COVID-19 VACCINATION RECORD UPDATE REQUEST

A RESPONSE TO NON-ENTERED COVID VACCINATIONS

Washington State Department of Health

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DATA REVIEW & TRAINING SUPERVISOR

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PH OUTBREAK EPIDEMIOLOGIST

Introduction

About Me

REDCap Developer/ Informaticist. Focus on implementing Accessible and inclusive Healthcare tools.

Education

BS in Molecular Biology

Experience

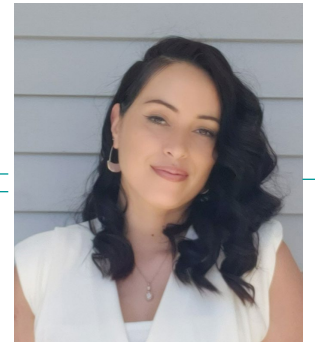
* Crisis Intervention Specialist (5 yrs)
* Biology Lab Technician (2 yrs)
* Fluid Chemist/ Search and Rescue Swimmer in US Navy (5 yrs)

About Me

Supervisor of Data Review and Training Coordination Team within the IIS section. Specialize in Process Improvement of Cross Sectional/ Divisional Operations

Education

Lean Six Sigma Black Belt
Project Management Coordinator



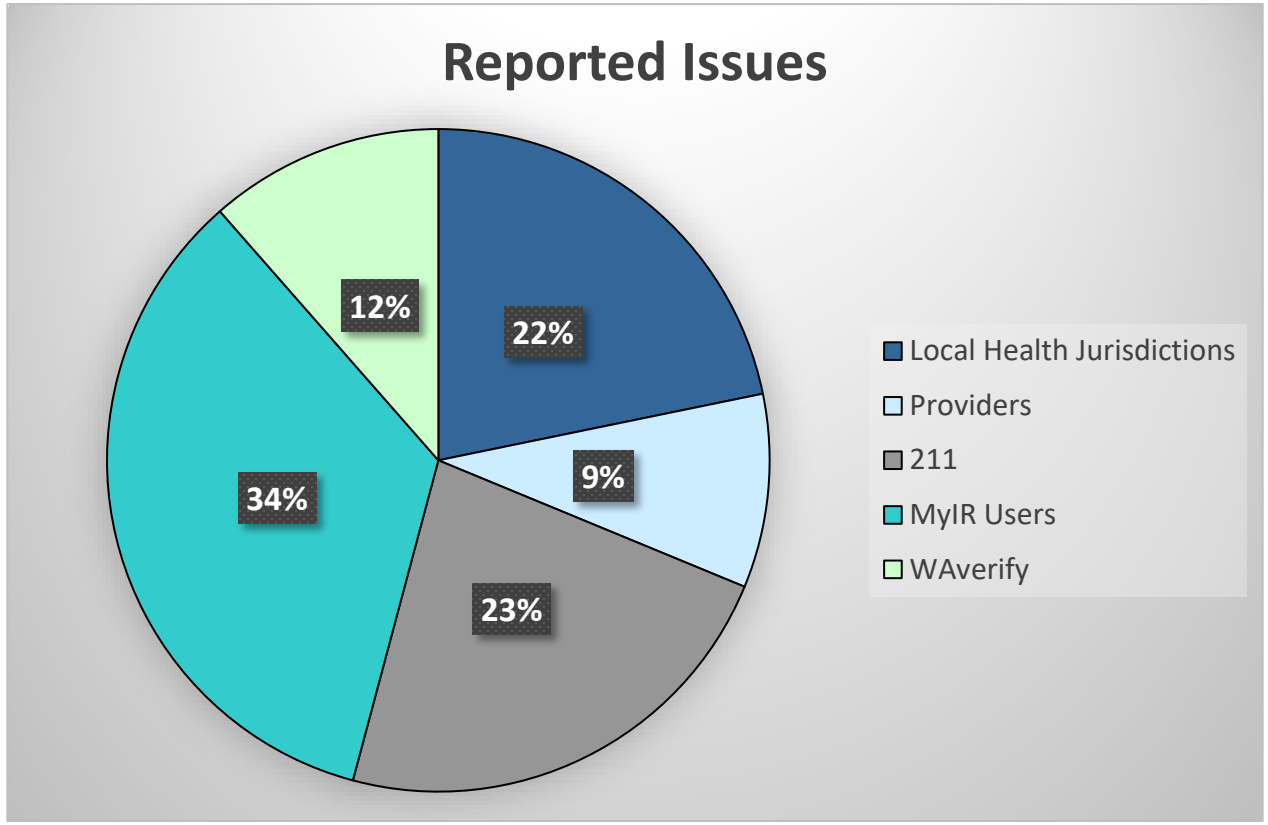
Experience

* Data Review and Training Coordination Supervisor (current)
- Washington State Public Health Sector (8yrs, 5yrs in Mgmt and Process Improvement)

