**Topic Area: COVID-19 RESIDENT VACCINATION**

*Visit the* [*HQIN Resource Center*](https://hqin.org/resource/action-plan-templates/) *to access additional action plan templates on topics including infection control, vaccination and hand hygiene.*

**Conduct Root Cause Analyses for Each Identified Gap or Opportunity:**

* Determine contributing factors, events, system issues and processes involved
* Utilize RCA tools as appropriate (e.g., [5 Whys Worksheet](https://hqin.org/resource/five-whys-worksheet/), [QAPI Fishbone Diagram](https://hqin.org/resource/qapi-fishbone-diagram/), Cause & Effect Diagram)
* Conduct a [Plan-Do-Study-Act (PDSA)](https://nam02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhqin.org%2Fwp-content%2Fuploads%2F2021%2F03%2FPDSA-Worksheet-508.pdf&data=05%7C01%7Clfinch%40hqi.solutions%7C62686d1b484f4cbb5aee08dbf123fc86%7Cd2798d0f9fe24eacbdf166c9890342c9%7C0%7C0%7C638368909098562408%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=9PuwxE9Onb6eeea7k3%2F1l1pedMpNVeGv7F04o%2F7XkTM%3D&reserved=0) to test intervention, review results and adjust actions needed

**Identify Infection Prevention and Control Gaps & Areas of Opportunity:**

* [CDC’s Infection Control Assessment and Response (ICAR) Tool for General Infection Prevention and Control (IPC) Across Settings](https://www.cdc.gov/hai/prevent/infection-control-assessment-tools.html)
* Review previous survey findings, federal and state regulations and CDC updates for long-term care facilities
* Check [CMS Quality Safety & Oversight (QSO) memos](https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/Policy-and-Memos-to-States-and-Regions)

The sample RCA, actions, interventions, best practices and metrics illustrated here to address identified infection prevention areas of opportunity are solely intended as example guidance. Your team should perform an infection prevention gap analysis/risk assessment and build a customized action plan to best meet the needs of your specific organization and community.

**1**

|  |
| --- |
| **Area of Opportunity**  |
| **EXAMPLE:** Resident COVID-19 vaccination rate of \_\_\_\_\_ |
| **Root Cause Analysis** **(specify each root cause and address each within the action plan) -*See examples below-***  |
| 1. The vaccine will give me COVID
 |
| 1. Vaccine guidelines are too confusing
 |
| 1. Don’t need to get vaccinated, have already had COVID
 |
| 1. Don’t want to get any more shots
 |
| **S.M.A.R.T. Goal: (Specific, Measurable, Achievable, Relevant, Time-based)** |
| **EXAMPLE:** Achieve a “Set based on rate above” resident vaccine rate by [SPECIFIC DATE] |

**2**

| **Project Start/Completion Date** | **Specific Actions & Interventions** | **Person/Team Responsible***\*Include QAPI Committee* | **Ongoing Monitoring & Surveillance** | **Resources & Additional Comments** |
| --- | --- | --- | --- | --- |
|  | * Review COVID-19 vaccination policies and procedures and update, if needed
* Provide guidance about the COVID-19 vaccine
 | Administrator, Director of Nursing, Infection Preventionist  | Check local, state and federal guidance monthly to ensure P&Ps are current (check weekly during pandemic) | **Ensure P&Ps are evidence-based and follow current federal, state and local vaccination recommendations.*** [COVID-19 Vaccines for Long-term Care Residents | CDC](https://www.cdc.gov/coronavirus/2019-ncov/vaccines/recommendations/LTCF-residents.html)
 |
|  | * Incorporate COVID-19 vaccination information into admission packets
* Incorporate vaccination review and recommendations into care planning
* Provide education to staff about discussing the COVID-19 vaccine with residents
* Provide education to staff about COVID-19 vaccines

