PUBLIC HEALTH SOLUTIONS

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**IMMUNIZATION PROGRAM ACTION PLAN**

This report serves as documentation of actions needed to be taken based on the feedback analysis of the Immunization Program completed in March 2017.

Goal: Engage more Spanish-speaking clients in client feedback

Steps:

* Work with interpreter to remind clients following immunization services to complete the survey
* Provide survey in both paper and electronic form
* Provide incentive for all clients for completion of feedback survey (drawing, etc.)

Goal: Decrease wait time for immunization appointment

Steps:

* Work with nurse providing immunizations to walk-through a mock appointment, noting time it takes to complete all aspects of the appointment
* Ensure that the appointment times are sufficient to complete the appointment (i.e., is 15 minutes sufficient for one vaccination versus four vaccinations?)
* Work with front office staff to remind clients to arrive early to complete all required paperwork *before* appointment time

Action Plan created by:

Domain 9 Team

Accreditation Coordinator

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