Background

- **Washington State COVID-19 Requirements**
- **Patterns of Missing or Incomplete Data**
- **Connectivity Issues**
- **Historical practice**
- **Unable to Assist**
- **Mandate Compliance affected**

Who's Affected?



- **Highest number of complaints from MyIR help tickets**
- **211**
- **LHJ's unable to verify information**
- **WAverify non-matching**
- **Providers unable to enter info**

Our Response

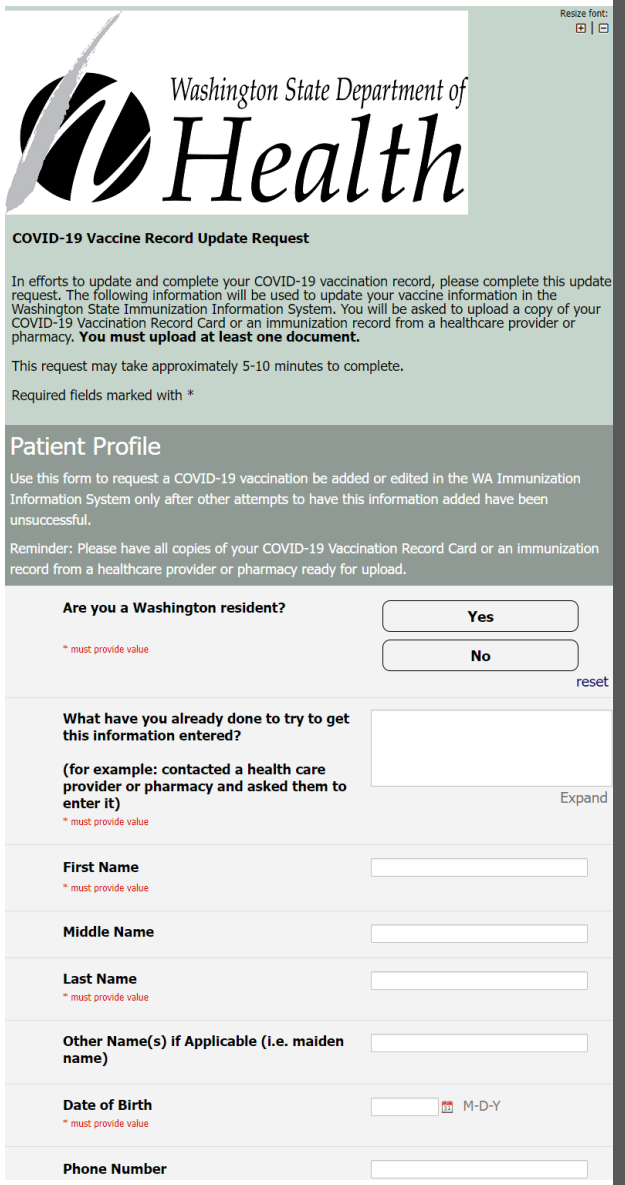
- **Policy and Authority**
- **Meet the Key Players**
- **Develop the tool**
- **Create the Process**
- **Test**

COVID-19 Vaccine Record Update Request

- **What is it?**
- **When would it be needed?**
- **Who can use this new tool?**
- **Why the survey?**
- **Where would we access it?**

You can find the survey by clicking on the link below,

https://redcap.link/vaxrecordupdate


Resize font:

Washington State Department of Health

COVID-19 Vaccine Record Update Request

In efforts to update and complete your COVID-19 vaccination record, please complete this update request. The following information will be used to update your vaccine information in the Washington State Immunization Information System. You will be asked to upload a copy of your COVID-19 Vaccination Record Card or an immunization record from a healthcare provider or pharmacy. **You must upload at least one document.**

This request may take approximately 5-10 minutes to complete.

Required fields marked with *

Patient Profile

Use this form to request a COVID-19 vaccination be added or edited in the WA Immunization Information System only after other attempts to have this information added have been unsuccessful.

