Presentation to ITAC

Agency Vision

Health and Wellness for all Arizonans

Agency Mission

To promote, protect, and improve the health and wellness of individuals and communities in Arizona

AZ Vaccine POD Scheduling & Administration Solution

State of Arizona – Department of Health Services

November 18, 2020

Presented by: ADHS Vaccine Scheduling & Admin Team

Project Introduction

Problem Statement:

- Currently many of the local county Public Health agencies and/or providers in Arizona do not have access to an electronic tool that can configure public/private clinics, query vaccination status and report vaccination administrations.
- As we near the COVID-19 Vaccine rollout, the counties are ill prepared to schedule and administer vaccinations to the Phase I and II populations (first responders, clinic frontline staff and other vulnerable populations).
- The Arizona Department of Health Services in collaboration with the County and Tribal Public Health agencies is looking to implement a centralized solution for the sole purpose of Vaccine Scheduling and Administration which will in-turn interface with the State Immunization Information System (ASIIS) for bidirectional communication.

Benefit of a New System:

- The agency Health Emergency Operations Center (HEOC) will be used to manage the COVID-19 statewide vaccination campaign and ensure coordination across the Department and with response partners from other state agencies, county and tribal health departments, and health care system partners involved in vaccine administration.
- The centralized Vaccine Scheduling/Administration solution will provide a single source tool with a consistent process across the state for local public health agencies to manage and monitor the vaccine administration process. The patient portal will help patients search for vaccine administration locations, self-register for vaccine appointments, and receive scan codes that can be used for contactless check-in at the clinics.
- The state immunization registry (ASIIS) will continue to be used for vaccine management and the registration of vaccines administered. A bidirectional interface will allow for vaccination look-up and will populate ASIIS with vaccines administered so that ASIIS will still be the system of record.

Project Selection Process

- Market analysis of available solutions
- Collaboration with County Health Partners
- Demonstrations of 4 potential solutions
- Focused on 2 potential solutions
- Joint demonstrations of 2 top solutions with ASET Oversight team
- Completed referencing process

Proposed Solution

Technology

- The proposed solution is a centrally hosted solution on Google Cloud platform. The solution will primarily be a vaccine POD Scheduling and administration tool that can be used by all counties and tribes in Arizona. ADHS, Counties and Tribes will have the ability to administer and manage the setup and operations of their county clinic PODS. The solution will interface with the Arizona Immunization Registry Information System (ASIIS), through the existing HL7 transport mechanisms in place. There will be bidirectional data movement from and to ASIIS regularly to update the immunization data.

