool report for any suspected or actual vaccine adverse reaction.	<input type="checkbox"/> Verbalizes understanding <hr/> Date of Competency & Validator Initials
Vaccine Administration Core Skills, Techniques, and Procedures	

Follows infection preventions measures including use of PPE, COVID-19 safety precautions	<input type="checkbox"/> Direct observation in clinical practice <input type="checkbox"/> Verbalizes understanding <hr/> Date of Competency & Validator Initials
Correctly identifies the proper needle gauge and length based on body tissue/depth of subcutaneous fat.	<input type="checkbox"/> Direct observation in clinical practice <input type="checkbox"/> Verbalizes understanding <hr/> Date of Competency & Validator Initials
Correctly identifies the proper injection site based on body tissue/depth of subcutaneous fat.	<input type="checkbox"/> Direct observation in clinical practice <input type="checkbox"/> Verbalizes understanding <hr/> Date of Competency & Validator Initials
Demonstrates correct intramuscular injection technique.	<input type="checkbox"/> Direct observation in clinical practice <input type="checkbox"/> Verbalizes understanding <hr/> Date of Competency & Validator Initials
Identifies strategies to prevent vaccine administration errors, including safe needle handling and safety needle retraction use.	<input type="checkbox"/> Direct observation in clinical practice <input type="checkbox"/> Verbalizes understanding <hr/> Date of Competency & Validator Initials
Disposes of vaccine vials, needles, syringes, and other supplies correctly, as per standard precautions.	<input type="checkbox"/> Direct observation in clinical practice <input type="checkbox"/> Verbalizes understanding <hr/> Date of Competency & Validator Initials
Demonstrates ability to navigate to PolicyConnect: IntraNet Home → Quick Links → Policies and Procedures → PolicyConnect Document Search	<input type="checkbox"/> Verbalizes understanding <hr/> Date of Competency & Validator Initials
Can navigate to online COVID Vaccine Clinic documents for most up-to-date workflows on THR SharePoint via http://ehr , "What's New"	<input type="checkbox"/> Verbalizes understanding <hr/> Date of Competency & Validator Initials

<p>Demonstrates proficiency in EHR usage by following instructions and precautions in THR's COVID Vaccine Clinic Vaccinator guide (version 8 is current as of 3/22/2021)</p>	<p><input type="checkbox"/> Direct observation in clinical practice <input type="checkbox"/> Verbalizes understanding</p> <p>_____</p> <p style="text-align: center;">Date of Competency & Validator Initials</p>
<p>In the event of incorrect EHR documentation, demonstrates ability to correct documentation by following THR's <i>Correcting Immunization Documentation COVID Vaccine Clinic Vaccinator</i> guide</p>	<p><input type="checkbox"/> Direct observation in clinical practice <input type="checkbox"/> Verbalizes understanding</p> <p>_____</p> <p style="text-align: center;">Date of Competency & Validator Initials</p>
<p>Understands importance of validating lot number accuracy in EHR documentation on each administration.</p>	<p><input type="checkbox"/> Verbalizes understanding</p> <p>_____</p> <p style="text-align: center;">Date of Competency & Validator Initials</p>
<p>(Applies to guests who arrive for <i>2nd dose without vaccine card but have received 1st dose within THR</i>): knowledgeable on procedure to use EHR lookup admin history and create new card for prior and current dose once administered</p>	<p><input type="checkbox"/> Verbalizes understanding</p> <p>_____</p> <p style="text-align: center;">Date of Competency & Validator Initials</p>
<p>(Applies for small % of consumers who are <i>only receiving their 2nd dose</i> at THR): knowledgeable of procedure to document 2nd dose only on vaccination card (i.e. strikethrough first dose columns)</p>	<p><input type="checkbox"/> Verbalizes understanding</p> <p>_____</p> <p style="text-align: center;">Date of Competency & Validator Initials</p>
<p>Uses two forms of identification to verify client identity prior to screening or documentation in the electronic health record (EHR).</p>	<p><input type="checkbox"/> Direct observation in clinical practice <input type="checkbox"/> Verbalizes understanding</p> <p>_____</p> <p style="text-align: center;">Date of Competency & Validator Initials</p>
<p>Employee Signature & Date:</p> <p>_____</p>	<p>Clinical Supervisor Signature & Date:</p> <p>_____</p>

Validator Initials	Validator Name & Credentials	Validator Signature

Suggested additional best practices:

- a. Observe other staff working with vaccine recipients.
- b. Practice answering questions from vaccine recipients by role-playing interactions with other staff.
- c. Shadow experienced support staff to observe proper storage and handling procedures.
- d. Observe support staff as they complete documentation processes.

