



# Vaccines for Children Provider Notice

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

**April 2019**

## **2018 Provider Satisfaction Survey**

On January 2, 2019, our 1,333 PA VFC facilities were sent the "2018 Provider Satisfaction Survey" via the VFC January provider notice. A total of 418 facilities completed the online survey by accessing a Survey Monkey hyperlink found in the notice. The submitted results indicate a response rate of **31.4** percent.

Principal findings taken from the 418 completed surveys indicated the following:

- Ninety-seven percent of providers expressed that they were very satisfied or satisfied with the vaccine ordering and distribution process. As reference, the 2017 survey result was ninety-eight percent (-1%).
- Ninety-nine percent of providers expressed that they were very satisfied or satisfied with the condition of vaccine upon arrival. As reference, the 2017 survey result was one hundred percent (-1%).
- Ninety-five percent of respondents indicated they agreed or strongly agreed with the requirements regarding proper vaccine storage and handling. As reference, the 2017 survey result was ninety-four percent (+1%).
- Ninety-eight percent indicated that they have adequate knowledge of how to contact their designated PA VFC nursing consultant. As reference, the 2017 survey result was ninety-seven percent (+1%).
- Eighty-nine percent of providers expressed that they were very satisfied or satisfied with the annual provider reenrollment process. As reference, the 2017 survey result was eighty-seven percent (+2%).
- Ninety-one percent of providers expressed that they were very satisfied or satisfied with the overall customer service provided by the PA VFC program. As reference, the 2017 survey result was ninety-four percent (-3%).
- Ninety-six percent of providers indicated they agreed or strongly agreed that, overall, they were satisfied with the PA VFC program. As reference, the 2017 survey result was ninety-seven percent (-1%).

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.

## **Expiration dates: VFC vaccine and private vaccine**

Providers are asked to review the following important information regarding VFC vaccine expiration dates:

- Pennsylvania VFC distributes the Polio vaccine - Single-antigen IPV (IPOL) in 10-dose vials (MDVs). MDVs can be used until the expiration date printed on the vial unless the vaccine is contaminated or compromised in some way, or there is a Beyond Use Date noted in the package insert.
- In order to prevent waste and be accountable for federal vaccine funds, it is **required** that providers fully utilize open vials of the VFC-provided Polio vaccine unless contaminated, exposed to temperature excursions or expired.
- Providers who also carry private vaccine are expected to follow the PA VFC policy on VFC public-funded vaccines regardless of internal policies on privately purchased vaccine.

### **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 five doses:**

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

#### **Vaccines to order in any number of doses (eg. one dose, three doses, 17 doses, etc):**

- PPV23
- Td

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

### **Challenging conversations: Discussing vaccines with parents**

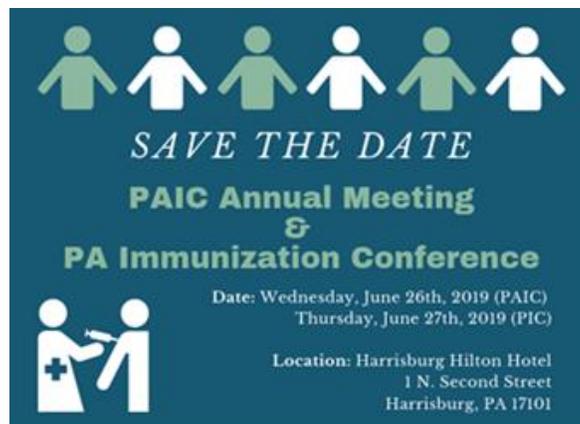
The CDC offers the following materials for discussing vaccines with parents. CDC's *Provider Resources for Vaccine Conversations with Parents* includes communication guidance and vaccine safety resources. The fact sheets can be viewed online or printed for distribution in doctor's offices, clinics, or at community health events.

<https://www.cdc.gov/vaccines/hcp/conversations/talking-with-parents.html>

<https://www.cdc.gov/vaccines/hcp/conversations/preparing-for-parent-vaccine-questions.html>

### **Save the Date: 2019 Pennsylvania Immunization Conference**

The 2019 Pennsylvania Immunization Conference will be held in Harrisburg PA on Thursday, June 27, 2019 at the Harrisburg Hilton Hotel in Harrisburg PA.



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