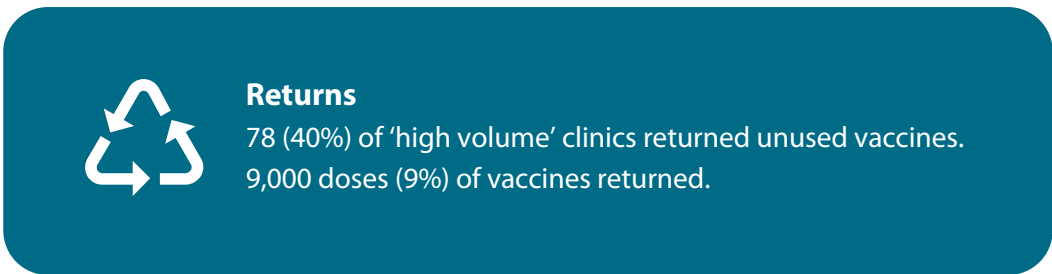
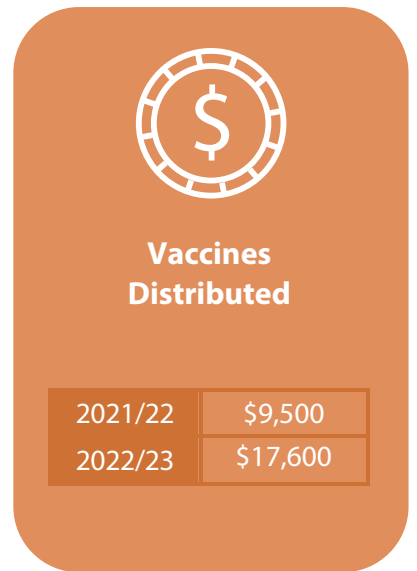
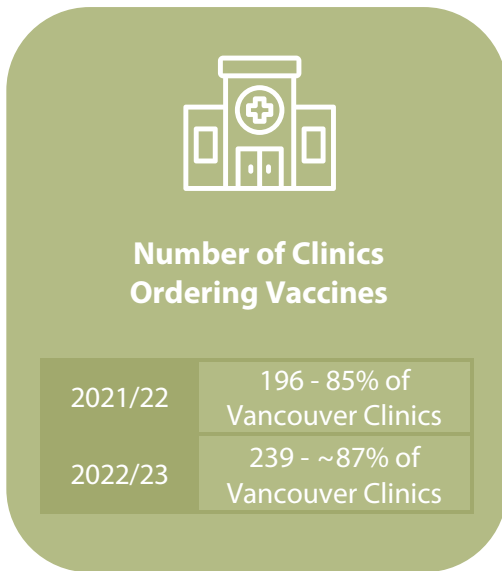
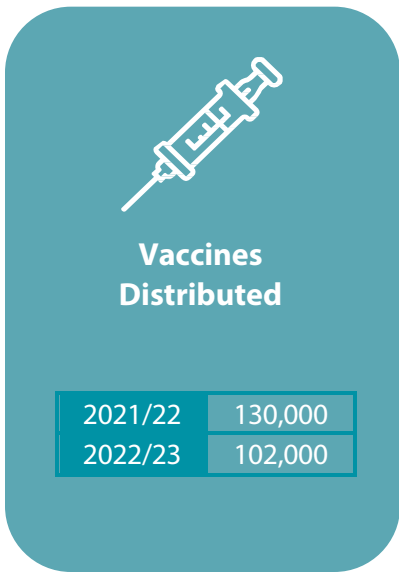