Clinical Supervisor Competencies

In addition to ALL above competencies, the clinical supervisor must meet these competency requirements (open and print embedded competency spreadsheet: ~150 competency rows):



2021.04.02
Orientation Templat

At the end of each day *except Saturday*, the Site Manager and Clinical Supervisor on duty needs to count the number of vaccines left in the refrigerator, label them as Use First for the next day, and email the number of vials and the temperature on the monitor on the side of the refrigerator to these 3 recipients:

1. Randy Ball (randyball@texashealth.org)
2. THRPharmacyCOVIDVaccine@texashealth.org
3. THREmployeeRx@texashealth.org

MEDICATION ROOM COMPETENCY REQUIREMENTS

When serving as a vaccination support worker (i.e. drawing up or preparing vaccine), the following additional knowledge and competencies must be assessed and documented:

OPENING: 60-90 minutes prior to opening, pull approx. 1/3rd of vials needed (as determined from DAR schedule) to be ready to mix. In coordination with Clinical Supervisor, expect to pull additional vials when consumer flow starts, and then at an interval that matches the scheduling pace for the day.

** this number is determined by each site based on consumer schedule and with consultation or direction from the Clinical Supervisor*

PLAN for the day: use DAR schedule to determine approx. consumers per hour. Compare consumer arrivals with mixing room thaw and adjust as needed. Stay a minimum of 60 minutes ahead until approx. 4:00 - 5:00 pm then adjust for no-shows and end of day schedule. There may be a dramatic drop during this time range. The last 30 min of the day you may need to have people wait while you thaw to ensure accuracy of vaccine/consumer ratio at close.

ONLY OPEN SUPPLIES NEEDED FOR THE DAY! DO NOT OPEN SUPPLIES FOR THE NEXT DAY. Once supplies are removed from their sterile packages, they must be used by close of day or wasted.

Vaccine Distribution: Insert Lot # stickers, vaccines, vial into a baggie for distribution to vaccinators. Vials and bags will be returned to the mixing room.

End of the Day: Determine when to move to 1:1 vaccine distribution, usually 1 - 2 hours prior to close. This will help you keep a very accurate count on vaccines per person seen to prevent over mixing.

Vaccine Storage & Handling	
Minimum Competencies	Verification Method & Clinical Validator Sign-Off
Demonstrates knowledge of proper procedures when managing vaccine shipments, including inspecting, unpacking, accounting, and storing vaccines.	<input type="checkbox"/> Direct observation in clinical practice _____ Date of Competency & Validator Initials
1. Knowledgeable to not turn off the backup battery and to not plug anything else into it. 2. Call the vaccine team (682-236-2418) immediately if the refrigerator stops working for any reason or if the battery backup makes an audible alarm (indicates not receiving wall power). 3. There are two sets of plugs on the back of the backup battery device and the refrigerator must be plugged into the backup battery side, not the surge protector side. 4. If the temperature monitor on the side of the refrigerator is not working, report the temperature using the thermometer inside the refrigerator. The display on the front of the refrigerator is highly inaccurate.	<input type="checkbox"/> Verbalizes understanding _____ Date of Competency & Validator Initials
Vaccine Thawing Procedure	

