Improve COVID-19 Vaccination Rates Among Eligible Residents and Staff

- **Submitting Physician:** Alvin Moyer, MD
- **Location:** Elizabeth Seton Children’s Center, New York City, NY

**WHAT PROBLEM (GAP IN QUALITY) DID THE PROJECT ADDRESS?**

Our children’s center is located in a densely populated area of New York State that was hit particularly hard (and early) by the COVID-19 pandemic. It is also in an area with comparatively low vaccination rates against COVID-19. Our residents were often exposed to employees who subsequently tested positive for COVID-19, jeopardizing their health and impacting their ability to participate in life activities. We sought to improve COVID vaccination rates in order to reduce potential COVID exposures.

**WHAT DID THE PROJECT AIM TO ACCOMPLISH?**

The goal of this project was to improve COVID vaccination rates to over 70% of eligible residents and staff of Elizabeth Seton Children's Center – a large pediatric long-term care facility, caring for 169 medically fragile children and young adults in Westchester County, New York – within six months.

**MEASURES:**

- **Measure Name:** Vaccination rate
  - **Goal:** Increase to 70%
  - **Unit of Measurement:** Percent of employees vaccinated
  - **Data Source:** Point of Care
  - **Collection Frequency:** Other

- **Measure Name:** Employee positive COVID tests
  - **Goal:** Decrease to zero
  - **Unit of Measurement:** Individual tests
  - **Data Source:** Point of Care
  - **Collection Frequency:** Daily

**WHAT INTERVENTIONS OR CHANGES WERE MADE?**

We created several educational modules in both English and Spanish on the importance of the COVID vaccine that were conducted through several media. All of our interventions were created and conducted in consultation with our Infection Control Specialist from Columbia University Medical Center and in partnership with our state and local Departments of Health.

- **Strategy #1:** A slide show and video production that was played on continuous loop on television screens throughout our workplace.
- **Strategy #2:** An education module in our online learning platform with required completion by all employees.
2021 Part 4 Exemplars: COVID-19

The Small Group QI Project Application pathway reflects a structured, well-designed quality improvement project based on accepted improvement science and methodology. Physicians engaged in such QI work in their practice or setting may receive 25 points of MOC Part 4 Credit.

- **Strategy #3:** Conducted monthly in-person neighborhood “huddles” directly with staff on all units and all shifts to personally address individual concerns in a culturally sensitive way. These intentionally appealed to a collective sense of community – to protect our vulnerable population, many of whom are age-ineligible to receive the vaccine themselves.

- **Strategy #4:** Enlisted leadership in all departments and from a variety of ethnic backgrounds to act as “vaccine champions” and provided “Talking Points” conversation guides for consistent messaging.

- **Strategy #5:** Provided on-site vaccination clinics every three weeks.

- **Strategy #6:** Filmed staff and parents sharing testimonials of their experiences with the COVID-19 vaccine and encouraging their peers to get vaccinated.

**DATA:**

![Graph](image)

**OUTCOME:**

Over the course of six months, the Children’s Center staff vaccination rate increased from 0% to 74%.

**QUESTIONS?**

To learn how to create your own quality improvement project, visit [https://www.abp.org/content/your-own-qiprovect](https://www.abp.org/content/your-own-qiprovect) or contact our MOC Support Center at 919-929-0461 or moc@abpeds.org.