**3****4** | Administrator, Director of Nursing, Infection Preventionist, Department Staff  |  | * [Ask the Experts: Brief Vaccine Videos | HQIN](https://hqin.org/resource/simple-strategies-stand-up-webinar-series-2023/)
* [Why Wait? Vaccines Can Keep Us Healthy! Video | HQIN](https://youtu.be/LiGDet42iXk)
* [Your Health Can't Wait, Vaccinate! Resources | HQIN](https://hqin.org/resource/your-health-cant-wait-vaccinate-resources/)
* [Vaccine Hesitancy/Misinformation Resources | HQIN](https://hqin.org/resource/vaccine-hesitancy-misinformation-resources/)
 |
|  | * Provide easy-to-use and accessible messaging/ resources for residents
 | Medical Director, Administrator, Director of Nursing, Infection Preventionist, Unit Leaders, Department Managers, Interdisciplinary Team  |  | * [Simple Strategies for Encouraging Residents to Receive the COVID-19 Vaccine | HQIN](https://hqin.org/wp-content/uploads/2021/02/Simple-Strategies-Resident-COVID-Vaccine-Facts_508.pdf)
* [Vaccine Letter to Residents and Family Members/Responsible Party | HQIN](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fhqin.org%2Fwp-content%2Fuploads%2F2023%2F06%2FVaccine-Letter-to-Residents_rev05.23.docx&wdOrigin=BROWSELINK)
 |
| **4** | * Document education regarding the benefits and potential adverse effects associated with the COVID-19 vaccine
 | Administrator, Director of Nursing, Infection Preventionist, Department Staff |  | * [Documenting Vaccinations | CDC](https://www.cdc.gov/vaccines/hcp/admin/document-vaccines.html)
* [QSO-21-19-NH | CMS](https://www.cms.gov/files/document/qso-21-19-nh.pdf)
 |
| **5** | * Develop tools to monitor and track/trend compliance
* Maintain documentation of vaccine administration or declination
* Monitor resident vaccination rates until fully vaccinated or reaches \_\_\_\_%
* Obtain vaccination status for all residents
* Determine baseline compliance rates for vaccinations
* Report COVID-19 vaccination data to NHSN

**5*** Audit compliance of NHSN reporting accuracy
 | Administrator, Director of Nursing, Infection Preventionist | Determine audit schedule to monitor interventions/ improvement | * [Resident COVID-19 Vaccine Administration Form | HQIN](https://hqin.org/resource/resident-vaccine-administration-form/)
* [COVID-19 Vaccination Declination Form | HQIN](https://hqin.org/wp-content/uploads/2023/08/COVID-19-Vaccination-Declination-Form_091923.pdf)
 |
| NHSN Administrator, Director of Nursing, Infection Preventionist | Determine audit schedule to monitor interventions/ improvement | * [FAQs on Reporting COVID-19 Vaccination Data | NHSN | CDC](https://www.cdc.gov/nhsn/hps/weekly-covid-vac/faqs.html)
* [LTCF COVID-19/Respiratory Pathogens Vaccination |NHSN | CDC](https://www.cdc.gov/nhsn/ltc/weekly-covid-vac/index.html)
* [LTCF COVID-19/Respiratory Pathogens Module | NHSN | CDC](https://www.cdc.gov/nhsn/ltc/covid19/index.html)
 |
|  | * Establish two staff members with Level 3 (SAMS Card) access for NHSN reporting
 | NHSN Administrator, Infection Preventionist |  | * [LTCF NHSN FAQs, Scenarios & Important Links](https://hqin.org/wp-content/uploads/2021/06/LTCF-NHSN-FAQs-and-Links-1.pdf) | HQIN
 |
|  | * Join Health Quality Innovation Network’s NHSN reporting group
 | NHSN Administrator, Infection Preventionist |  | * [How to Join the HQIN Nursing Home Reporting NHSN Group](https://hqin.org/resource/how-to-join-the-hqin-nursing-home-reporting-nhsn-group/) |HQIN
 |
|  | * Share Quality Assurance and Performance Improvement (QAPI) principles to foster education and acceptance related to vaccines
* Report findings and compliance at monthly/quarterly QAPI meeting
 | QAPI Team |  | * [Quality Improvement Projects Targeting Immunization | CDC](https://www.cdc.gov/vaccines/ed/quality-improvement-proj.html)
* [Fishbone Diagram | HQIN](https://hqin.org/wp-content/uploads/2021/05/HQIN-Fishbone-Diagram_508.pdf)
* [PDSA Worksheet | HQIN](https://hqin.org/resource/pdsa-worksheet/)
* [5 Whys Worksheet | HQIN](https://hqin.org/resource/five-whys-worksheet/)
 |
|  | * Download and distribute recommended resources from the [Health Quality Innovation Network Resource Center](https://hqin.org/resources/) (Copy and paste resource titles in the search bar at the top right side of the page)
 |  |  | * 7 Questions About the COVID-19 Vaccine
* Vaccine Encouragement Email Signatures
* Vaccine Letter to Residents and Family Members/Responsible Party
* Adult Immunization Flyer (available in English and Spanish)
* COVID-19 Immunization Readiness Gauge
* Electronic Public Displays
 |

**8**

**6**

This material was prepared by Health Quality Innovators (HQI), a Quality Innovation Network-Quality Improvement Organization (QIN-QIO) under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. 12SOW/HQI/QIN-QIO-0693-12/12/23