NACo Brief: Vaccine Management Solutions

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SUMMARY/OVERVIEW

The COVID-19 health crisis has created unprecedented logistical challenges nationwide. Every county across America is working to administer vaccines in a safe, quick and structured manner. A common challenge faced by counties is efficiently organizing, tracking and reporting all aspects of the vaccine management and distribution process.

The most effective management solutions are:

- ✓ compatible with state and federal data systems,
- ✓ user friendly,
- ✓ able to track key demographic data,
- ✓ and accessible for all residents.

This brief describes an array of vaccine management solutions currently in use by counties of varying sizes, that can be used to organize their distribution scheduling and vaccine data tracking efforts.

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Innoculate

Nueces County, TX

POPULATION: 362,265
SQ MILES: 838

The Corpus Christi – Nueces County Public Health District has partnered with Luminare to deploy Innoculate™, an automated, end-to-end COVID-19 vaccine management solution. The Health District will receive 4,000 Moderna vaccines, which it plans to administer through a mega COVID-19 vaccine drive. Innoculate™ will help the Health District handle the vaccine distribution process by:

- Maximizing the throughput of patients based on viability and other criteria, track vaccines and report demographic and efficacy data automatically to state and federal agencies; and
- Managing and automating the registration, qualification, consent and scheduling of vaccinations.

The Corpus Christi – Nueces County Public Health District has reported success with Innoculate™ and a good working relationship with Luminare. Luminare has been retained by eight other localities in Texas. Dallas County went live four days after selecting Innoculate™, and will launch a 10-lane, drive through vaccination center, capable of vaccinating over 1,000 people per hour.

PrepMod

Sonoma County, CA

POPULATION: 499,942
SQ MILES: 1,575

Using licenses purchased by California, The Sonoma County Public Health Department partnered with Eziz's PrepMod. PrepMod is an end-to-end system that automates all aspects of vaccine management. Services PrepMod offers include:

- Web-based consent process for patients
- Clinic management system for staff.
- Reporting to state agencies

The county reports that PrepMod has been easy to use and straightforward to implement in clinics. Sonoma County does not have its own hospitals or clinics, and services are contracted through local providers.

AppointmentPlus

Summit County, CO

POPULATION: 31,007
SQ MILES: 608

Summit County has partnered with AppointmentPlus for scheduling. The county had used AppointmentPlus for scheduling functions since the start of the pandemic and were able to configure it for vaccinations. In a move coordinated by the state, Summit County is in the process of switching to Prepmod.

AppointmentPlus is a 20-year-old organization that has scheduled more than 500 million appointments. The county mentioned AppointmentPlus has been able to produce necessary reporting documentation to satisfy the state requirements, but that aspects of the reporting process could be better.

Google/GovDelivery

Cook County, IL

POPULATION: 5,180,493
SQ MILES: 944

Cook County has used Google and GovDelivery to improve its communication and information services. On Feb. 1, Google unveiled cloud-based analytics and additional tools that could gauge how policy changes impact vaccination rates and community sentiment, StateScoop reported. Cook County is working on three initiatives with Google:

- targeted Google search-driven advertising to improve sharing of information about county vaccine services,
- using big data analytics to identify targeted outreach groups,
- and automated call center features to help answer FAQs so other operators could focus on scheduling.

Additionally, Cook County is using GovDelivery for employee communications, such as vaccine notices. GovDelivery allows managers to track read receipts and clickthrough, enabling them to ensure that messages are received and acted upon.

Qualtrics

Winnebago County, IL
POPULATION: 284,081
SQ MILES: 513

The Winnebago County Health Department partnered with Qualtrics. The Qualtrics Vaccine Management solution is an end-to-end, automated workflow that can:

- prioritize vaccine recipients,
- schedule and follow-up on appointments,
- provide a record of vaccination after the client receives a vaccine,
- and track the patient experience throughout the vaccination, administration process.

The Winnebago County Health Department has reported that Qualtrics was quickly implemented and has worked well.

Custom

Wake County, NC
POPULATION: 1,092,305
SQ MILES: 834

Wake County designed its own custom system, using facets of Microsoft Forms, Power Automate, SQL, Power BI and Everbridge. Their process is as follows:

- Use Microsoft Forms link on the COVID vaccine site for initial form
- Power Automate sends confirmation email to submitter and adds record to SQL Server Database
- SQL classify requests into phases based on question response
- Vaccine Planning Team uses a second Microsoft Form to activate requests
- Power Automate sends confirmation email to Vaccine Planning Team
- SQL uses activation question responses to update records based on first in first out
- SQL generates .csv files of activate requests for upload into CVMS and a .csv file to upload to Everbridge which is used for communications including sending scheduling information

ADDITIONAL RESOURCES

Below are additional resources for other software and data platform solutions that can assist counties with effectively organizing their vaccine management processes.

- ServiceNow
- Microsoft D365

If your county has vaccine management solution that you would like to be featured in this brief, or for questions on any of the solutions listed, please contact Rita Reynolds at rreynolds@naco.org.