



Vancouver Division of Family Practice
Flu & COVID-19 Vaccine Delivery Program
IMPACT REPORT

2024-2025



INTRODUCTION



In its 5th year, the Vancouver Division of Family Practice once again partnered with Vancouver Coastal Health and MTS Logistics to provide primary care clinics with both delivery and returns of influenza vaccines, free of charge. This year, the Division expanded the program to include the delivery of COVID-19 vaccines.





OVERVIEW

The Program offers two services:

Delivery

A streamlined process for ordering vaccines, with free delivery directly to the clinic.



Returns

Free and timely pick-ups of unused and/or expired vaccines.

Our program reduces the administrative and financial burden on family physicians and clinic staff by streamlining the ordering, delivery, and return processes for influenza and COVID-19 vaccines, while improving patient access by integrating vaccinations into routine primary care.

The program also offers helpful resources for vaccine and cold chain management. This year, 20 clinics requested these materials, which were provided by Vancouver Coastal Health.

This program is great and made very easy. Previous years I would have to take heavy coolers, find proper icing and lineup in long lineups and carry everything myself to our clinic. This has been a great program and I hope this continues.



THE PROGRAM IN NUMBERS

164 clinics

participated in the delivery program.

97%

of the clinics surveyed¹ reported being satisfied or very satisfied with the timeliness of their vaccine delivery.

100%

of the clinics surveyed¹ who had previously offered influenza and/or COVID-19 vaccinations to patients said this program made it easier to obtain these vaccines.

Providing free delivery of vaccines is a game changer in allowing us (family docs) to provide them. The time spent picking them up is now the time spent giving more patients vaccines. In my opinion, it's the best thing ever.



Vaccine Doses Distributed*

Influenza 79,250

COVID-19 4,660

Total 83,910

*Total for Vancouver; VCH currently does not track doses delivered through our program

52 clinics

returned unused or expired vaccines using the Vancouver Division's complimentary returns service.



We are so glad that you provided this service for free.



A total of 5,776 unused or expired influenza vaccine doses were returned this year, comprising 7.3% of the doses distributed.

¹: Response rate of 29% (47 / 164 clinics)





UBC MEDICAL STUDENT SUPPORT

The program connected UBC medical students with clinics to assist in administering influenza vaccines. This provided these volunteers with the opportunity to gain valuable hands-on experience in a family practice setting.

What we heard from participants surveyed²

- 85% of the medical students would consider participating in the program again.
- 88% of both the medical students and the clinics they supported had a 'good' or 'very good' experience.

2: Response rate of 43% (13 / 30 students)

The most rewarding aspect of the program was...being able to apply concepts that were taught during family medicine seminars, while being able to practice our communication skills with patients.

[This opportunity] inspired me and got me excited about medicine.



Interested in having a medical student support your clinic in delivering vaccines next year? Keep an eye out for more details coming this fall.



Vancouver
Division of Family Practice
An FPSC initiative

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OUTCOMES & FEEDBACK

85% of participating clinics said they planned on offering the influenza and/or COVID-19 vaccine again next year.

Program Feedback

Ordering and delivering was pretty smooth and patients have better access to vaccines. Good job!

97% of clinics reported being very satisfied with the delivery service overall.

The delivery team members are very prompt and professional. Their assistance saves our office the work of travelling to [the local CHC] to pick up vaccines. Thank you!

The impact of this program has spread beyond Vancouver; since its launch in 2020, the program has been expanded by neighbouring Divisions in both Richmond & the North Shore.