Reminder: Please have all copies of your COVID-19 Vaccination Record Card or an immunization record from a healthcare provider or pharmacy ready for upload.

Are you a Washington resident? * must provide value — Yes / No — reset

What have you already done to try to get this information entered? (for example: contacted a health care provider or pharmacy and asked them to enter it) * must provide value — Expand

First Name * must provide value

Middle Name

Last Name * must provide value

Other Name(s) if Applicable (i.e. maiden name)

Date of Birth * must provide value — M-D-Y

Phone Number

REDCap

Research Electronic Data Capture

Application developed and maintained by Vanderbilt University Medical Center

Web-based electronic data capture system designed to collect data and manage surveys

Allows researchers to quickly build own custom data entry forms, create queries/reports, and export data

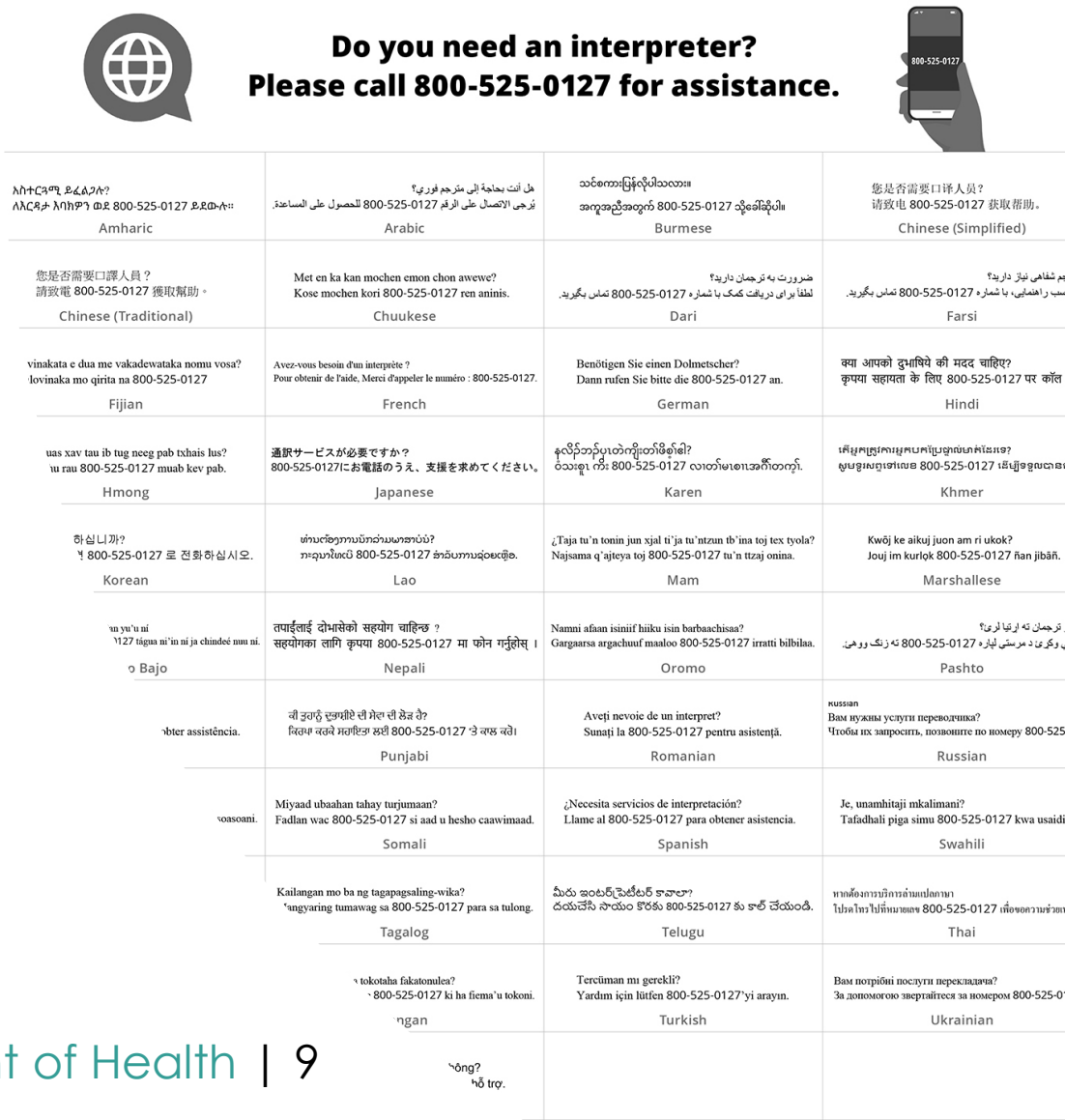
Consortium of over 2,400 institutions worldwide

