



DELIVERING IMMUNITY TO YOUR COMMUNITY

**Outcomes MTM & IPA Foundation
Innovation Grant Final Report
April 7, 2022**

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I. Please describe the goals and objectives of your project.

1. The goals of Vaxi Taxi Provider Pilot were restructured from the original presentation to better align with the Board's recommendations in anticipation of delivering COVID-19 vaccines to those Iowa communities of greatest need.
 - a. Board recommendations
 - i. Consider requesting an in-kind contribution from CEImpact.
 - ii. Consider an alternative business model to the VaxiTaxi certificate cost and requirement, as the current proposed model may pose as a barrier.
 - iii. The Board's strongest suggestion is to modify marketing and aim to expand your target communities beyond suburban neighborhoods so that a focus can also be put on Iowa communities of greater need, including those living in apartment complexes and/or rural and low-income areas, as your model has the opportunity to target those communities of greatest need with limited mobility, transportation, or health literacy.
2. Revised Project Goals (April 2021)
 - a. Develop key roles to with the intent of expanding Vaxi Taxi services beyond the primary service locations.
 - b. Streamline training and credentialing of Vaxi Taxi pharmacists with an in-house program to minimize onboarding and "Vaxi Taxi certification" costs.
 - c. Experience and document the challenges of serving individuals living in areas with high Social Vulnerability Index scores vs. suburban neighborhoods.

II. DISCUSSION OF GOALS

A1: Goal: Develop key roles.

Outcome: Success

Key Role: Director of Pharmacy

Job Responsibilities:

Pharmacy Partner Relations (Community Pharmacies)

- a. Train Pharmacy Partner staff on 'minimal disruption to workflow' procedures
- b. Create & develop operational manuals for Immunizers
- c. Create 'Literature Corner'
- d. Expand Pharmacy Partner expectations
- e. Evaluate and document Vaxi Taxi's standard services
- f. Maintain cost efficient supply channels for restocking immunizers "Supply Paks"
- g. Maintain system for tracking, monitoring, and reordering 'Supply Refresh Paks'.
- h. Maintain system for monitoring opportunities through the entire process; initial patient contact/referral, clinical consult, scheduling, vaccine administration, paid delivery, data entry, partner invoiced, follow-up.
- i. Monitor Vaxi Taxi-induced workflow disruptions for Partner Pharmacy
- j. Provide staffing assistance to Pharmacy Partner as needed.

Immunizer Relations

- a. Create materials for simplified, efficient, and effective onboarding.
- b. Develop timeline and rubric for periodic ride-a-longs with immunizers to evaluate performance, monitor compliance, and identify training opportunities.
- c. Develop efficient method for collecting and communicating incident reports and customer feedback with Vaxi Taxi and Pharmacy Partner.
- d. Identify the lowest possible cost for a remote, contract immunizer.
- e. Develop communication schedule for company updates (i.e., newsletter posted to Contractor Resource Page)

Patient Relations

- a. Develop process for obtaining customer feedback within 24 hours.
- b. Evaluate results for trends that proactively identify customer service issues.

A2. Goal: expanding Vaxi Taxi services beyond the primary service locations.

Outcome: Success.

Expand Beyond Primacy Service Location: Pharmacy Partner Established

- a) Delivery service stands alone. Monthly check-ins with pharmacy sufficient.
- b) Total vaccines administered: 3,310
- c) OTC COVID-19 Test delivery with Paid Consultation: 56
- d) Zip Codes Represented by Patient Base: 74

Dedicated Team for Pharmacy Partner

- e) Centralized Clinical Coordinator (0.4 FTE Pharmacist)
- f) Immunizers (8 Pharmacist Contractors)
- g) Vaxi Taxi Administrative Assistant (0.2 FTE Staff)

Streamlined Pharmacy Partner Onboarding

- a) \$2,400-2,500 per pharmacy location sufficient to implement stand-alone Vaxi Taxi delivery service.
- b) Vaxi Taxi is no longer operating a sole independent pharmacy.

B). Goal: Streamline training and credentialing of Vaxi Taxi pharmacists with an in-house program to minimize onboarding and “Vaxi Taxi certification” costs.

Outcome: Success

Onboarding Immunizers

- a) Total training costs beyond typical pharmacist certifications to Vaxi Taxi: \$410.
- b) Immunizer Time: 8 hours
- c) Equipment \$2,100 - \$3,800 depending on distance immunizer will travel, size of off-site clinics, and community outreach programming.
- d) Currently paid by State Grant funding for Iowa Agency on Aging.

e) Vaxi Taxi is actively in negotiations for additional State funding to reach rural populations. Award has potential to fund 7 additional Vaxi Taxi sites in community pharmacy locations.

C). Goal: Experience and document the challenges of serving individuals living in areas with high Social Vulnerability Index scores vs. suburban neighborhoods.

Outcome: Goal not achieved

Vaxi Taxi immunizers have multiple anecdotes to share regarding opportunities for improved care and collaboration with other healthcare entities. We collected this information via a loose reporting process, and have not, nor will not, formally analyze. Many of the issues were addressed in real-time; therefore, Vaxi Taxi's collection of this information is observational and not consistent in gathering.

III. IMPLICATIONS OF THE VAXI TAXI PROVIDER PILOT

The Vaxi Taxi model that we have developed over the past year, make our service easy to scale, easy to replicate, and easy to show value. As we add partners to our network, I believe Vaxi Taxi will have a long-standing impact on the profession in the state of Iowa.

Vaxi Taxi will launch an official campaign for our next partner in the upcoming weeks. The goal is to have >5 partner locations at the beginning of flu season 2023. Predictable limitations include discontinued grant funding for startup services as well as competition in the marketplace.

