

Full-Speed Ahead! COVID-19 Vaccine Booster Program: Marketing Your Vaccine Program Success

Keith Chartier, DrPH, MPH

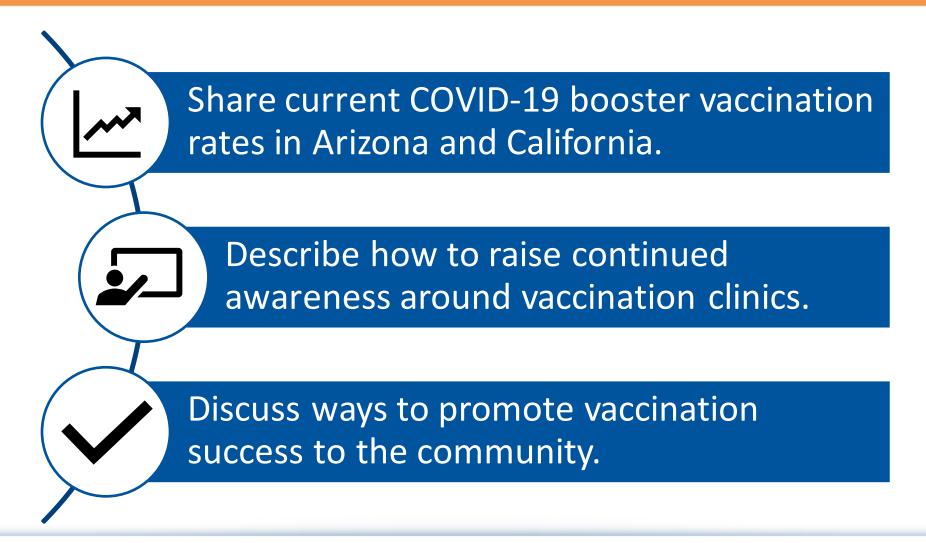
Associate Executive Director Health Services Advisory Group (HSAG)

Rose Chen, MPH, RD

Director, HSAG



Today's Quickinar Objectives



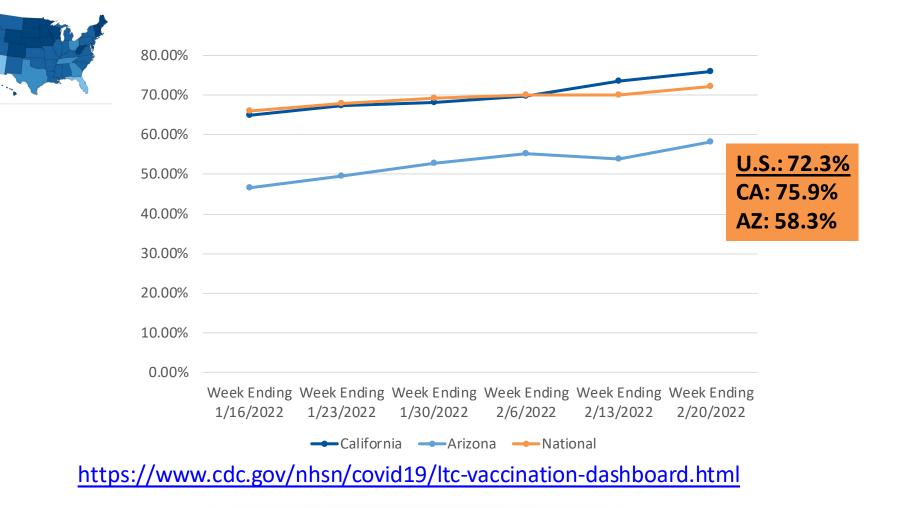




The Current State of Boosters in Arizona and California



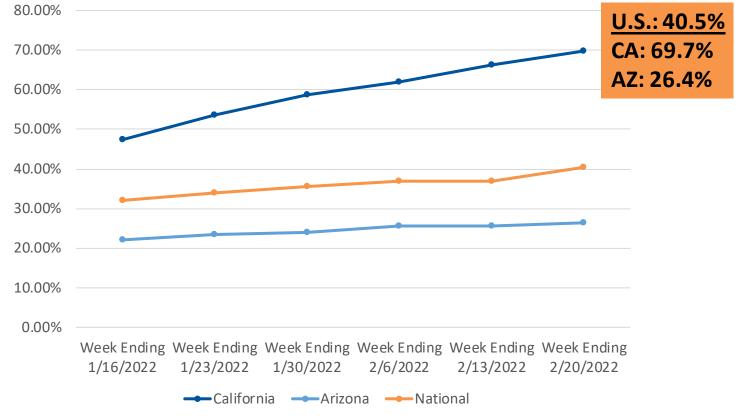
Resident Booster Rates—Update





Staff Booster Rates—Update





https://www.cdc.gov/nhsn/covid19/ltc-vaccination-dashboard.html







Full Speed Ahead! Marketing Vaccine Program Success



COVID-19 Vaccine Booster Action Plan

ğ	Data Verification: Check the data fields in NHSN and be sure your data has been entered in correctly.	Consistent, transparent, and accurate data is important to build credibility with the community.	If you are unsure about getting into NHSN to verify data, please contact your HSAG account manager to assist you at: [Name]
ğ	On Site Booster Clinic: Secure a vendor to provide a Booster Clinic or mobile van at the facility. Invite the loved ones of residents so they can also receive the COVID-19 vaccine booster. HSAG can assist with this effort.	Public ownership and engagement in COVID-19 vaccinations can inspire greater confidence in the vaccination.	Contact your HSAG account manager to assist you at: [Name]
ğ	Poster with Key Messages: Place posters promoting the Booster Clinic dates around the building for staff members, residents, and their loved ones to see.	Develop different messages for those who need information on how to do so and those who are hesitant but open to learning more.	Other Communication Strategies: https://bit.ly/ImprovingVaccineAccep tance

https://www.hsag.com/en/covid-19/vaccineresources/#Full Speed Ahead COVID 19 Vaccine Booster Program