<ul style="list-style-type: none"> • Refrigerator temperatures: 2-8°C (36-46°F): <ul style="list-style-type: none"> ○ Unpunctured vials can be stored in the refrigerator for up to 120 hours (five days). • Room temperature: up to 25°C (77°F) <ul style="list-style-type: none"> ○ Unpunctured vials may be held at room temperature for up to 2 hours (including thaw time). • Vials must reach room temperature before dilution AND must be diluted within 2 hours OR returned to the refrigerator. Do NOT refreeze thawed vaccine. 	<input type="checkbox"/> Verbalizes understanding <hr/> Date of Competency & Validator Initials
Vaccine Preparation Procedure	
<ol style="list-style-type: none"> 1. Follow aseptic technique. Perform hand hygiene before vaccine preparation, when changing gloves (if worn), and any time hands become soiled. * 2. Remove vaccine from the freezer or refrigerator and allow a minimum of 30 minutes for vaccine to come to room temperature. Vials can be held at room temperature for up to 2 hours before mixing. After 2 hours, return unmixed vials to the refrigerator. 3. Before mixing, check the expiration dates of the vaccine and diluent. NEVER use expired vaccine or diluent. 4. With the vaccine at room temperature, gently invert the vial 10 times. Do NOT shake the vial. If the vial is shaken, contact the manufacturer. The vaccine is white to off-white in color and may contain opaque particles. Do not use if liquid is discolored. 5. Using a new, sterile alcohol prep pad for each vial, wipe off the stoppers of the diluent and vaccine vials. 6. Using a 21-gauge (or narrower) needle, withdraw 1.8 mL of 0.9% sodium chloride (normal saline, preservative-free) into a mixing syringe. After use, discard diluent vial and any remaining diluent. <ul style="list-style-type: none"> ○ Do NOT use or save the remaining vaccine diluent to mix additional vaccine or for other uses. ○ Do NOT use bacteriostatic normal saline or other diluents to mix the vaccine. ○ Do NOT use multi-dose NS vials (10 mL); use only single-use 2 mL NS vials to reconstitute the vaccine. ○ Notify Clinical Supervisor if multi-dose NS vials are received 7. Inject 1.8 mL 0.9% sodium chloride (normal saline, preservative-free) diluent into the vaccine vial. 8. Using the mixing syringe, remove 1.8 mL of air from the vaccine vial to equalize the pressure in the vaccine vial. 9. Gently invert the vial containing vaccine and diluent 10 times. The vaccine will be off-white in color. Do not use if discolored or contains particulate matter. Do NOT shake. If the vial is shaken, contact the manufacturer. 	<input type="checkbox"/> Direct observation in clinical practice <input type="checkbox"/> Verbalizes understanding <hr/> Date of Competency & Validator Initials

10. Keep mixed vaccine between 2°C and 25°C (36°F and 77°F) and administer within 6 hours. Discard any unused vaccine after 6 hours. Do not return to freezer storage.
11. Choose the correct equipment, including the correct needle size.
- Use a new, sterile needle and syringe for each injection.
 - Low dead-volume syringes/needles can be used to extract 6 doses from a vial.

*Gloves are not required unless the person administering the vaccine is likely to encounter potentially infectious body fluids or has open lesions on the hands. If worn, perform hand hygiene and change gloves between consumers.

**DRAWING UP RECONSTITUTED VACCINE &
PACKAGING FOR DISTRIBUTION TO VACCINE ADMINISTRATION AREA**

Minimum Competencies	Verification Method & Clinical Validator Sign-Off
<p>1. Follow aseptic technique. Perform hand hygiene before vaccine preparation, between consumers, when changing gloves (if worn), and any time hands become soiled. *</p> <p>2. Cleanse the stopper on the vial of mixed vaccine with a new, sterile alcohol prep pad. Withdraw 0.3 mL of mixed vaccine into the syringe.</p> <p>3. Each vial should yield 6 doses. If there is a full 7th dose of 0.3mL that can be drawn from the vial, that is acceptable. - If there is not enough in the vial to have a final 0.3mL dose, withdraw the remaining (less than 0.3mL) and waste. Do not combine vaccine from multiple vials to obtain a dose.</p> <p>4. Use one-hand technique to recap needle after dose drawn. If you stick yourself, you will have to waste that dose, in addition to the other prescribed steps (including completing a Reliability Tool report, notifying the Clinical Supervisor, etc., as detailed in THR policy).</p> <p>5. Keep hands away from needles when removing bubbles; touching a needle is a contamination and syringe/needle must be wasted.</p> <p>6. Remove any significant air bubbles with the needle still in the vial to avoid loss of vaccine.</p> <p>7. Ensure that if a needle is bent during draw, vaccine is returned to vial and new needle is used. REMINDER: needles should only puncture vial 1 time. A second puncture dulls the needle and causes pain when injected into consumer.</p>	<p><input type="checkbox"/> Direct observation in clinical practice</p> <p><input type="checkbox"/> Verbalizes understanding</p> <hr/> <p>Date of Competency & Validator Initials</p>