The Process

- **Survey**
- **Required Documentation Upload**
- **Process within DOH**

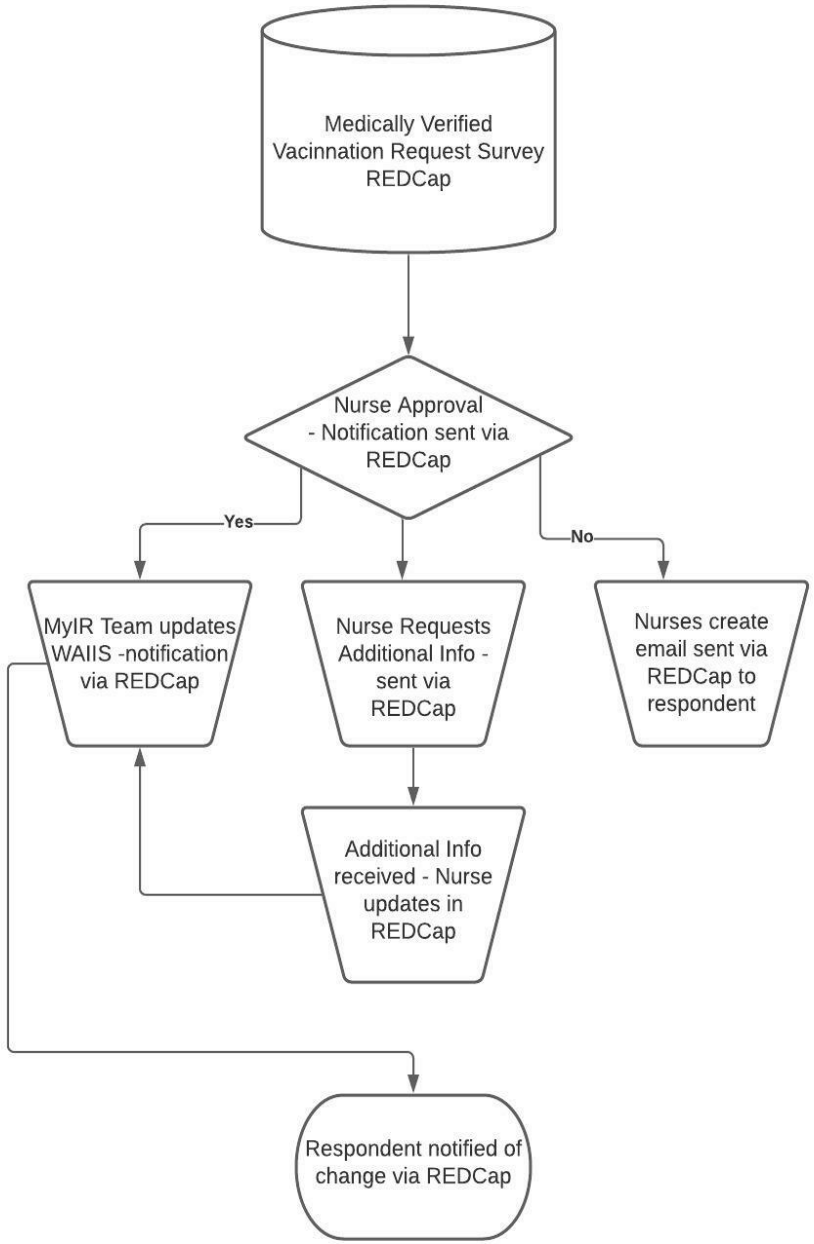
Interpreter Services

- **DOH partnered with 211 to provide interpretation services for requesters.**
- **42 Languages**
- **International vaccination documents require manual input of Lot # and manufacturer to help nurses verify authenticity.**

