



# **COVID-19 VACCINATION RECORD UPDATE REQUEST**

## *A RESPONSE TO NON-ENTERED COVID VACCINATIONS*



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# 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)

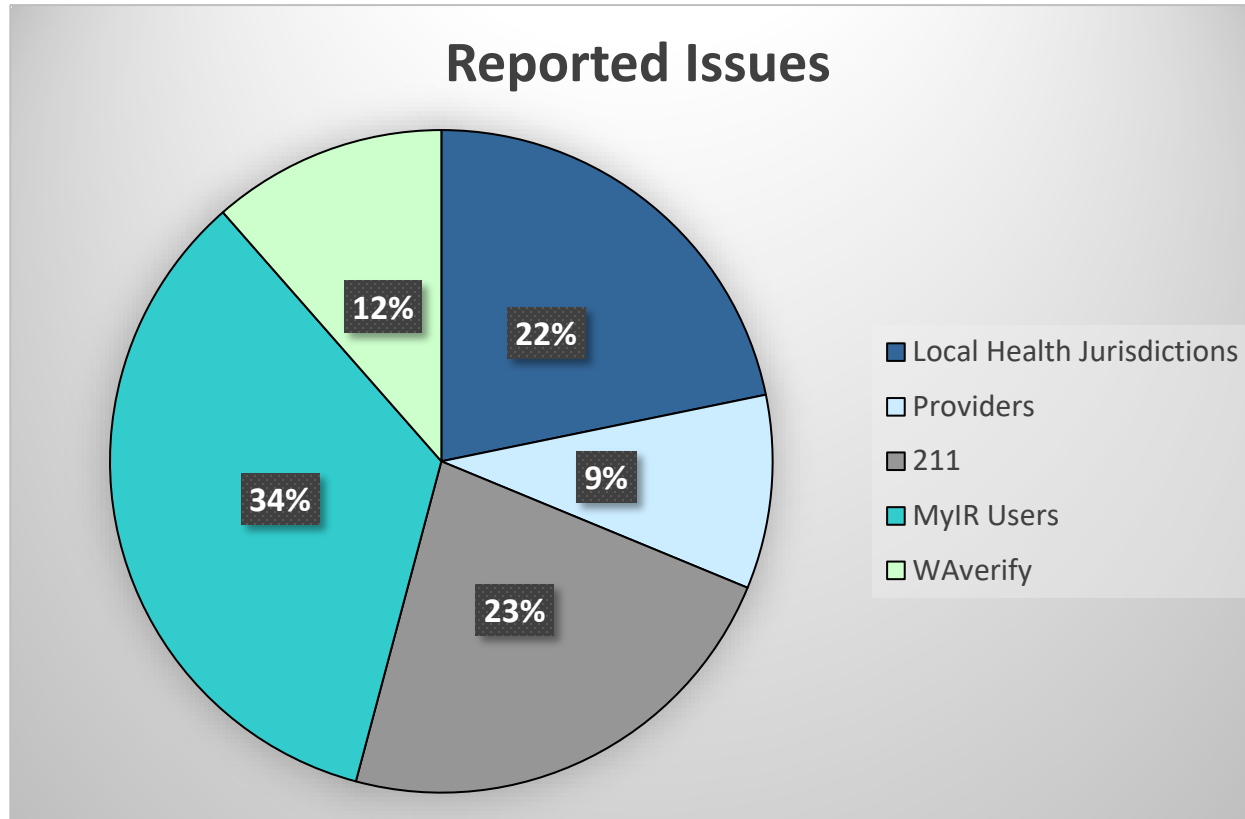




# Background

- 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>

The screenshot shows the Washington State Department of Health's COVID-19 Vaccine Record Update Request form. The header features the department's logo and name. Below the header, the title "COVID-19 Vaccine Record Update Request" is displayed. A paragraph explains the purpose of the form: to update vaccine information in the Washington State Immunization Information System by uploading a copy of a COVID-19 Vaccination Record Card or an immunization record from a healthcare provider or pharmacy. It states that the request may take approximately 5-10 minutes to complete and that required fields are marked with an asterisk. The "Patient Profile" section includes instructions to use the form only after other attempts to add information have been unsuccessful and a reminder to have all copies of the record card ready for upload. The form contains several input fields: "Are you a Washington resident?" with "Yes" and "No" buttons; "What have you already done to try to get this information entered?" with a text area and an "Expand" link; "First Name", "Middle Name", and "Last Name" with text input fields; "Other Name(s) if Applicable (i.e. maiden name)" with a text input field; "Date of Birth" with a date picker set to M-D-Y; and "Phone Number" with a text input field. Red asterisks and the text "\* must provide value" are placed below the resident question, the date of birth field, and the phone number field.

