



VASE+

AIRA Presentation

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VASE+ Presenters



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Purpose & Objective

To provide the key highlights of the Virginia Department of Health's (VDH) journey towards a COVID-19 Vaccination and Testing digital solution (VASE+).

To answer the question: What led to VDH building their own solution for COVID-19 Vaccination and Testing for Health Districts, Hospitals, Pharmacies, Universities, Health Partners and the residents of Virginia?

Show the evolution of VDH's Vaccine Appointment and Scheduling Engine (**VASE+**) and introduce workflow, key features, metrics, then conclude with lessons learned and testimonials.

Background

December 2020, vaccines were rolled out in Virginia to protect residents from the soaring COVID-19 cases across the state.

February 2021

- Statewide Pre-Registration System
- VDH Call Center 1-877-VAX-IN-VA
- Virginia residents were invited to pre-register for vaccines

March 2021

- Projected 27% increase in daily vaccination rate
- 12% were fully vaccinated
- 22% received at least one dose

Challenges

Unable to create
closed clinics

Unable to create unique
registration links

Unable to bulk
upload registrants

By March 2021, ongoing challenges with the software systems used to schedule and administer COVID-19 vaccines led VDH to develop their own solution.

Unable to send
SMS/EMAIL

Unable to schedule
subsequent appointments

Inundated clinics

Long lines

Appt. cancellation

Frustration

Strained staff

Approach

VDH acted fast and devised a solution that could evolve rapidly with changing CDC guidelines and help unify COVID-19 vaccination efforts across all the health districts in Virginia.

Bulk uploaded eligible registrants from Statewide Pre-registration System

Generated and sent one-time secure and unique appointment link via SMS & Email

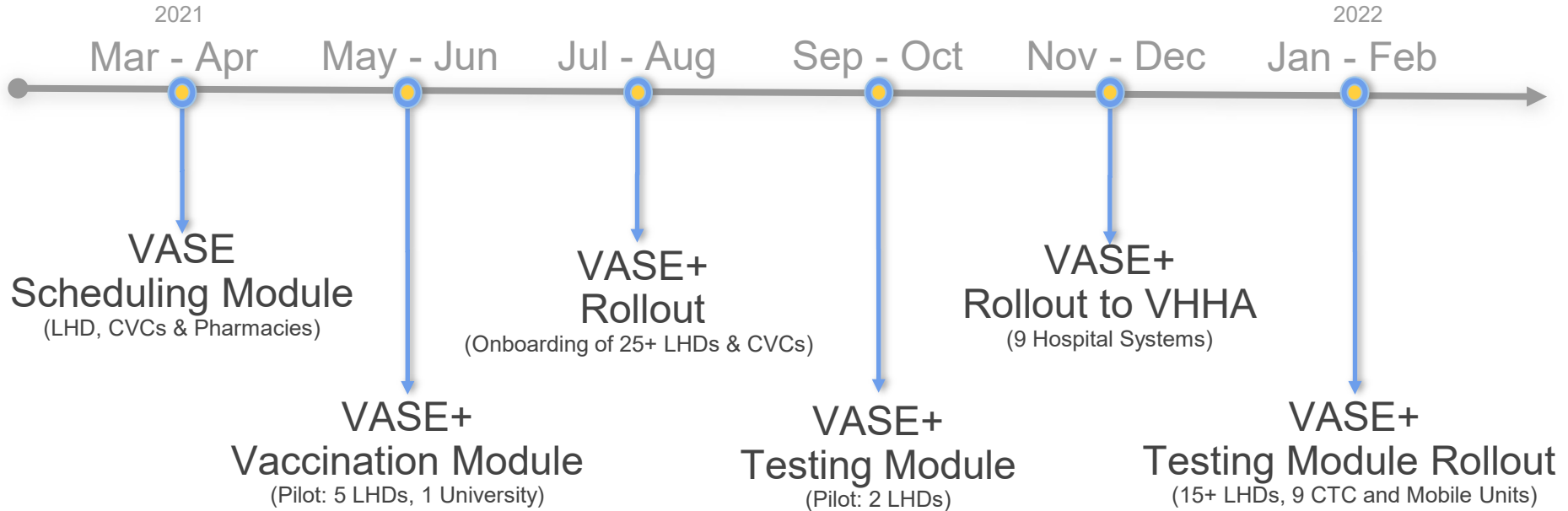
Provided registrant communication status to Statewide Pre-registration System

