



100% Flu Vaccination Rate for Employees with Patient Contact

The Problem

- BIDMC recognizes that influenza infection is associated with significant patient mortality and morbidity, staff safety and well-being, and potential disruption of adequate healthcare delivery
- BIDMC also recognizes that influenza vaccination is the best available preventive measure with records of clinical efficacy and cost effectiveness.
- In line with its goal of being an industry leader for patient and employee safety, BIDMC discussed the possibility of 100% influenza vaccination rate for all employees with patient contact.

Aim/Goal

- To develop and implement a comprehensive mandatory employee flu vaccination program
- To educate and raise awareness among staff from addressing concerns to garnering support from leadership
- To achieve the 100% flu vaccination rate among HCWs by December 1, 2011.

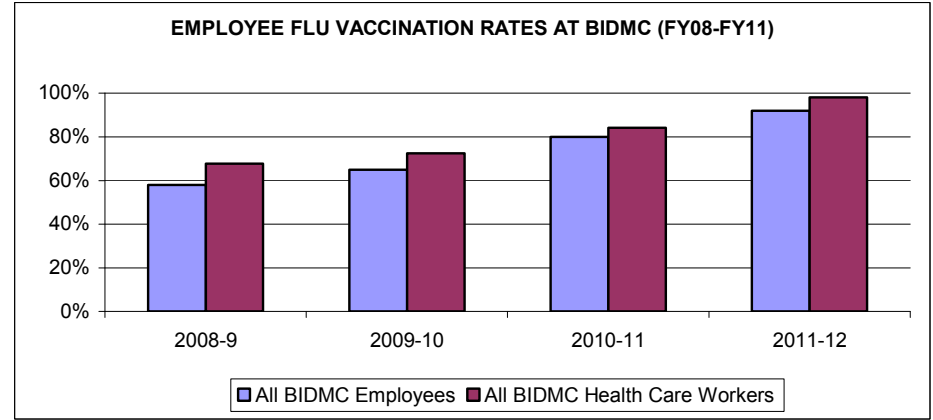
The Team

Ambulatory Clinics/Leadership	Human Resources
BIDMC Senior Leadership Members	Infection Control
Communications	Information Systems
Employee/Occupational Health	Inpatient Clinics/Leadership

The Interventions

- Expanded hours for easily accessible “flu kiosks” to accommodate all employee shifts, including weekend and off-hours.
- EOHS staff targeted certain departmental meetings to maximize staff vaccination
- Collaborated closely with stakeholders to systematically provide information as early as July so that employees had ample amount of time to prepare for the upcoming flu season.
- EOHS opened up, on both East and West campus, for vaccination once the kiosks closed.
- Letters were mailed to the home of any employees who had not complied by mid-November.
- HR reached out to managers as the deadline approached, in addition to the real-time reports to managers which were available via Performance Manager.

The Results



Lessons Learned

The majority of BIDMC staff was in full support of 100% flu vaccination for health care workers.

If the online declination process is provided for employees in the future, it needs to be stated more clearly that a declination needs to be filled out *after* the mandatory education.

BIDMC personnel on LOA have a more difficult time reporting their flu vaccination status; this is the .01% who have not responded/been vaccinated.

A more open process needs to exist among HR, EOHS, and Payroll to help address the issue of folks who do not comply with the requirements.

Next Steps

- Evaluate the best way to alleviate all concerns in our *Lessons Learned* segment.
- Evaluate the benefit that this program has on the number of lost work days that BIDMC incurs over the winter months.



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