# Flu Vaccine Delivery Program

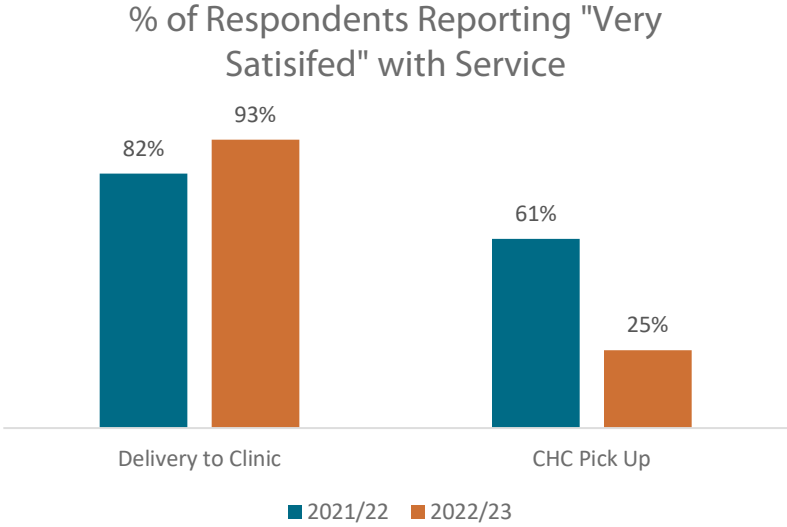
2021/22 and 2022/23

## Overview

Following a successful vaccine delivery pilot program at the beginning of the pandemic in 2020, the Vancouver Division of Family Practice partnered again with Vancouver Coastal Health in 2021/22 and 2022/23 to provide influenza vaccine delivery direct to Vancouver-based primary care clinics. The program was promoted between September and January each year. In 2021/22 196 clinics participated in the program and this rose to 239 clinics in 2022/23 which represents an increase of 22%. Clinics could choose to have vaccines delivered directly to their clinics or pick up vaccines from their local Community Health Clinic. The number of clinics opting for direct delivery increased between year 1 and 2, with 88% of clinics opting for delivery in 2022/23. In Year 2, couriers were used to collect unused vaccines from clinics which accounts for the higher delivery costs. Fewer vaccines were delivered in 2022/23 than in previous years owing to the increased immunization options available to patients in Vancouver.

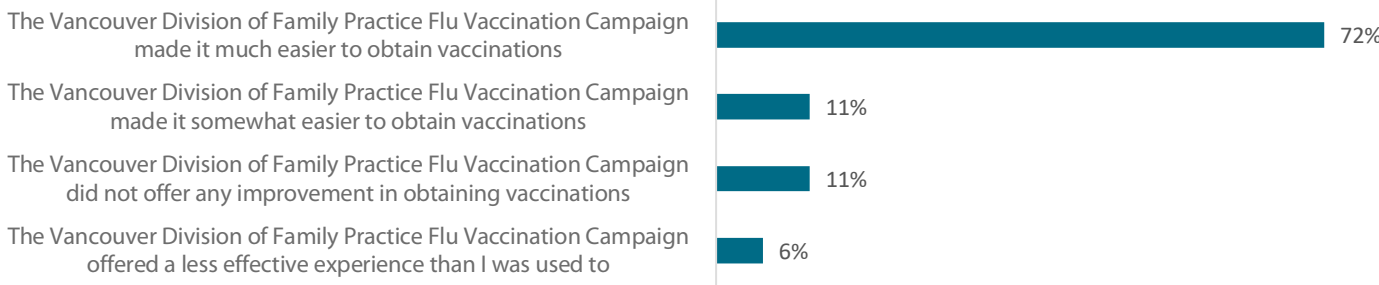


Feedback surveys were sent to participating clinics each year. As shown below, across both years, the majority of respondents were "very satisfied" with the service. The data from 2022/23 should be treated with caution as it is based on 18 respondents only 4 of whom opted for CHC pick-up.



The feedback survey used in 2022/23 also asked respondents about the value of the service. As shown below, the majority of survey respondents report the service makes it easier to obtain vaccines. Again, this finding should be treated with caution as it is based on 18 respondents.

### Value of the Service



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## Suggestions for Improvement

Respondents to the 2022/23 feedback survey offered the following suggestions for improvement:

- Provide advance notice as to when vaccines will arrive.
- Provide more doses, enable orders to be based on the size of patient roster, not number of orders from the previous year.
- Communicate with clinics and physicians.
- Improve communications with CHCs (e.g. hard to get CHCs to answer their phones).
- Expand delivery to all vaccines.

2022/23 survey respondents raised several health system issues that caused or are causing disincentives for family physicians to continue to offer flu vaccinations:

- Lack of adequate compensation for physicians.
  - Increased access to vaccinations through pharmacies, and
  - Confusion around flu vaccination access. Last year many in the public thought they would only get flu vaccine in conjunction with COVID boosters from vaccination clinics or pharmacies.
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