

Flu Vaccine Delivery Program

September 2021 to January 2022

Overview

The Vancouver Division of Family Practice partnered with Vancouver Coastal Health to provide flu vaccines to Vancouver clinics. The program was promoted between September 2021 and January 2022. Clinics could select to have vaccines delivered directly to their offices or to pick them up from their local Community Health Clinic. Sixty-nine physicians completed the program evaluation survey which represents approximately 35% of participating clinics. Among survey respondents, 47% had their vaccines delivered, 37% picked up their vaccines, and 16% took advantage of both options. The cost per delivery was \$33.90.



~ 130,000 vaccines distributed



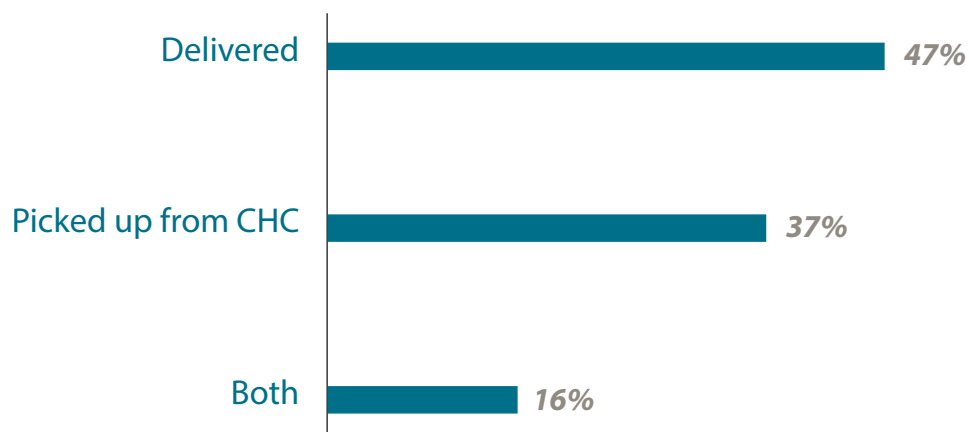
196 clinics ordered vaccines (85% of Vancouver clinics)



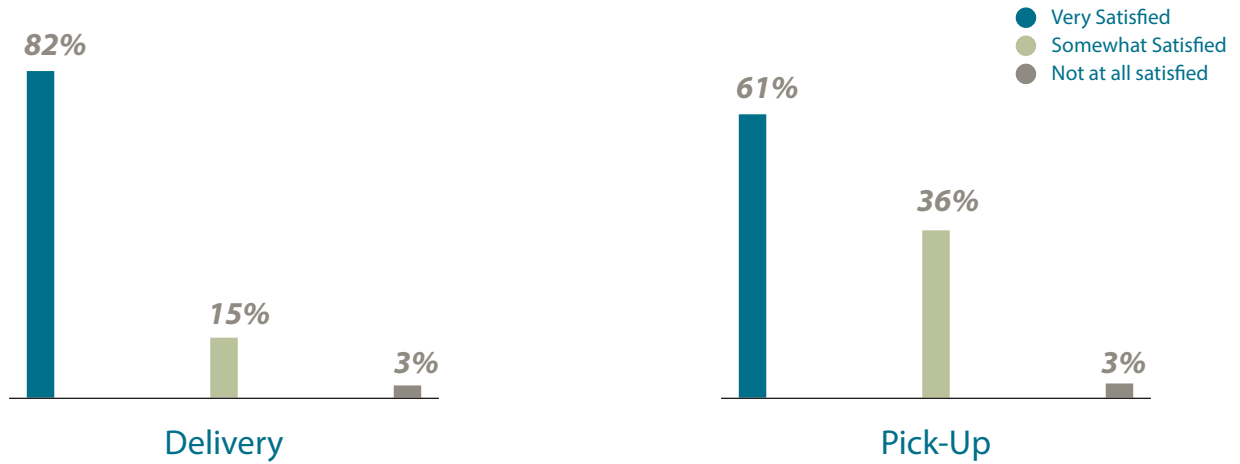
\$9,500 in funding for delivery + VHC staff and resources

The majority of survey respondents were very satisfied with the program, particularly if the delivery service was used.

Most clinics used the delivery service



The majority of survey respondents were very satisfied with the program



Suggestions for Improvement

- Provide information earlier
- Increase awareness of free delivery
- Provide information by fax and e-mail
- Communicate beyond clinic leadership
- Provide information on types of products available
- Provide clear timelines for delivery and number of doses
- Provide contact information for questions (phone and e-mail)
- Offer this program through the flu season
- Provide a larger supply earlier in the season
- Offer this service for all vaccines