

# Vaccine Action Command and Coordination System (VACCS) Center Status Report

## April 29, 2021: Second Status Report

This report provides a status update three months after the creation of the Vaccine Action Command and Coordination Systems (VACCS) Center, including new developments and achievements. Washington state just announced that we are now well past the milestone of 5 million COVID-19 shots in arms – all in just four months. It couldn't have been accomplished without the extraordinary partnering across the public and private sectors of Washington, which now includes over 50 private sector partners and volunteer groups.

### Vaccine Locator Tool

In six weeks, a dream tech team conceived and launched the Vaccine Locator Tool on March 18. Over 2 million unique visitors have used the site, with a 70% click-through rate to vaccine provider scheduling sites. Last week, our Vaccine Locator tool was the showcase on a call with the federal government and numerous states discussing how to create improved electronic connections to provider scheduling information.

Current work includes surfacing vaccine product type and accessibility features of provider sites. The team also continues to make progress on establishing electronic connections to get real-time appointment information from key pharmacies in the federal retail pharmacy program. We continue to rely heavily on our COVIDWA partnership for the majority of our scheduling appointment data and are working on plans to transition to DOH data sources but can't express enough our gratitude for COVIDWA's tireless volunteer efforts.

### Super Powered Call Center

In about two weeks in March, our 211 Call Center Vendor, DOH and Amazon collaborated seamlessly to add the power of Amazon Connect — including chatbot, web bot and live agents — to our 211 call

center. The extraordinary result: over 100,000 callers have used our new cloud solution, and over 30,000 Washingtonians have received individualized attention to get vaccine appointments. The Wall Street Journal highlighted the innovation of tapping the cloud and technology to support the vaccine rollout in its article: [Big Tech Uses Cloud to Facilitate Covid-19 Vaccine Sign-ups](#).

## Supply Allocation Improvements with Technology

Every week, our Microsoft colleagues work hand in hand with DOH partners to improve the supply allocation process. Last week, 230 facilities received a prime dose allocation and 202 received a second dose allocation. This work has included developing new vaccine ordering tools for the 39 local health jurisdictions to aid DOH in deciding on allocations and placing weekly orders with the federal government for all the providers.

During a Saturday supply meeting in January, Lacy Fehrenbach, Deputy Secretary for COVID-19 at DOH, asked for private sector resources so that the dedicated and fatigued DOH supply team would not have to pull all-nighters on Thursday to complete Washington state orders to the federal government. Her goal: enable the team to complete the ordering by 8 p.m. On last Friday's VACCS Center call, the supply team lead announced with delight and pride that they placed the orders by 8 p.m. and it couldn't have been accomplished without our Microsoft partners.

## Business Process Innovations for Efficiency and Patient Experience

Two weeks ago, our Starbucks and Swedish/Providence partners hosted a Centers for Disease Control and Prevention (CDC) cost and efficiency team visiting Washington to tour our mass vaccination sites. The Starbucks team presented their incredibly sophisticated approach to logistics and modeling of vaccination sites, and then our Swedish/Providence partners led a tour of the Lumen mass vaccination site. The CDC lead spoke glowingly about the Starbucks approach and, after viewing the Lumen site, said it was the most efficient site she had seen in any state.

## Ongoing Supply Strategy Insights

Every Friday, colleagues from the Gates Foundation, Kaiser-Permanente and Starbucks meet to provide insights and brainstorm with our DOH supply planning colleagues to focus on continuous improvement to supply logistics and strategies to achieve uptake of the vaccine.

## Making it Easy to Travel to Vaccine Appointments

Working with Sound Transit, Pierce Transit, Uber, Lyft and our 211 Call Center colleagues, we are creating numerous solutions for free transportation to reduce barriers for Washingtonians.

## Resource Guides

Two weeks ago, we published the following guides:

## Situational Awareness Workstream

A group of partners is inventorying key dashboards and reports used by DOH, the Governor's Office and local health jurisdictions. They are also interviewing key DOH and Governor's Office decision makers to identify core data desired to make smart decisions. They will make recommendations to DOH leadership and the Governor's Office on potential enhancements and changes to improve and streamline data reporting to enable effective situational awareness and strategic decision making.

## Levers to Achieve Vaccine Uptake

As we hit the inflection point where we focus more on vaccine demand, we are working with our partners to identify — as creatively as possible — an array of tactics to meet Washingtonians where they are to address barriers to access and reasons for hesitancy. We also will work with the private industry to create incentives for Washingtonians to get vaccinated.

## Our Model as the Gold Standard

Two weeks ago, the Duke Margolis Health Policy Center published a white paper on [Building Public-Private Partnerships to Support Efficient and Equitable COVID-19 Vaccine Distribution](#), and the VACCS Center was described as the model.

VACCS Center partners (private, volunteers, DOH, local health jurisdictions) are working incredibly well together to improve the vaccine ecosystem in our state so that all Washingtonians are vaccinated in the safest, fastest, most equitable and efficient way with a positive patient experience for all.

To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email [civil.rights@doh.wa.gov](mailto:civil.rights@doh.wa.gov).