<p>8. Place drawn-up syringe doses and empty vial in resealable bag; most vials will yield 6 doses. If other than 6 doses drawn from vial, write "Quantity X" where X is the number of doses in the baggie.</p> <p>9. Label the bag with time the dose(s) expire.</p> <p>10. Notify the Clinical Supervisor for any vials which yield more or fewer than 6 doses so that on-hand dose count may be adjusted.</p> <p>11. For lost/wasted vials or individual doses: notify Clinical Supervisor with loss/waste quantity and reason as soon as possible. Clinical Supervisor will report to Central Pharmacy for correct accounting.</p> <p>*Gloves are not required unless the person administering the vaccine is likely to come in contact with potentially infectious body fluids or has open lesions on the hands.</p>	
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Employee Signature & Date:	Clinical Supervisor Signature & Date:

Validator Initials	Validator Name & Credentials	Date Completed	Validator Signature

Most current version available online at <https://www.cdc.gov/vaccines/covid-19/info-by-product/pfizer/index.html>.
 Product specific instructions verified current as of 4/2/2021.

Administering Vaccines (12 to 15-year old's)

Tip Sheets:

- For tip sheets and training video [Click here.](#)

Reporting abuse and Neglect

- Reporting Suspicions by Phone: 1-800-252-5400
- Reporting Suspicions Online: www.txabusehotline.org

Vaccine Dose Tracker

Texas Health Community Clinic – Daily Vaccine Tracker

Date: _____
 Manufacturer: Pfizer
 Lot #1: _____
 Lot #2: _____

Clinic Location: _____

Daily Calculations

A	B	C	D	E	F
# of Scheduled Appointments	Expected No Show Rate % (see previous day)	Expected Appointments	Total Vials Received	Total Doses Available (vials x 6)	“Wiggle Room”
Column A – Column B = Column C			Column D x 6 = Column E		Column E – Column A = Column F
<i>(example)</i> 540	<i>(example)</i> 22%	<i>(example)</i> 421	<i>(example)</i> 95	<i>(example)</i> 570	<i>(example)</i> 30

Beginning Thaw Guidelines

G	H
Expected Consumers	# of Vials for 1 st Thaw
Column C ÷ 3 = Column G	Column G ÷ 6 = Column H
<i>(example)</i> 140	<i>(example)</i> 23

**** Shift Change/Afternoon Thaw Guidelines: have the first shift thaw/mix/draw done before the second shift arrives****

Find out if any THR, SCA, and/or contracted staff need their vaccine during today’s shift

Time	Scheduled	% No Show	Expected	Signed (Given)	Doses in Syringes	Extra (7th) Doses	Vials Thawing	Doses Thawing	Vials Not Thawed	Doses in Vials Not Thawed

End of the Day Considerations:

- Monitor No Show Rate
- # of Mixed that must be given not to waste any dose
- Mix in smaller doses/batches as the end of the day nears
- Start 1 dose/1 bag after shift change to control #s
- # of consumers on standby list that will need to be called to not waste any doses
- Counting consumers in chairs and comparing to the doses out to get a tight # on how many may need to be thawed/mixed

End of Day Cross Check:

End of Day Totals	#
Total Vials Received	
Total Vials Thawed	
Total Vials Returned to Pharmacy	
Doses Wasted	