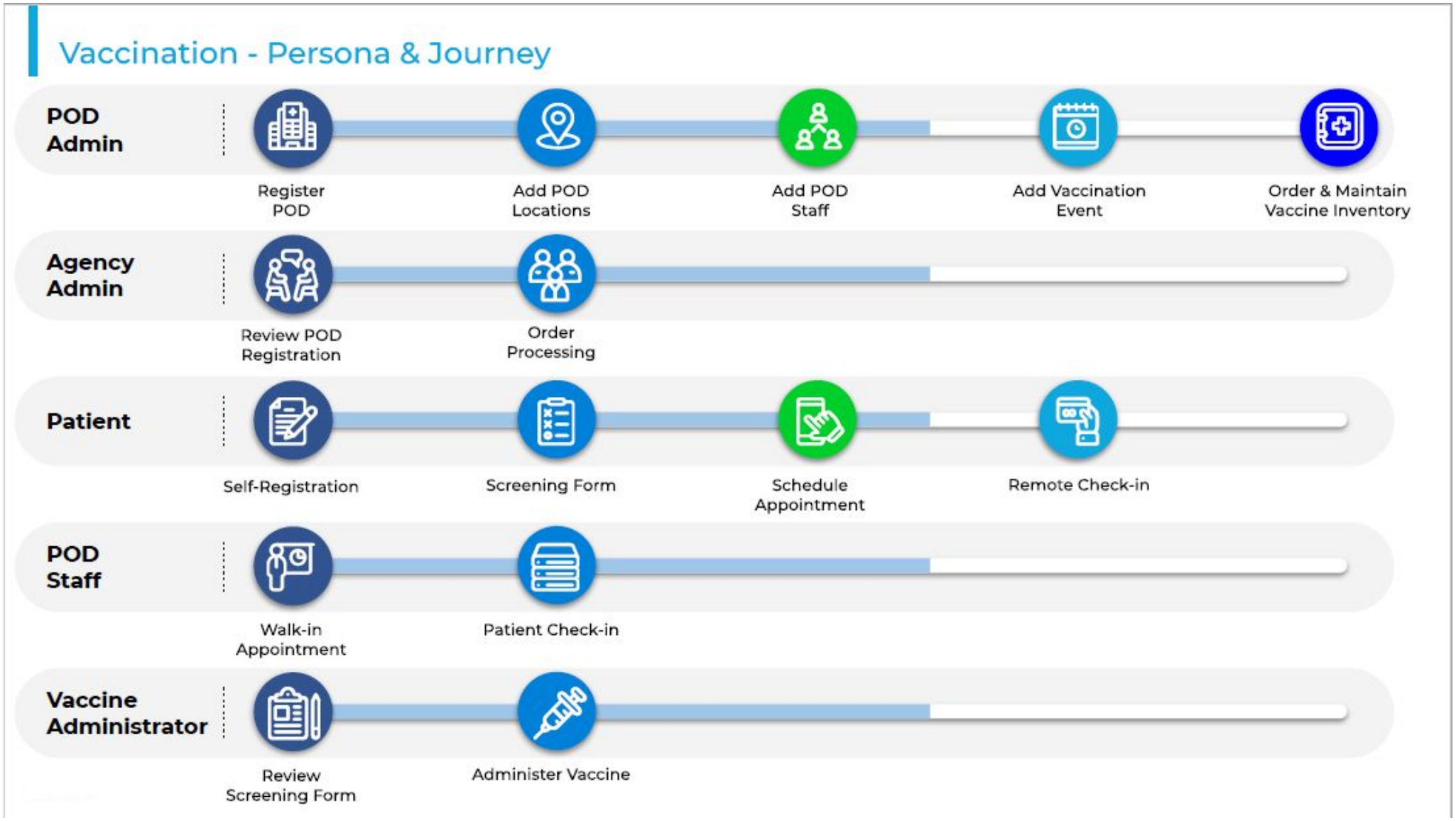
- Local county health departments can configure and coordinate open and closed vaccination clinics at various settings. Patients can register, consent, schedule appointments, reschedule appointments, and report adverse reactions. Clinicians