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?**   [reset](#)

\* must provide value

**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) [Expand](#)

\* must provide value

**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

**Phone Number**



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

HOW DOES IT WORK?

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



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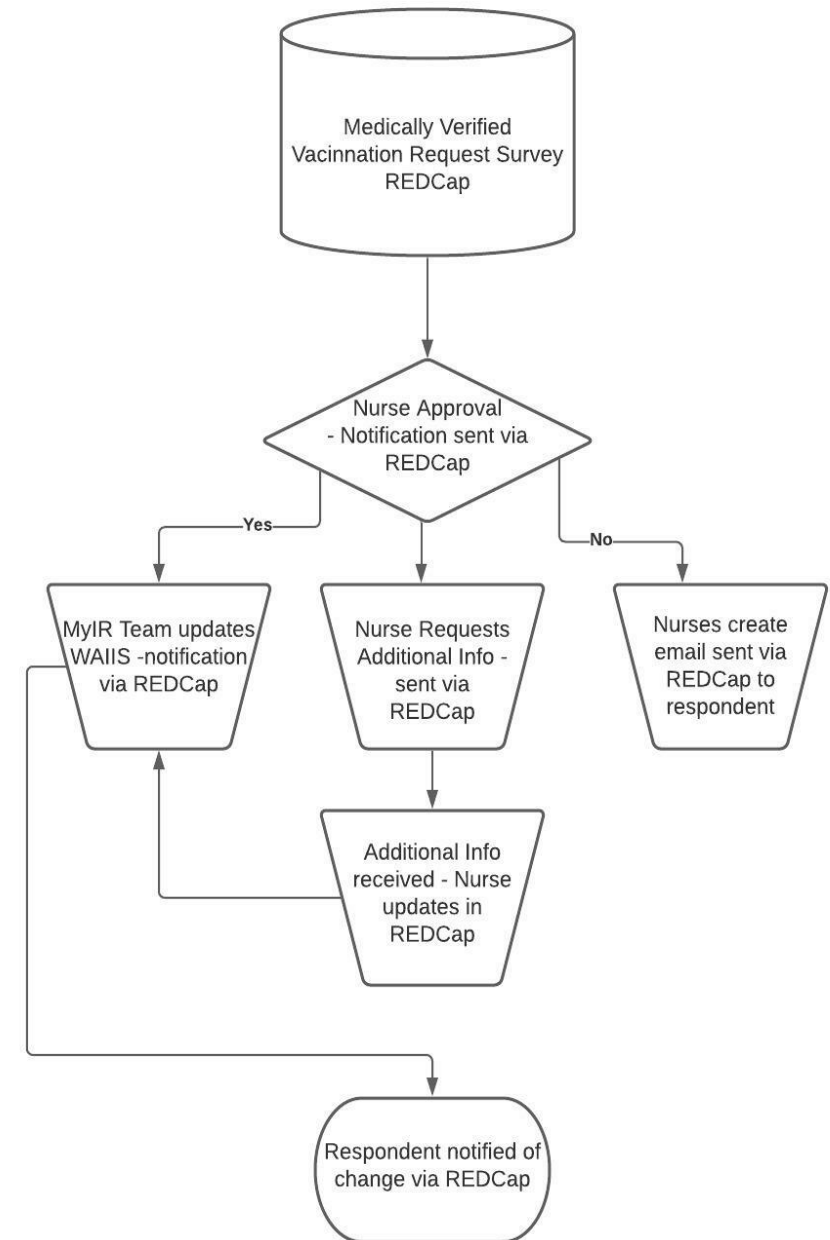


- **DOH partnered with 211 to provide interpretation services for requesters.**
- **42 Languages**
- **International vaccination documents require manual input of Lot # and manufacturer to help nurses verify authenticity.**

