**Topic Area: VACCINE/IMMUNIZATION**

*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**

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| --- |
| **Area of Opportunity** |
| Resident/staff \_\_\_\_\_\_vaccination rate of \_\_%, compared to the national average of \_\_% and state average of \_\_% |
| **Root Cause Analysis** **(specify each root cause and address each within the action plan) -*See examples below-*** |
| 1. Reactogenicity (commonly accepted reaction; pain at injection site, soreness, fatigue, headache, etc.) |
| 1. Fear of needles |
| 1. Lack of education |
| 1. Lack of access to vaccine(s) |
| **S.M.A.R.T. Goal: (Specific, Measurable, Achievable, Relevant, Time-based)** |
|  |

**2**

| **Project Start/ Completion Date** | **Specific Actions & Interventions** | **Person/Team Responsible**  *\*Include QAPI Committee* | **Ongoing Monitoring & Surveillance** | **Resources & Additional Comments** |
| --- | --- | --- | --- | --- |
|  | * Review vaccine/ immunization policies and procedures and update as necessary   + Include timelines related to vaccine intervals as indicated by ACIP, CDC guidance   + Set timeframe: e.g., “vaccines to be offered and received within 2 weeks of resident eligibility date” | Administrator, Director of Nursing, Infection Preventionist, Medical Director | Check local, state and federal guidance at least quarterly to ensure policies and procedures are current (check weekly during pandemic) | **Ensure policies and procedures are evidence-based and follow current federal, state and local vaccination recommendations.**   * [2024 Recommended Immunizations for Adults Aged 19 Years and Older | CDC](https://www.cdc.gov/vaccines/schedules/downloads/adult/adults-schedule-easy-read.pdf)   (Chart listing vaccine types with dose information by age range)   * [Adult Immunization Schedule by Age – Healthcare Providers | CDC](https://www.cdc.gov/vaccines/schedules/hcp/imz/adult.html) * [Use of COVID-19 Vaccines in the United States - Interim Clinical Considerations | CDC](https://www.cdc.gov/vaccines/covid-19/clinical-considerations/covid-19-vaccines-us.html)   (Includes updated guidance as of 11/2023) |
|  | * Obtain access to vaccines for residents [i.e., long-term care or community pharmacy partner, local/state health department, quality improvement organization (QIO)] * Plan an organized, documented approach to vaccine administration   **4** | Administrator, Director of Nursing, Infection Preventionist, Pharmacy  **3** |  | * [Vaccine Administration Toolkit | HQIN](https://hqin.org/resource/vaccine-administration-toolkit/) (Includes resources to assist with efficiently and effectively coordinating a vaccine clinic) |
|  | * Provide vaccine education to staff, including information about eligibility, timing, administration and monitoring | Director of Nursing, Infection Preventionist, Staff Educator |  | * [Vaccine Education and Training for Healthcare Professionals | CDC](https://www.cdc.gov/vaccines/ed/index.html) * [Nursing Home COVID-19 Training Series | CMS-CDC](https://nursinghometrainings.org/) (Free training with registration) * [Protect Yourself from the Flu | HQIN](https://hqin.org/wp-content/uploads/2023/10/Protect-Yourself-from-the-Flu.pdf) * [COVID-19 and Flu Vaccines Pocket Card | HQIN](https://hqin.org/wp-content/uploads/2023/10/Covid-19-and-Flu-Vaccines-Three-Card.pdf) * [Pneumonia and Shingles Vaccines Pocket Card | HQIN](https://hqin.org/wp-content/uploads/2022/12/Pneumonia-and-Shingles-Vaccines-Three-Card.pdf) |
| **4** | * Provide education to staff about discussing vaccines with residents and responsible parties | Administrator, Director of Nursing, Infection Preventionist, Staff Educator, Department Staff |  | * [Vaccine Recipient Education | CDC](https://www.cdc.gov/vaccines/covid-19/hcp/index.html) * [COVID-19 Vaccines for Long-Term Care Residents | CDC](https://www.cdc.gov/coronavirus/2019-ncov/vaccines/recommendations/LTCF-residents.html) * [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) |