can administer vaccinations which will then be reported to ASIIS.

Procurement

- Google Cloud Platform will be procured via the SHI state contract

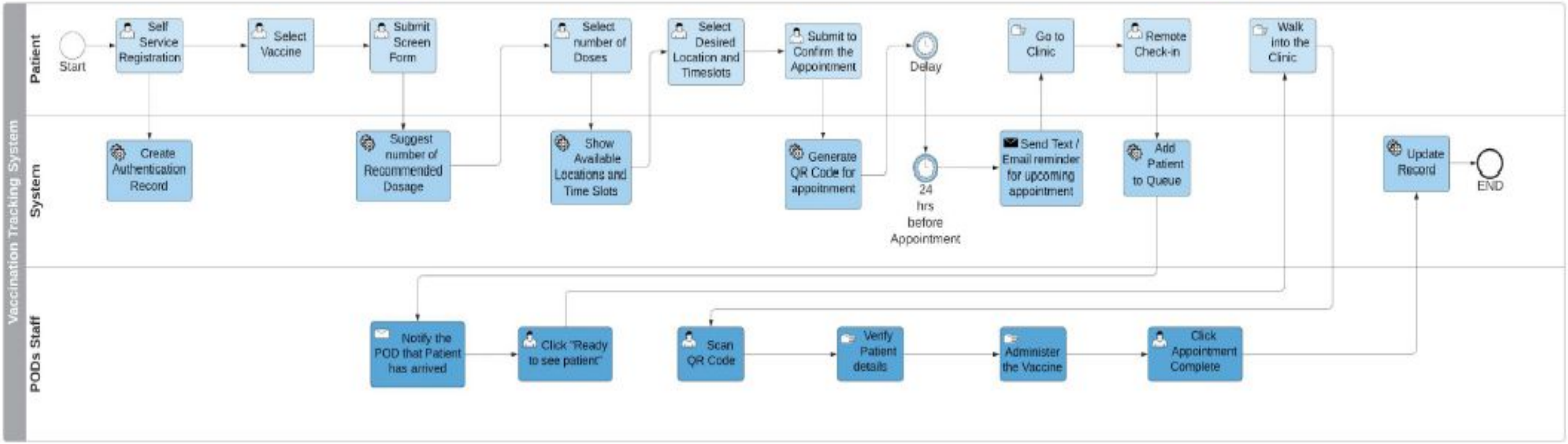
- MTX System Integrator services will be procured via the Carahsoft state contract