ለስተርጓሚ ይፈልጉ? ለአርቶ ለባዘን ወደ 800-525-0127 ይደውሉ።	هل أنت بحاجة إلى مترجم فوري؟ نرجو الاتصال على الرقم للحصول على المساعدة.	သင်ကတော့ပြန်လိုပါသလား အခုအထိအတွက် 800-525-0127 သို့မဟုတ်	您是否需要口译人员？ 请致电 800-525-0127 获取帮助。
Amharic	Arabic	Burmese	Chinese (Simplified)
您是否需要口譯人員？ 請致電 800-525-0127 獲取幫助。	Met en ka kan mochen emon chon awewe? Kose mochen kori 800-525-0127 ren aninis.	ضرورت به ترجمان دارید؟ لطفاً برای دریافت کمک با شماره ۸۰۰-۵۲۵-۰۱۲۷ تماس بگیرید.	محتاج شما هستم نیاز دارید؟ سبب راهنمایی، با شماره ۸۰۰-۵۲۵-۰۱۲۷ تماس بگیرید.
Chinese (Traditional)	Chuukese	Dari	Farsi
vinkata e dua me vakadevataka nomu vosa? lovinka mo qirita na 800-525-0127	Avez-vous besoin d'un interprète ? Pour obtenir de l'aide, Merci d'appeler le numéro : 800-525-0127.	Benötigen Sie einen Dolmetscher? Dann rufen Sie bitte die 800-525-0127 an.	क्या आपको दुभाषी की मदद चाहिए? कृपया सहायता के लिए 800-525-0127 पर कॉल करें।
Fijian	French	German	Hindi
uas xav tau ib tug neeg pab txhais lus? u rau 800-525-0127 muab kev pab.	通訳サービスが必要ですか？ 800-525-0127に電話のうえ、支援を求めています。	နယ်မြေတစ်ခုကိုဖွင့်ချခိုင်းရန်၊ ဝဲသည့် ကီး 800-525-0127 ဓာတ်ဆေးစာအင်္ဂါတက်ရန်။	តើអ្នកព្យាយាមស្វែងរកបុគ្គលណាមួយដើម្បីជួយលោកអ្នកឬទេ? សូមទូរស័ព្ទទៅលេខ 800-525-0127 ដើម្បីទទួលបានការជំនួយ។
Hmong	Japanese	Karen	Khmer
하십니까? ☎ 800-525-0127 로 전화하십시오.	ທ່ານຕ້ອງການບົກລ່າງພາສາຫວຽດນາມບໍ່? ກະທູນເຂົ້າໂທ 800-525-0127 ສຳລັບການຊ່ວຍເຫຼືອ.	¿Taja tu'n tonin jun xjal ti'ja tu'ntzan bi'tina tox tex tyola? Najsama q'ajteya toy 800-525-0127 tu'n ttzaj onina.	Kwój ke aikuj juon am ri ukok? Jouj im kurlok 800-525-0127 han jibañ.
Korean	Lao	Mam	Marshallese
an yau'u ni '127 tsiagnu ni'in ja chindee mun ni. o Bajo	तपाईंलाई दोभासेको सहयोग चाहिए ? सहयोगका लागि कृपया 800-525-0127 मा फोन गर्नुहोस् ।	Namni afaan isiiniif haiku isin barbaachisaa? Gargaarsa argachuuf maaloo 800-525-0127 irratti bilbilaa.	ترجمان ته تيا لري؟ يوکوی د مرستی لپاره 800-525-0127 نه زنگ ووهئ.
	Nepali	Oromo	Pashto
bter assistència.	ਬੈ ਤਰਨੂੰ ਦੁਆਇੰਦੀ ਦੀ ਮੇਲ ਦੀ ਸੋਚ ਹੈ? ਕਿਹਾ ਕਰਕੇ ਮਗਰੋਂਤ ਖੜੀ 800-525-0127 'ਤੇ ਕਾਲ ਕਰੋ।	Aveji nevoie de un interpret? Sunati la 800-525-0127 pentru asistență.	russian Вам нужны услуги переводчика? Чтобы их запросить, позвоните по номеру 800-525-0127 на русском языке.
	Punjabi	Romanian	Russian
soosoni.	Miyaad ubaahan tahay turjumaan? Fadlan wac 800-525-0127 si aad u hesho caawimaad.	¿Necesita servicios de interpretación? Llame al 800-525-0127 para obtener asistencia.	Je, unamhitaji mkalimani? Tafadhali piga simu 800-525-0127 kwa usaidizi.
	Somali	Spanish	Swahili
	Kailangan mo ba ng tagapagsaling-wika? 'angyaring tumawag sa 800-525-0127 para sa tulung.	మీకు ఇంటర్ప్రెటేషన్ సహాయం దయచేసి నామం కిలొవో 800-525-0127 కి కాల్ చేయండి.	ආකර්ෂණය වන පුද්ගලයෙක් සඳහා විද්‍යාත්මක විද්‍යා මධ්‍යස්ථානය 800-525-0127 ටීළොප් කිරීමට අවස්ථාව ඇත.
	Tagalog	Telugu	Thai
tokotaha fakatomulea? '800-525-0127 ki ha fiema'u tokoni.	Terciman mı gereklî? Yardım için lütfen 800-525-0127'yi arayın.	ನಿಮ್ಮ ಭಾಷೆಯನ್ನು ಅರ್ಥೈಸಿಕೊಳ್ಳಲು ಯಾವುದೇ ಸಹಾಯ ಕ್ಕೆಲವು 800-525-0127 ಕ್ಕೆ ಕಾಲ್ ಮಾಡండి.	Вам потрібні послуги перекладача? За допомогою звертайтеся за номером 800-525-0127 українською мовою.
	ngan	Turkish	Ukrainian
	⁂ong? ⁂ğ trq.		