| **5** | * Provide easy-to-use and accessible messaging/ resources for residents and responsible parties * Incorporate vaccine information into admission packet | Medical Director, Administrator, Director of Nursing, Infection Preventionist, Unit Leaders, Department Managers, Interdisciplinary Team, Pharmacist |  | * [Vaccine Hesitancy/Misinformation Resources | HQIN](https://hqin.org/resource/vaccine-hesitancy-misinformation-resources/) * [Adult Vaccination Infographic | HQIN](https://hqin.org/wp-content/uploads/2023/06/Your-Health-Cant-Wait-Vaccinate-Infographic.pdf) * [How Do I Know If I Am Up to Date With the COVID-19 Vaccine? | HQIN](https://hqin.org/wp-content/uploads/2023/10/Am-I-Up-to-Date-Flyer.pdf) * [Bust Myths and Learn the Facts about COVID-19 Vaccines |](https://www.cdc.gov/coronavirus/2019-ncov/vaccines/facts.html) CDC * [Q&A with Your HQI Pharmacist: Flu and Pneumonia Vaccinations | HQIN](https://hqin.org/wp-content/uploads/2023/06/QA-flu-pneumonia-vaccinations.pdf) * [7 Questions About the COVID-19 Vaccine | HQIN](https://hqin.org/wp-content/uploads/2022/10/7-Questions-About-the-COVID-Bivalent-Vaccine.pdf) |
|  |
|  | * Document education related to specific vaccines, including the risks and benefits   **5** | Administrator, Director of Nursing, Infection Preventionist, Physician, Licensed Staff |  | * [Benefits of Getting A COVID-19 Vaccine | CDC](https://www.cdc.gov/coronavirus/2019-ncov/vaccines/vaccine-benefits.html) * [What is Long COVID? | HQIN](https://hqin.org/resource/what-is-long-covid/) * [ACIP Adverse Reactions Guidelines for Immunization | CDC](https://www.cdc.gov/vaccines/hcp/acip-recs/general-recs/adverse-reactions.html) |
|  | * Utilize efficient tracking tools to determine when vaccines are recommended * Develop tools to monitor and track/trend booster compliance * Maintain documentation of administration or declination * Obtain vaccination status for all residents   + Audit new admission records to identify incomplete information * Monitor resident vaccine rates by auditing data from tracking tool for eligible residents   + Divide # of doses given by # of residents eligible to receive (eligibility is based on CDC guidance on doses and timing) * Report vaccine data to NHSN as applicable * Audit compliance of NHSN reporting accuracy | Administrator, Director of Nursing, Infection Preventionist, Licensed Staff | Determine audit schedule to monitor interventions/ improvement | * [Vaccination and Tuberculosis Screening Tracker-| HQIN](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fhqin.org%2Fwp-content%2Fuploads%2F2024%2F01%2FVaccination-and-Tuberculosis-Screening-Tracker-01.19.24.xlsx&wdOrigin=BROWSELINK) * [COVID-19 Vaccination Tracking Tool | HQIN](https://view.officeapps.live.com/op/view.aspx?src=https://hqin.org/wp-content/uploads/2023/08/COVID-19-Vaccination-Tracking-Tool-rev-07.27.2023.xlsx&wdOrigin=BROWSELINK) * [Resident COVID-19 Vaccine Administration Form and Instructions | HQIN](https://hqin.org/resource/resident-vaccine-administration-form/) |
| NHSN Facility Administrator, Director of Nursing, Infection Preventionist | Determine audit schedule to monitor interventions/ improvement | * [NHSN | CDC](https://www.cdc.gov/nhsn/index.html) * [LTCF COVID-19 Module | NHSN](https://www.cdc.gov/nhsn/ltc/covid19/index.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fnhsn%2Fltc%2Fcovid19%2Fsams-access.html) * [FAQs on Reporting COVID-19 Vaccination Data | CDC](https://www.cdc.gov/nhsn/hps/weekly-covid-vac/faqs.html) |
|  | * Establish at least two staff members with Level 3 (SAMS grid card) access for NHSN reporting | Administrator, Director of Nursing, Infection Preventionist | **6** | * [Enrollment Level 3 Access and HPS Component Activation | CDC](https://www.cdc.gov/nhsn/pdfs/ltc/enrollment-level-3-access-hps-508.pdf) |
|  | * Join Health Quality Innovation Network’s NHSN reporting group | NHSN Administrator, Infection Preventionist |  | * [How to Join the HQIN Nursing Home Reporting NHSN Group | HQIN](https://hqin.org/resource/how-to-join-the-hqin-nursing-home-reporting-nhsn-group/) |
|  | * Report findings and compliance at monthly/quarterly QAPI meeting | QAPI Team |  | * [QAPI At a Glance: A Step by Step Guide to Implementing Quality Assurance and Performance Improvement (QAPI) in Your Nursing Home](https://www.cms.gov/medicare/provider-enrollment-and-certification/qapi/downloads/qapiataglance.pdf) |
|  | * 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) |  |  | * [Vaccine Hesitancy/Misinformation Resources](https://hqin.org/resource/vaccine-hesitancy-misinformation-resources/) * [Your Health Can't Wait, Vaccinate! Resources](https://hqin.org/resource/your-health-cant-wait-vaccinate-resources/) * [Bulletin Board Bundles](https://hqin.org/resource/bulletin-board-bundles/) |

**8**

**7**

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-0717-01/26/24