

# Acqueon for Vaccine Distribution

## Solution brief



According to the Centers for Disease Control and Prevention as of February 3, 2021, over 32 million doses of the coronavirus vaccine had been administered. Nearly twice that number of vaccines have been distributed. But only 10% of Americans have received both doses of the drug. While vaccines are being delivered to the various states, it is the last mile of that distribution, including the administration and management of the doses and the tracking of the recipients, that has proven most difficult.

### The last mile challenge

State and local community municipalities, together with hospitals, small healthcare facilities, and pharmacies have struggled with the efficient coordination, tracking, and management of vaccine dosage shipments, accurate notification, scheduling, and tracking of vaccination dates, first and second dose recipients, and vaccine inventory. There's also the logistical need to monitor vaccine temperature and shelf-life while attempting to maintain a just-in-time amount of vaccine inventory (e.g., maintain enough on-hand for the number of scheduled vaccinations without incurring excess that expires and is wasted).

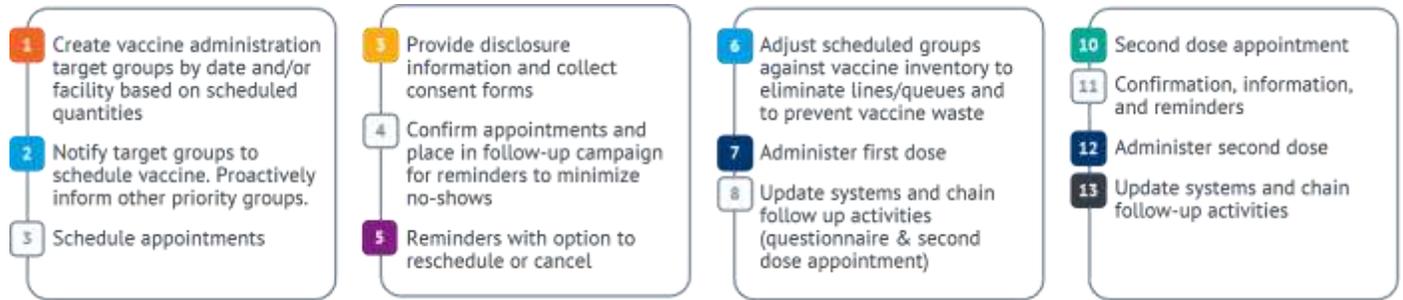
Stakeholders need to rapidly implement agile processes to proactively engage the different priority groups, encourage vaccination, and arrange appointments based on the vaccine supply and adjust to a fluid situation.

### Vaccination Distribution – Mapped

While the individual steps are straightforward, the distribution process entails many steps and communication activities that need to be sequenced, coordinated across stakeholders, and adjusted when priorities evolve, or exceptions occur. The following outlines the involved workflow:

- Apply the state priorities to the forecasted vaccine quantities to segment their constituents and communities
- Create target groups by a date window and healthcare facility based on scheduled quantities
- Notify target recipient groups and encourage them to schedule their first appointments
- Proactively inform other priority recipient groups to prevent healthcare administrators from being overwhelmed with inquiries
- Provide or direct scheduled persons to vaccine information and consent form (questionnaire)
- Schedule vaccination appointment
- Confirm appointment and location and place vaccine recipient in a follow-up campaign for reminders to minimize no-shows
- Include easy options to reschedule or cancel in reminder notifications
- Adjust scheduled recipient groups against vaccine inventory to eliminate lines/queues and to prevent unnecessary vaccine waste
- Administer first scheduled dose
- Update electronic health record (EHR) and other systems of record to track the recipient's status
- Chain recipient to follow-up activities and second dose appointment campaign

## Typical vaccine distribution steps



- Manage the second appointment process, including confirmation, and information to share and gather, and for sending out reminder notifications
- Administer the second dose
- Update systems of records to track recipient's status and chain follow-up activities.

## Acqueon for vaccine distribution

Acqueon's vaccine solution alleviates the challenges and difficulties of vaccine distribution, as it manages all aspects of the vaccination workflow process, including outreach communications, notification, scheduling, confirmation, reminders, and tracking activities. It provides you with a tool to easily create, change, or chain activities and campaigns including assembling lists on the fly.

### Campaign management

The Acqueon software lets you connect to any data source to create actionable lists for notification or outreach. Sources can include an EHR system such as Epic, a simple text, Excel file, or any other system of record. Acqueon offers simple tools to easily segment your lists.

### Outreach and Appointment setting

Outreach and appointment settings can be set-up as mini-campaigns assigned to your teams. The software includes a dialer, 2-way SMS, and email capability to reach out proactively, and effectively, to the various target groups. The campaign module will also automatically reschedule failed outreach attempts to ensure no one in the community is left out.

### Notification and Reminders

Once enrolled and registered, citizens and patients can be placed on automated reminder and notification campaigns using text or email to minimize no-shows and accelerate the vaccination timeline. At the same time, reminders can be escalated to a voice call for further follow-up and assistance (e.g., appointment rescheduling) as needed.

### Chaining and Workflow

Outreach and follow-up campaigns can be chained together based on outcomes and dispositions to manage your end-to-end workflow. This approach lets you be dynamic and agile and adjust to any priority and/or schedule changes. Also, your vaccination agents/employees can be scripted to have meaningful dialogues with targeted vaccine recipients. The campaign management solution also includes a powerful report generator for the creation and distribution of vaccine shipment reports, inoculations completed, exception reports, etc.

### Already Proven

Acqueon has been proven 100% successful in efficiently scheduling and administering 5,000 vaccination appointments per day for a county municipality. Acqueon was also used by a state government to provide essential services for handling and managing call spikes. The vaccination solution has also enabled administrators to accurately track dosage information and scheduled second dose appointments with confirmations and reminders, reducing human error and wasting vaccine. Implementation of the Acqueon vaccine distribution solution is fast, with set-up and implementation in a matter of days.