# 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 (Quinnay, 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 (Woman, Rosemary)(Yes - Forward to IIS team for entry)							
146 (Freeman, Megan)(Yes - Forward to IIS team for entry)							
145 (Peskett, Jacqueline)(Yes - Forward to IIS team for entry)							
144 (Peskett, Jacqueline)()							
143 (Peskett, Jacqueline)							
142 (Peskett, Jacqueline)(Yes - Forward to IIS team for entry)				+			



# Automated Emails Sent to Requesters, Nurses, Data Team

Alert #2: IIS Change Request Notification

EditOptions

If the following logic is TRUE when the instrument "Nurse Approval" is saved and has a Complete status: `[nurse_approved] = '1'`  
Send immediately  
1x Send one time (only once per record - i.e., never re-trigger)

Activity: 133 records were alerted (view list) Last sent: 04/14/2022 11:04am

EmailPreview

From: immunenurses@doh.wa.gov  
To: vaccinerecordupdate@doh.wa.gov  
Subject: Help Request [record\_id]  
Hello, Please follow this link to upload your COVID-19 Va...

Alert #3: Client Notification after WAIS update

EditOptions

If the following logic is TRUE when the instrument "Ticket Triage" is saved and has a Complete status: `[entered] = '1' and [language] = ''`  
Send immediately  
1x Send one time (only once per record - i.e., never re-trigger)

Activity: 107 records were alerted (view list) Last sent: 04/14/2022 2:12pm

EmailPreview

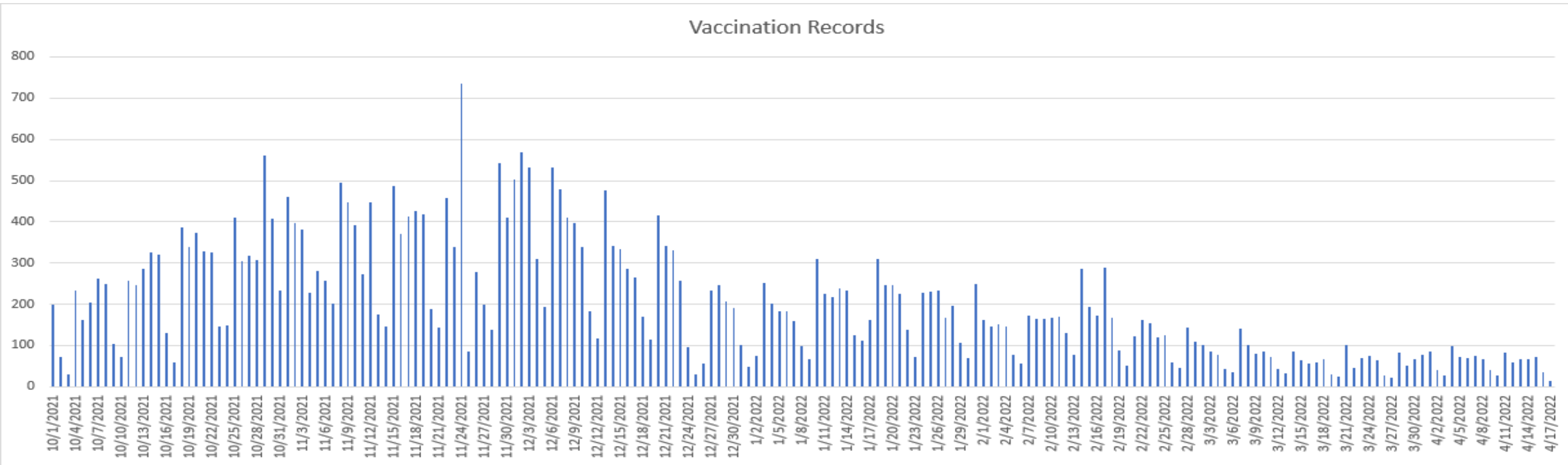
From: WA DOH <vaccinerecordupdate@doh.wa.gov>  
To: [email]  
Subject: COVID-19 Vaccine Records Update Request Proc...  
Hello [first] [last], We have received and processed your r...

