

Flu Vaccine Delivery Program

2021/22, 2022/23, and 2023/24

Overview

Following a successful vaccine delivery pilot program at the beginning of the pandemic in 2020, the Vancouver Division of Family Practice and Vancouver Coastal Health (VCH) have continued to partner to provide influenza vaccines to Vancouver-based primary care clinics. During the 2023/2024 campaign:

- 164 primary care clinics (80% of eligible clinics¹) participated in the program ordering close to 75,000 doses.
- 75 clinics (46% of participating clinics) used the complimentary pick-up service and returned 10,423 doses (about 14% of doses).

As in prior years, Vancouver Coastal Health, the Vancouver Division of Family Practice, and Medi-Tran Services (MTS) jointly planned and implemented the program.

Clinic Engagement



| Year | Deliveries | Returns |
|---------|--------------------------------|-------------------------------|
| 2021/22 | 196 - 85% of Vancouver clinics | Not offered |
| 2022/23 | 239 - 87% of Vancouver clinics | 78 - 40% of Vancouver clinics |
| 2023/24 | 164 - 80% of Vancouver clinics | 75 - 36% of Vancouver clinics |

The percentage of clinics participating in the program has remained relatively stable over the three years ranging from 80% to 87% of eligible Vancouver clinics. This works out to close to 700 primary care providers for 2023/24 (687).

Vaccines Distributed and Returned



| Year | Distributed | Returned | Return Rate |
|---------|-------------|-------------|-------------|
| 2021/22 | 130,000 | Not offered | N/A |
| 2022/23 | 102,000 | 9,000 | 9% |
| 2023/24 | 90,367 | 10,423 | 12% |

As shown above, the number of doses distributed has declined each year. The decline has been affected by a number of factors including increased immunization options for Vancouver patients.

¹ Eligibility criteria included providing longitudinal care through a patient medical home.

Costs to the Division



| Year | Cost |
|---------|----------|
| 2021/22 | \$9,500 |
| 2022/23 | \$15,581 |
| 2023/24 | \$11,688 |

Costs to the Division increased in the second year to cover the additional costs of the return service.

Satisfaction

This program is highly valued by Vancouver-based clinics, as revealed in the annual satisfaction survey. This year there was a 21% response rate (n=35) for the delivery survey and a 51% response rate for the return survey (n=38). Almost all delivery survey respondents (97%) report the service makes it easier to obtain vaccines.

As shown in Figure 1, satisfaction with the delivery program has increased year to year with everyone being “very satisfied” with the service this year.

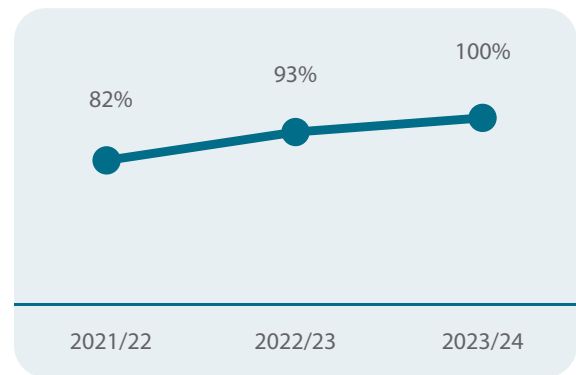


Figure 1: Percent of Delivery Survey Respondents Reporting “Very Satisfied” with the Delivery Service

Satisfaction with the return service was also very high:

- 92% of survey respondents reported the return instructions were clear and straightforward.
- 89% of survey respondents were “very satisfied” with the process for ordering the cardboard box for returns.
- 87% of respondents were “very satisfied” with the unused flu vaccine pick-up service.

Suggestions for Improvement

| For Vaccine Delivery | For Returns |
|---|---|
| <ul style="list-style-type: none"> • Provide more advance notice as to when vaccines will arrive (up to 2 weeks before delivery). • Provide information on vaccines that are available for special requests (e.g., preservative free doses for pregnant women and infants). • Provide vaccines with longer expiry dates. | <ul style="list-style-type: none"> • Clarify when to book the pickup date (when requesting the return box or after it has been received). • Expand to other vaccines. |

Looking Ahead

- Almost all clinics (97%) will continue to offer influenza vaccines in the next campaign, Fall 2024.
- Almost all clinics (94%) would like the program to expand and include other vaccines.
- If a requirement to document influenza vaccinations in the provincial immunization registry were introduced, as shown in Figure 2, 49% of survey respondents would continue to participate in the flu campaign, 43% are not sure, and a minority (9%) would not participate.



Figure 2: The Impact of Provincial Registry Reporting on Participation in Influenza Vaccination Campaign



"We love this service because it saves our time and money."

"This is a very much appreciated program. Thank you again."

"This was a great program."

"Very satisfied."

"We appreciate this program; it saves our staff time and we receive the vaccine sooner than pick up."

"It is easier for elderly patients to get vaccine from their Dr."

"Very pleased with the Pickup Program well done!"

"Please continue annually!"