Vaccines for Children  
Provider Notice  

Pennsylvania Department of Health,  
Bureau of Communicable Diseases, Division of Immunizations  

April 2018  

2017 Provider Satisfaction Survey  

On January 16, 2018, 1,420 PA VFC facilities were sent the "2017 Provider Satisfaction Survey" via an email containing a Survey Monkey hyperlink. A total of 104 PA VFC facilities completed the online survey, representing a response rate of 13.7 percent. Principal findings taken from the 104 completed surveys indicated the following:  

- Ninety-eight percent of providers expressed that they were very satisfied or satisfied with the vaccine ordering and distribution process.  
- One hundred percent of providers expressed that they were very satisfied or satisfied with the condition of vaccine upon arrival.  
- Ninety-four percent of respondents indicated they agreed or strongly agreed with the requirements regarding proper vaccine storage and handling.  
- Ninety-seven percent indicated that they have adequate knowledge of how to contact their designated PA VFC nursing consultant.  
- Eighty-seven percent of providers expressed that they were very satisfied or satisfied with the annual provider reenrollment process.  
- Ninety-four percent of providers expressed that they were very satisfied or satisfied with the overall customer service provided by the PA VFC program.  
- Ninety-seven percent of providers indicated they agreed or strongly agreed that, overall, they were satisfied with the PA VFC program.  

The survey tool is part of the PA VFC program's continuous improvement process. Feedback that is obtained will be used to improve service delivery in the program areas that have been identified.  

VFC Provider Disaster Planning  

Pennsylvania has experienced many disruptive storms this year, resulting in widespread power failures with significant VFC vaccine loss. The VFC program requires that providers complete emergency/disaster plans, maintain and update these plans, and implement them when emergencies arise. VFC providers need to be proactive rather than reactive when maintaining vaccine viability. The vaccine cold chain must be maintained when packing, transporting, and storing VFC vaccine. Providers can review this CDC guide on packing and transporting vaccine for emergency planning.  

Ordering Vaccine Doses in PA-SIIS  

When ordering VFC vaccine online, providers should be certain of the correct doses being requested through PA-SIIS. The following list can serve as a reminder for established sites, and also as a guide for new VFC providers.
VFC vaccines can be ordered in specific doses as outlined here:

**Vaccines to order in multiples of 5 doses**

- Pentacel
- ActHIB
- Menveo
- Menactra
- Adacel (SYR)

**Vaccines to order in any number of doses (eg. 1 dose, 3 doses, 17 doses, etc):**

- PPV23
- Td

All other vaccines are ordered in multiples of 10 doses only.

**Question of the month:**

**Question:** Our site had invested in digital data loggers, but I would like to know where I can find some information on what to do if I encounter out of range temperatures in our vaccine storage units?

**Answer:** It is imperative that providers maintain VFC vaccine at the proper temperature. Once any deviation is suspected, providers must take immediate action to address possible failures in the vaccine cold chain. The CDC provides [this online guide](#) for steps to take when a temperature excursion is identified.

For more information on proper vaccine storage and handling, including maintaining the vaccine cold chain, all providers are encouraged to review the [CDC Storage and Handling Toolkit](#).

**Save the Date: 2018 Pennsylvania Immunization Conference**

The 2018 Pennsylvania Immunization Conference (PIC ‘18) will be held in Harrisburg, PA.

**Thursday August 16, 2018**

Harrisburg Hilton Hotel

1 North Second Street, Harrisburg, PA 17101

*Use 200 Market St. as the GPS-friendly address.*

**Please add the Vaccines for Children email to your address book:** [RA-pavfc@pa.gov](mailto:RA-pavfc@pa.gov)