Alert #4: Client Additional Info Request

EditOptions

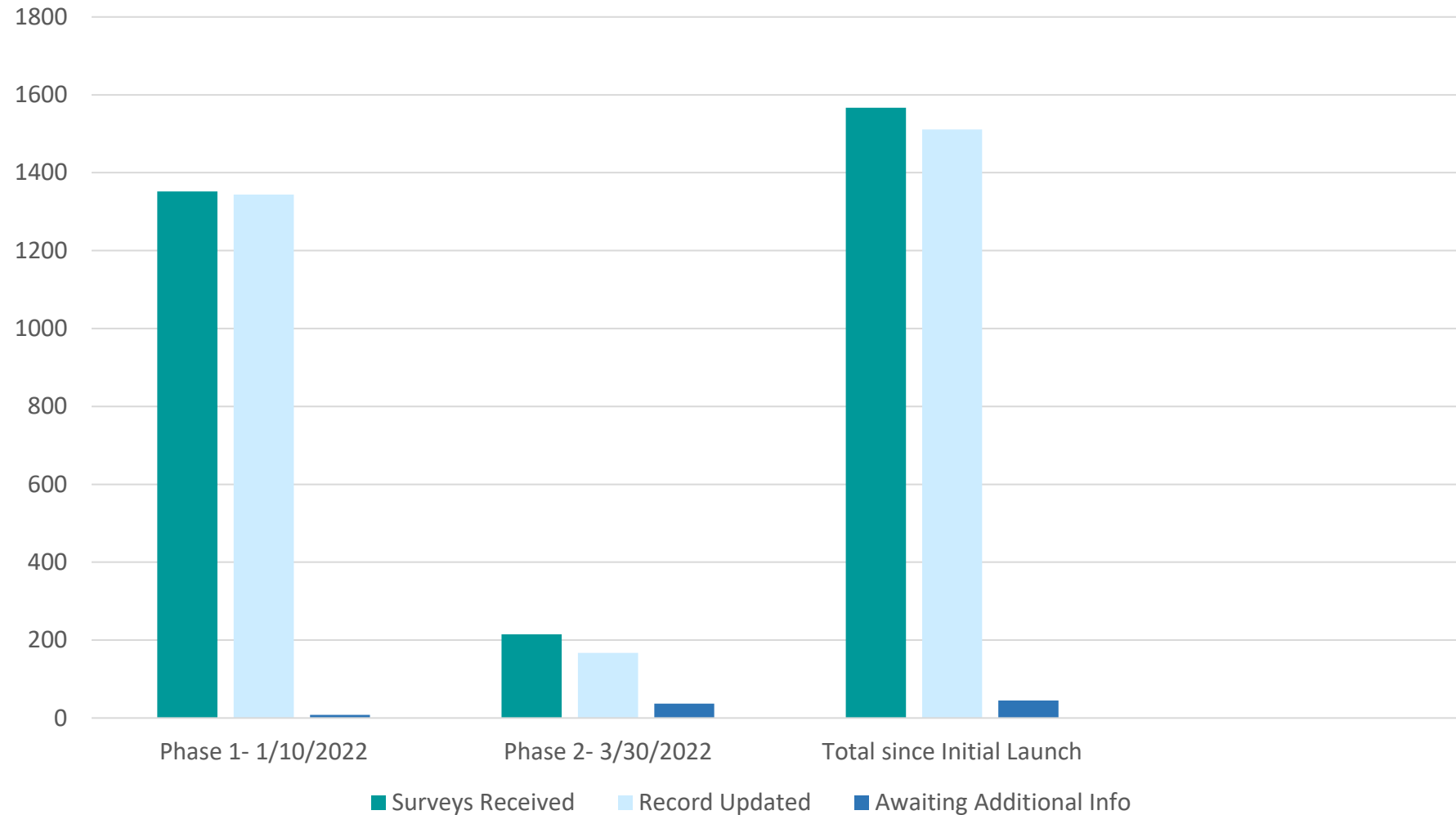
EmailPreview

# 211 Data





# Survey Stats as of 4/15/2022



Thank you!

Questions?