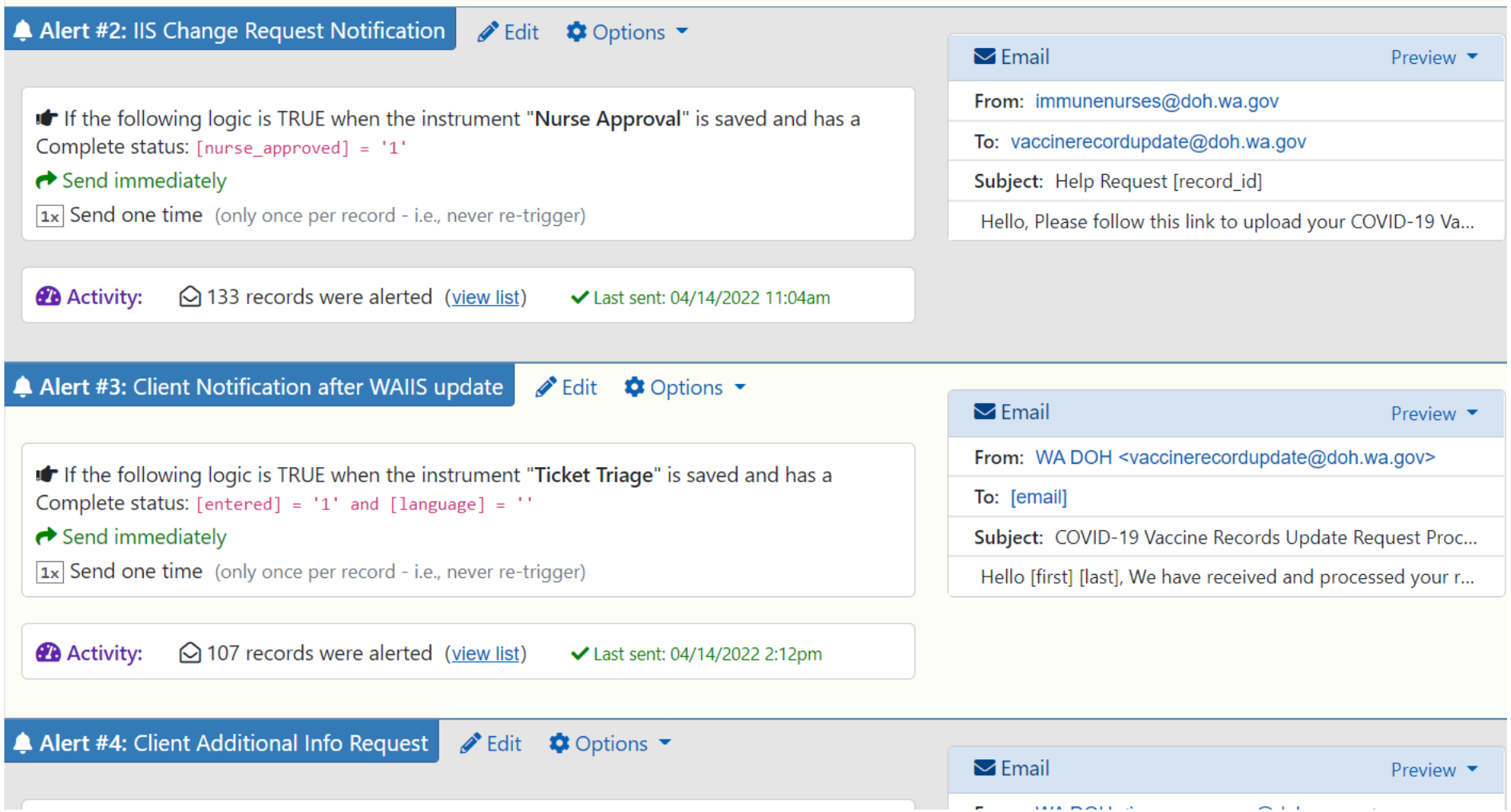


Workflow

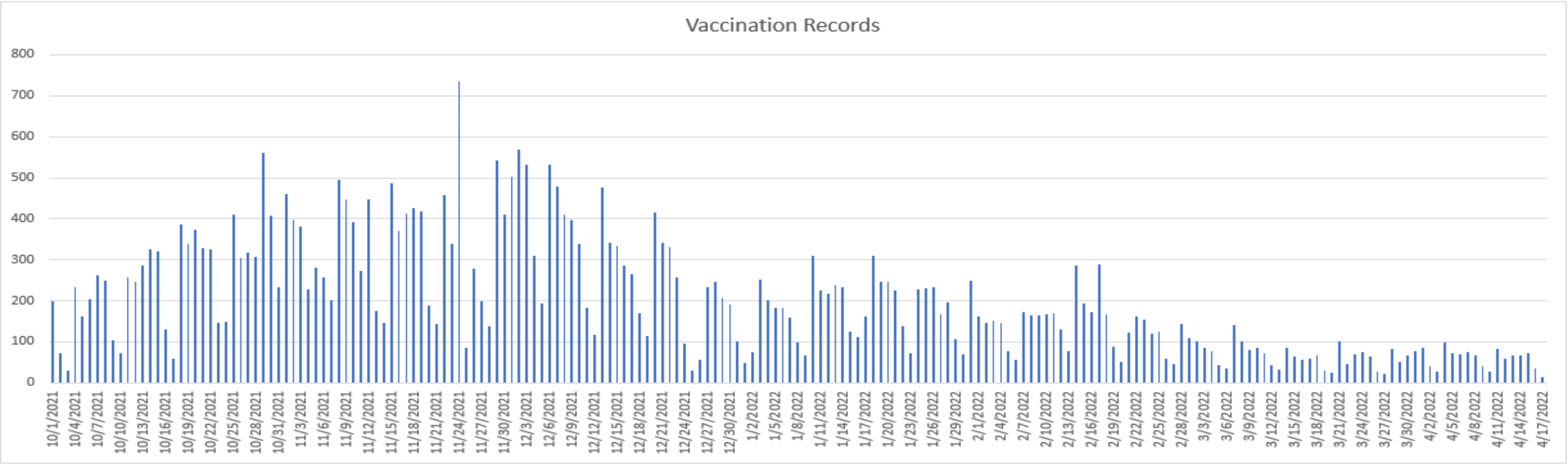
	COVID-19 Vaccine Records Update Request	Document Upload	Nurse Approval	Additional Info Request	Ticket Triage	Nurse QA	Vaccination Source Verification
156 (McClure, Kimberly)(Yes - Forward to IIS team for entry)	✓	✓	●	○	●	○	○
155 (Quinsay, Julie)(Yes - Forward to IIS team for entry)	✓	✓	●	○	●	○	○
154 (Nakayama-Gaur, Russell)(Yes - Forward to IIS team for entry)	✓	✓	●	○	●	○	○
153 (Nakayama-Gaur, Russell)()	✓	○	○	○	●	○	○
152 (Darvas, Felix)(Yes - Forward to IIS team for entry)	✓	✓	●	○	●	○	○
151 (Wooley, Kevin)(Yes - Forward to IIS team for entry)	✓	✓	●	○	●	○	○
150 (Johnson, Michael)(Additional Information Requested ** Choose Reason Below**)	✓	○	●	○	○	○	○
149 (Roche, Patrick)(Yes - Forward to IIS team for entry)	✓	✓	●	○	●	○	○
148 (Paiguera, Ariel)(Yes - Forward to IIS team for entry)	✓	○	●	✓ +	●	○	○
147 (Froman, Rosemary)(Yes - Forward to IIS team for entry)	✓	✓	●	○	●	○	○
146 (Freeman, Meagan)(Yes - Forward to IIS team for entry)	✓	✓	●	○	●	○	○
145 (Puskett, Jacqueline)(Yes - Forward to IIS team for entry)	✓	✓	●	○	●	○	○
144 (Puskett, Jacqueline)()	✓	○	○	○	●	○	○
143 (Holland, [illegible])	✓	○	○	○	●	○	○
142 (Abbott, [illegible])(Yes - Forward to IIS team for entry)	✓	○	●	✓ +	●	○	○