Proposed Solution



Proposed Solution

Vaccine Tracking Process Flows Details - Scheduling



Project Responsibilities

Agency

1.Contract Oversight
2.Project Management
3.Subject Matter Experts
4.HL7/ASIIS Functional Specialist
5 .Network, Systems and Database Administration for ASIIS

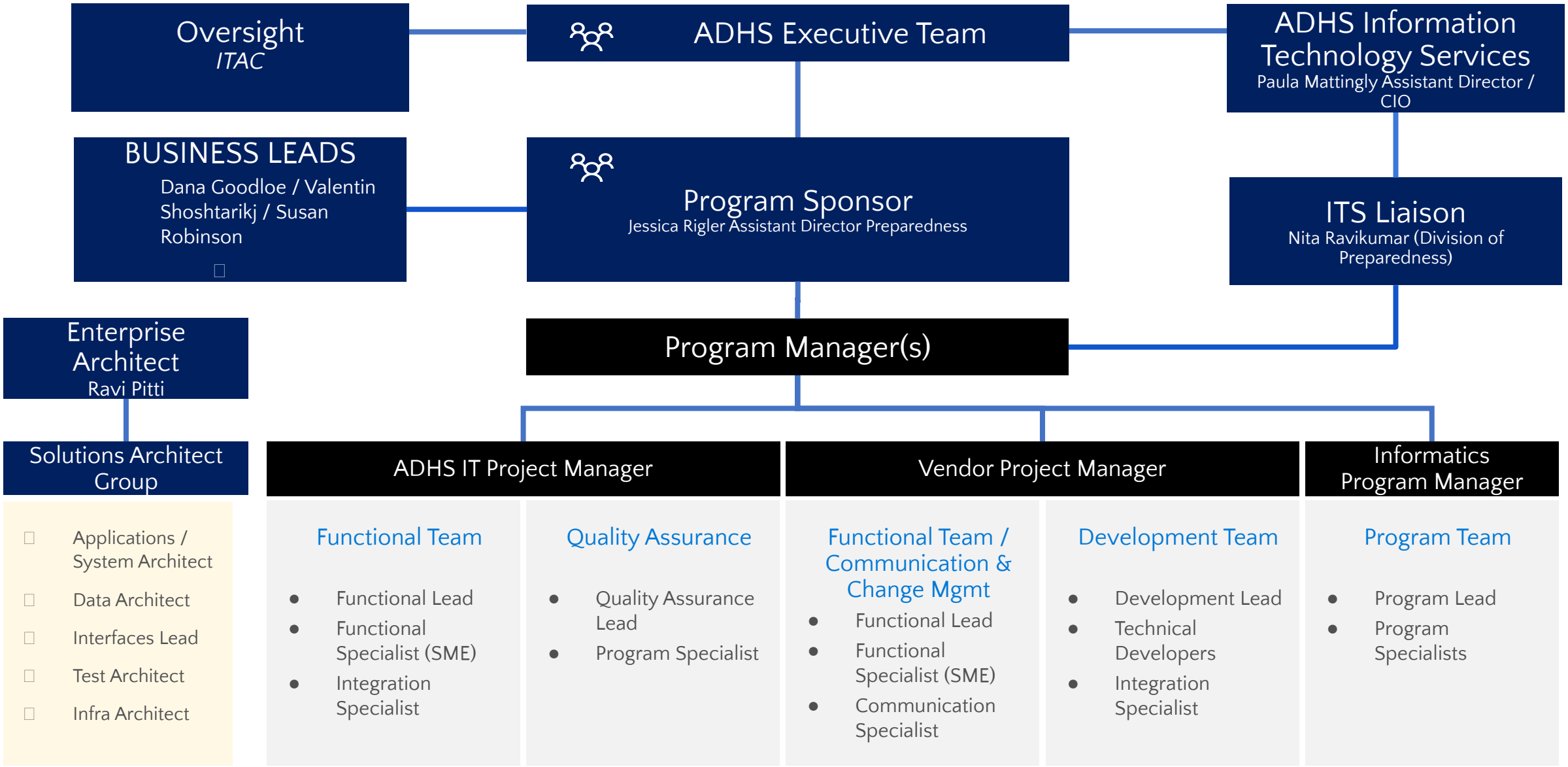
Shared

1.Project Scope and Planning
2. Requirement Definition/User Stories
3.Project Monitoring