The impact of marketing strategies in improving booster vaccination



Benefits of Healthcare Marketing

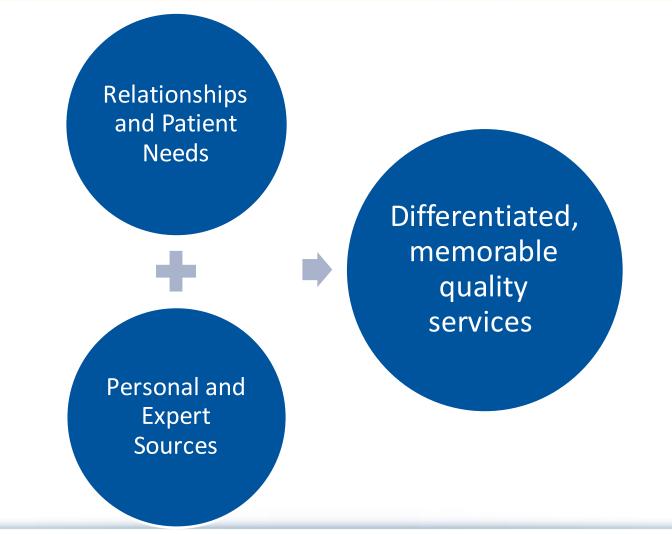


Understanding Patient Needs

A Strong Brand



Effective Healthcare Marketing Strategies





10 Reference: <u>https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6685306/</u>

Effective Healthcare Marketing Strategies (cont.)

- Traditional Media
 - Direct mail
 - Print/insert
 - Outdoor
- Online Digital Marketing
 - Social media
 - Reputation
 management





Effective Healthcare Marketing Strategies (cont.)

- Internal Marketing
 - Patient experience
 - Testimonial and review
 - Internal signage
 - Employee
 communications
- Public Relations
 - Community events







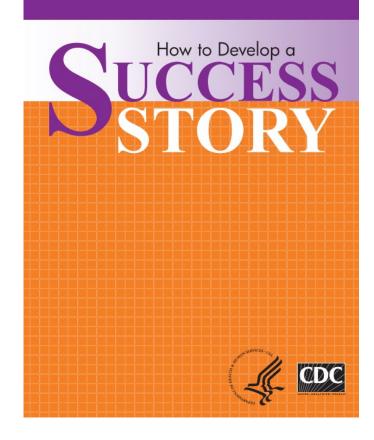


Reasons for Sharing Success





Formatting Your Success Story



- Title
- Problem Overview
- Program/Activity Description
- Program/Activity Outcomes
- Additional Info:
 - Name of the entity
 - Name and credentials of program contact
 - Supporting materials



Celebrating Success!



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Contractions Sum Remember Inserving Health Care. Control 100 Million All Care. Control 100 Million Statements Control 100		
This Certificate Is Awar		
Santa Rita Nursing & Rehabi	litation Center	
for exceeding a 90% resident COVID-19 vaccination rate for four consecutive weeks during the third quarter of 2021 thereby demonstrating your commitment to protecting the lives of residents.		
Bals Awy Hunger	November 1, 2021	
Barb Averyt, MHA Senior Executive Director, HSAG	Date	

AHCA

#HSAG #FullSpeedAhead #stopthespread #healthcareheroes **#COVIDvaccination** #skillednursing #WeCanDoThis



Celebrating Success!



By dcaresni | Updated: 2021, Dec 7

December 7, 2021 – Los Angeles, CA – Windsor Gardens of Long Beach, Windsor Country Drive Care Center, and Windsor Monterey Care Center, three skilled nursing and rehabilitation centers located in throughout California, were recognized by the Health Services Advisory Group (HSAG), the Medicare Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for Arizona and California, for achieving higher than average COVID vaccination rates among their staff.

https://www.windsorcares.com/two-windsor-care-centers-receive-hsag-recognition-for-above-average-covid-19-17 vaccination-rates/



This Week's Action Item

Send an example of program success celebration to kchartier@hsag.com





Next Week's Topic: Checking in on Our Goals



Friday, March 4 12:30 p.m. AZ/11:30 a.m. CA Register Here: https://bit.ly/FullSpeedAheadBoosterProgram





Thank you!

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Rose Chen (email for NHSN questions!)

rchen@hsag.com





Full-Speed Ahead! Booster Program Office Hours



Questions & Answers

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Michelina Stazzone, DNP, CPNP

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Geoff Granseth, MPH, CIC

Quality Advisor Infection Preventionist HSAG





Office Hours







Disclaimer

This material was prepared by Health Services Advisory Group (HSAG), 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. Publication No. QN-12SOW-XC-02252022-01

