

**UC Tech Awards 2023 Candidate**

1. **Category: OPERATIONAL EXCELLENCE**
**Name: Mass Vaccination Project** (~25)
**Number of people:** ~25)
**Location:** UCSF Health
2. **Person submitting the application/nomination**: Andrew Maruoka, RN, MS, Director of Health Application Solutions and Salesforce . Staff
	1. **Email address: andrew.maruoka@ucsf.edu**
	2. **The name of your organization:** UCSF Health
3. **Award category** Operational Excellence
4. **Name of person, name of the team, or name of the project to receive the award** Mass Vaccionat Project conducted by the UCSF Health Information Technology Team
5. **All project team members - if applicable** (Name, title, department, location/organization, and please indicate if they are faculty or staff, along with their email address(s).
6. **Which location was affected by the work?** (the name(s) of the organization affected) UCSF
7. **Summary** Delivering limited vaccine to a large metropolitan area in a fair and equitable way required a multi modal system of outreach and scheduling, coupled with backend IT infrastructure to ensure efficient care delivery and data to monitor program efforts. The UCSF Apex team developed new methods to randomize 33,000 staff members according to risk, and automate scheduling.
8. **Narrative**

The UCSF Health Information Technology (HIT) Team is responsible for maintenance of the electronic health record (EHR) at UCSF. The team supports all aspects of the EHR, including registration and scheduling, care delivery, and billing.

As UCSF mobilized for COVID vaccine delivery in the fall of 2020, the scope and

logistics of running a mass vaccination clinic, and details of what was involved was

something nobody at UCSF had ever been challenged with. The ensuing effort was truly multi-

disciplinary, including IT, supply chain logistics, pharmacy, clinical experts, infection control,

clinicians to deliver and administer vaccine, schedulers, and many others. As the December

2020 release date of the vaccine approached, priority recipient groups were identified,

but UCSF lacked a system to ensure we could distribute and administer vaccine in accordance

with the federal guidelines, and to distribute it fairly and equitably to the highest risk groups.

The HIT Team developed an online scheduling system for the first group of recipients,

approximately 33,000 UCSF staff members. This system randomized recipients within specific risk bands to minimize bias, eliminate any perception of preferential treatment, ensure vaccine was being distributed equitably, and collect the data to monitor these goals.

UCSF staff received invitations to schedule vaccine appointments according to risk group and vaccine availability and were able to subsequently choose an appointment online. UCSF vaccine clinics were run efficiently with little or no wait time, and minimal conflict in part because of the electronic scheduling systems deployed. Front line clinical staff at highest risk were offered vaccine within the first month, and the HIT Team supported outreach to other vulnerable groups at UCSF. Ultimately, our primary series COVID vaccination rates for black/AA staff were approximately 94%, and 98% for Latinx staff, higher than the national rate, and was only achievable though the hard work of an entire team of people and solid IT infrastructure.

The HIT Team continued to support COVID vaccine and testing clinics for the general public, and

supported both patients who could schedule themselves, as well as UCSF teams who assisted those who were unable to schedule because of a technology barrier. From December 2020 through April 2023, the UCSF Health IT team directly contributed to helping San Francisco County achieve a >90% vaccination rate, and supported UCSF’s mission to deliver care fairly and equitably.

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