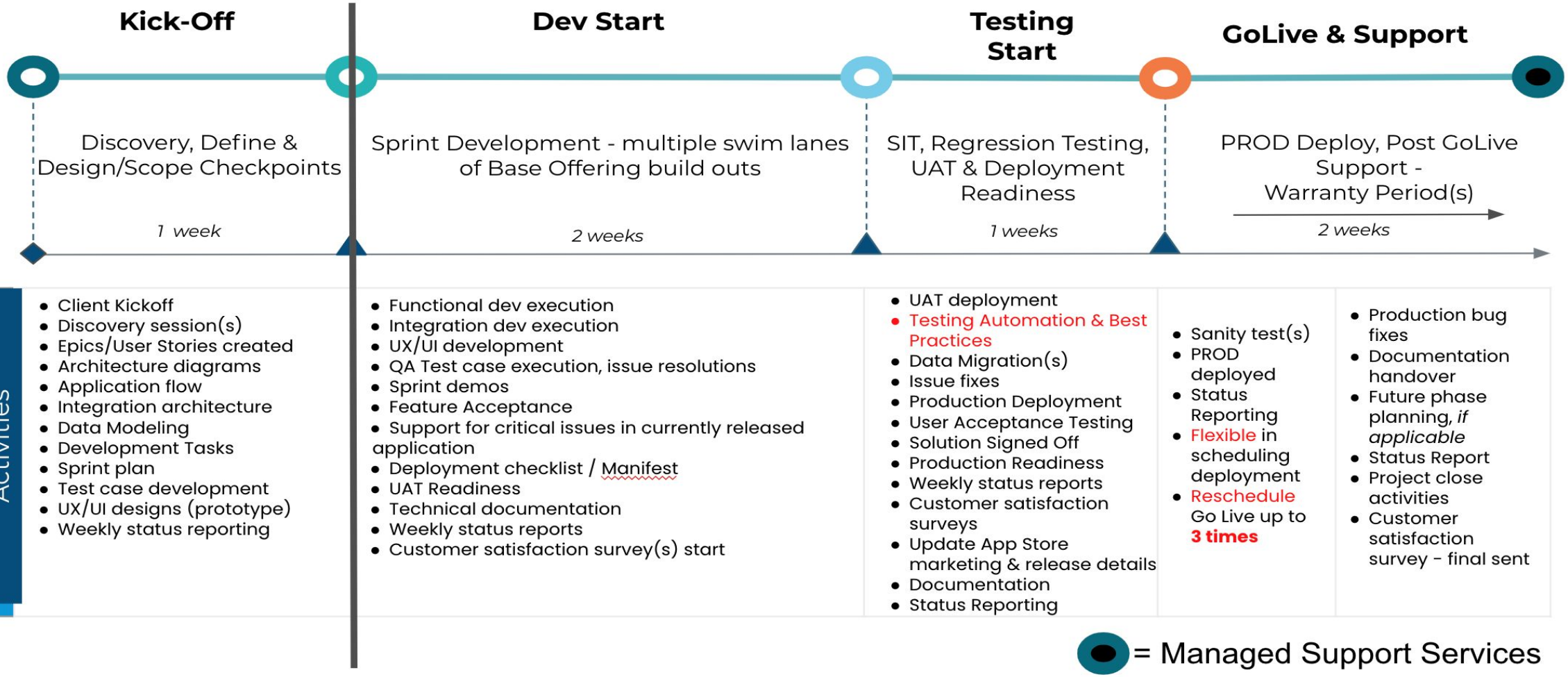
Vendor/Contractor

1.Technical Development and Support
2.Security and Permissions Integration and Data Migration
3.Training and Change Enablement
4.Project Management

Program Structure



Project Timeline



Key Deliverables & Activities

- Client Kickoff
- Discovery session(s)
- Epics/User Stories created
- Architecture diagrams
- Application flow
- Integration architecture
- Data Modeling
- Development Tasks
- Sprint plan
- Test case development
- UX/UI designs (prototype)
- Weekly status reporting

- Functional dev execution
- Integration dev execution
- UX/UI development
- QA Test case execution, issue resolutions
- Sprint demos
- Feature Acceptance
- Support for critical issues in currently released application
- Deployment checklist / Manifest
- UAT Readiness
- Technical documentation
- Weekly status reports
- Customer satisfaction survey(s) start

- UAT deployment
- Testing Automation & Best Practices
- Data Migration(s)
- Issue fixes
- Production Deployment
- User Acceptance Testing
- Solution Signed Off
- Production Readiness
- Weekly status reports
- Customer satisfaction surveys
- Update App Store marketing & release details
- Documentation
- Status Reporting

- Sanity test(s)
- PROD deployed
- Status Reporting
- Flexible in scheduling deployment
- Reschedule Go Live up to **3 times**

- Production bug fixes
- Documentation handover
- Future phase planning, *if applicable*
- Status Report
- Project close activities
- Customer satisfaction survey - final sent

= Managed Support Services

Project Costs

Project Costs by Category	FY21	FY22	FY23	FY24	FY25	Total
Professional & Outside Services (Contractors)	$667,106					$667,106
Hardware						
Software						
Communications						
Facilities						
License & Maintenance Fees	$319,304	$319,304*	$319,304*	$319,304*	$319,304*	$1,596,520*
Other Operational Expenditures		$73,920	$73,920	$73,920	$73,920	$295,680
Total Development	$986,410					$986,410
Total Operational		$393,224*	$393,224*	$393,224*	$393,224*	$1,572,896*

* subscription fees may vary based on need and usage

What Success Looks Like

Change Management

- Project Milestones
  - Discovery, Define & Design/Scope Checkpoints
  - Sprint Development
  - SIT, Regression Testing, UAT & Deployment Readiness
  - Production Deployment & Post Go-Live Support

Measures of Success

- Vaccine administration will be performed from one application that will bidirectionally communicate with ASIIS
- Pre-registration, appointment scheduling, and touchless check-in will be available
- Vaccine administration will be available for COVID19 and sustainable for use in administration of other types of vaccines

Q & A Session

Requesting Approval For

Agency is requesting approval for engaging MTX to develop/deploy a vaccine POD scheduling and administration solution on the Google Cloud platform. This will allow for the agency to deliver the following:

- Creation of clinic appointments
- Patient registration/scheduling
- Touchless patient check-in
- Vaccine administration look-up into ASIIS
- Vaccine administration with electronic upload of information to ASIIS (eliminating manual entry into ASIIS)