Automated Emails Sent to Requesters, Nurses, Data Team



211 Data


Vaccination Records
800
700
600
500
400
300
200
100
0
10/1/2021
10/4/2021
10/7/2021
10/10/2021
10/13/2021
10/16/2021
10/19/2021
10/22/2021
10/25/2021
10/28/2021
10/31/2021
11/3/2021
11/6/2021
11/9/2021
11/12/2021
11/15/2021
11/18/2021
11/21/2021
11/24/2021
11/27/2021
11/30/2021
12/3/2021
12/6/2021
12/9/2021
12/12/2021
12/15/2021
12/18/2021
12/21/2021
12/24/2021
12/27/2021
12/30/2021
1/2/2022
1/5/2022
1/8/2022
1/11/2022
1/14/2022
1/17/2022
1/20/2022
1/23/2022
1/26/2022
1/29/2022
2/1/2022
2/4/2022
2/7/2022
2/10/2022
2/13/2022
2/16/2022
2/19/2022
2/22/2022
2/25/2022
2/28/2022
3/3/2022
3/6/2022
3/9/2022
3/12/2022
3/15/2022
3/18/2022
3/21/2022
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3/30/2022
4/2/2022
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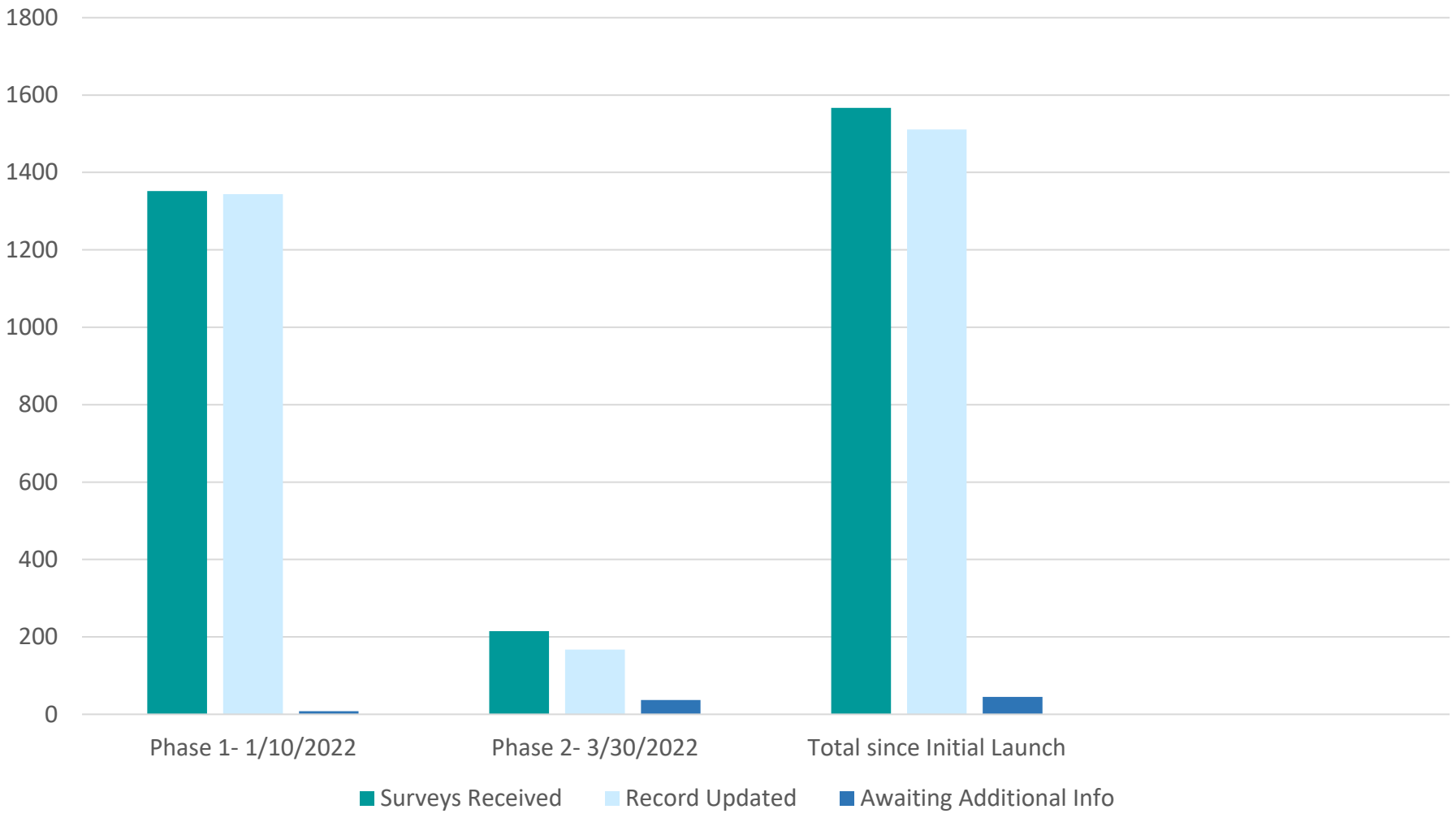
4/14/2022
4/17/2022

Survey Stats as of 4/15/2022



Thank you!

Questions?