Appendix B – Stratus Device

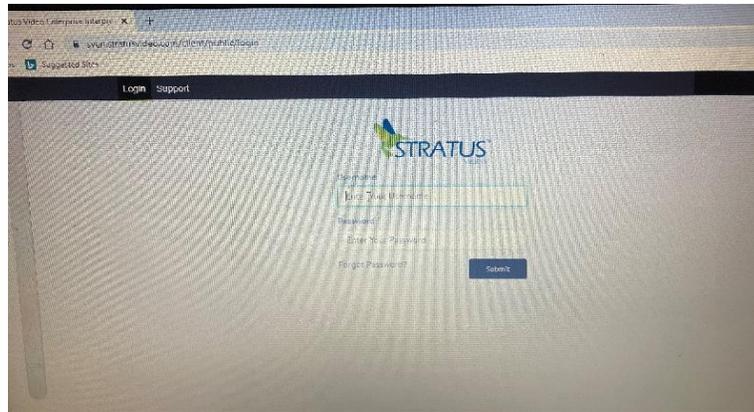


- Video Remote Interpreting (VRI) is an interpreting service delivered through a videoconferencing app (Stratus) on iPads or through a laptop.
- On the screen and interprets between the clinician and consumer as if he or she were in person in the room.

iPad Solution

- To Start iPad press the HOME button.





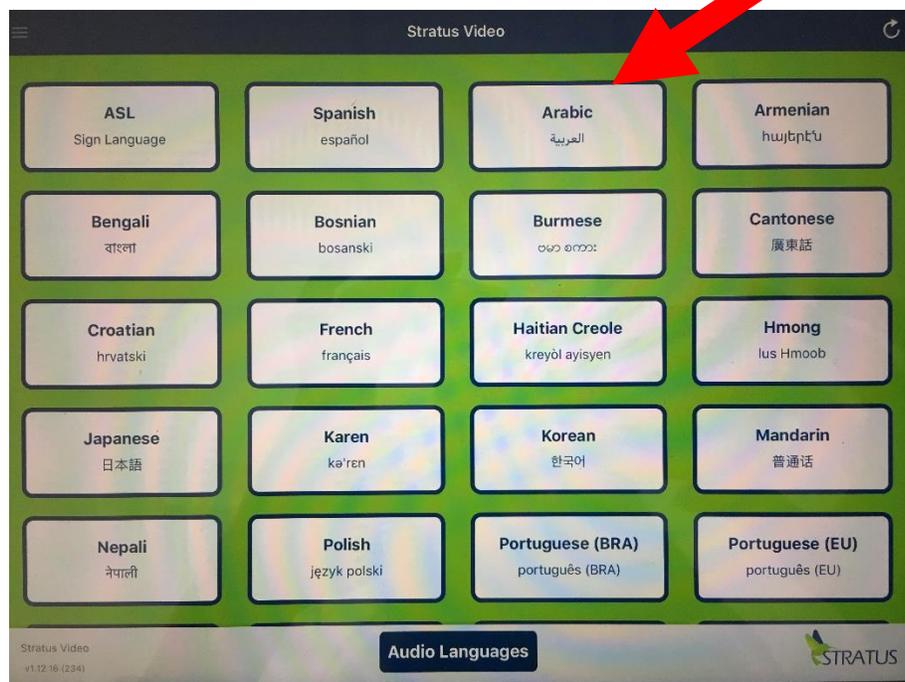
Laptop Solution

- Using Chrome or Firefox, enter in browser this address: <https://sven.stratusvideo.com/>
- Enter username and password to log-in.

LANGUAGES AVAILABLE ON VIDEO

- 7 languages available 24/7/365: American Sign Language, Arabic, Cantonese, Mandarin, Portuguese, Spanish, and Vietnamese.
- 26 languages available during **extended hours**: Amharic, Armenian, Bengali, Bosnian, Burmese, Cambodian, Croatian, Farsi, French, Haitian Creole, Hindi, Hmong, Japanese, Karen, Korean, Nepali, Polish, Punjabi, Russian, Serbian, Somali, Swahili, Tagalog, Tigrinya, Ukrainian, Urdu.
- *****Please note***** to access more languages or an interpreter outside of this availability, please contact Stratus Audio at 1-833-230-6704 or Language Line Services at 1-866-874-3972 or MasterWord Services at 1-866-716-4999 for over-the-phone interpreting.

Press the language you need
to start the call



- Interpreter will answer call and introduce self with a mini pre-session of what to expect.
- Caregiver may brief interpreter or just begin communication.



Upon call connection,
an interpreter appears
on screen.