Simplified vaccination and subsequent appointment scheduling processes

Automated daily data transfer to Virginia Immunization Information System (VIIS)

Mobile friendly UI - Device agnostic








VASE+ Journey










VHHA = Virginia Health and Hospital Systems; LHD= Local Health Districts; CVC= Community Vaccination Clinics; CTC = Community Testing Clinics

VASE+ COVID-19 Workflows

Vaccination:

-  Set Up & Publish Clinic
-  Public Online Clinic Search
-  Online Self Registration/Walk-In
-  Review Health-Q & Consent Form
-  Vaccine Administration
-  Electronic Data Transfer to VIIS
-  Subsequent Appt Scheduling

Testing:

-  Set Up & Publish Clinic
-  Public Online Clinic Search
-  Online Self Registration/Walk-In
-  Review Consent Form
-  Specimen Collection
-  Electronic Data Transfer to Labs
-  Patient Portal - Results & Statistics



VASE+ Key Features

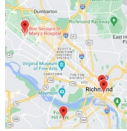
Registration

- ✓ Unique links
- ✓ Public-facing scheduler

Zip Code
23219

Distance Range
10 Miles

Search  Reset 



Real-Time Capabilities

- ✓ Dynamic clinic capacity adjustments
- ✓ Real-time clinic stats

Clinic Capacity	Appointments Scheduled (Including Walk-ins)	Walk-ins	Vaccinated	Checked-Ins Not Yet Vaccinated	No-shows	Yet To Check-in	Doses Accounted For
160	3	2	0	0	2	1	1

Integration

- ✓ API
- ✓ VIIS & NEDSS
- ✓ COVID-19 testing labs
- ✓ VA Pre-Reg system

Reports

- ✓ End-End transparency
- ✓ Accountability
- ✓ Analytics dashboard



Call Center

- ✓ Schedule & Cancel appointments
- ✓ Vaccine & Testing appointments

Clinic Workflow

- ✓ Open/Closed pods
- ✓ Clinic cancellation
- ✓ Mass SMS/Email
- ✓ VIIS look-up
- ✓ Up to date with CDC

VASE+ Key Metrics

- 28 Health districts (Vaccination)
- 11 Health districts (Testing)
- 9 Hospital Systems
- 9 Mobile Units
- 9 Community Vaccination Clinics
- 9 Community Testing Clinics
- 3 Pharmacies
- 2 Universities
- 2 Health Partners
- 9 Labs for Covid-19 Testing

Key Statistics

- 3.1M+ SMS Sent
- 2.6M+ Emails sent
- 1M+ Vax Appointments
- 610K+ Vax Administered
- 20K+ Vax Events
- 40K+ Covid-19 Tests Performed
- 6K+ Max VASE+ Users

VASE+ Proven Strategies



VASE+ Closing Summary & Testimonials

“VASE+ is the silent hero from an operational standpoint. The system is straightforward. This makes training staff quick and easy while still being suitable for individuals that aren't as tech savvy.”

“While most other systems did one thing or the other well, the VASE+ system soared above all others when it came to data reporting, sharing, and quality.

If VASE+ was an olympic gymnast, the software and the people behind it would deserve the all-around gold medal.”

“It has been a more user-friendly option for our residents to identify and schedule vaccine appointments without the hassle that many other systems require.”



“Not only is this system incredibly intuitive for most users, but it is the only system that has been able to adapt appropriately and responsively to the ever evolving needs of the COVID-19 pandemic.”

Questions?

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