



*Recognizing the value and  
extraordinary contributions  
pharmacists provide  
to improving the  
vaccination rates in  
their communities.*

## Awards 2018

PRESENTATION  
AND  
RECEPTION

Sunday, March 18, 2018  
Nashville, TN

The 2018 APhA Immunization Champion Awards program  
is supported by Merck, Sanofi Pasteur, and Seqirus.



**APhA**  
**2018**

Annual Meeting & Exposition  
Downtown Nashville | March 16-19

# 2018

## *Celebrating Pharmacists' Contributions to the Immunization Neighborhood*

### About the APhA Immunization Champion Awards

**T**he American Pharmacists Association established these special awards in 2008, with the first awards presented in 2009, to recognize the value and extraordinary contributions pharmacists provide to improving the vaccination rates in their communities. Across the country, more than 320,000 pharmacists have completed training as immunization providers. In all 50 states, the District of Columbia, and Puerto Rico, pharmacists have the authority to administer vaccines. Pharmacists and student pharmacists have assumed one or more roles as immunization educators, facilitators, and vaccine administrators, thereby reducing vaccine-preventable morbidity and mortality across the lifespan.

Pharmacists, in collaboration with physicians, public health officials, and other immunization stakeholders, are recognized as important members of the immunization neighborhood and are developing solutions to increase access to vaccines and other public health services. Millions of vaccines are administered by pharmacists each year. The profession's dedication to meeting the public's immunization needs and protecting people from vaccine-preventable diseases is evident in the work of this year's nominees and the many thousands of immunizing pharmacists practicing in communities nationwide.

The APhA Immunization Champion Awards consist of six categories of recognition, including individual practitioners, friend of pharmacy's immunization efforts, corporation/institution, partnership with other health care providers and public health, community outreach, and pharmacy team member. In addition, this year we recognize an individual for their lifelong career achievements, impact on pharmacists' role and our nation's public health. Nominees were evaluated based on the areas of impact, collaboration, originality, and overcoming challenges, as well as for creating opportunities for pharmacists. The nomination packets received this year described the work of innovative immunizing pharmacists, practices, and community leaders. Many of the nominees provided services and outreach that expanded beyond influenza vaccination and focused on implementation of the National Vaccine Advisory Committee (NVAC) Standards for Adult Immunization Practice. APhA applauds all pharmacists who are working toward improving the health of the people in their communities. APhA also recognizes Merck, Sanofi Pasteur, and Seqirus for their support of this awards and recognition program.

#### *Special recognition...*

We applaud and thank all pharmacists and pharmacy personnel who responded to the various disasters that our communities encountered in 2017. These individuals demonstrate the value that the pharmacy profession provides to our communities and they deserve a special THANK YOU for taking care of individuals in need. You endured challenges and did what was needed to address the needs of individuals and communities.

# P R O G R A M

**Sunday, March 18, 2018**

**5:30 PM RECEPTION OPENS**

**5:45 PM OPENING REMARKS**

**5:55 PM PRESENTATION OF AWARDS**

**Individual Practitioner**

*Honorable Mention*

Tuong-Lan Nguyen (Broken Arrow, OK)

Luis Rosado (Morrovis, PR)

*NATIONAL WINNERS*

Andrew DeMotto (Whiteriver, AZ)

Holly E. Gurgle (Salt Lake City, UT)

**Friend Of Pharmacy**

*NATIONAL WINNER*

Kimberly Battreall (Omaha, NE)

**Corporation/Institution**

*Honorable Mention*

Fred's Pharmacy (Memphis, TN)

*NATIONAL WINNER*

Albertsons Companies (Boise, ID)

**Outstanding Career Achievement**

William L. Atkinson (Saint Paul, MN)

**Partnership**

*NATIONAL WINNER*

Project VACCINATE (Seattle, WA)

**Community Outreach**

*Honorable Mention*

Brandy Turner (Richmond, VA)

*NATIONAL WINNER*

Reeves-Sain Drug Store (Murfreesboro, TN)

**Pharmacy Team Member**

*NATIONAL WINNER*

Cecilia Dudero (Santa Clara, CA)

**6:40 PM RECEPTION CONTINUES**

**7:00 PM ADJOURNMENT**



Annual Meeting & Exposition  
Downtown Nashville | March 16-19



Individual Practitioner Past Recipients

**2017:**  
**National Winners**  
Jeff Jackson  
Alanna Isobe  
**Honorable Mention**  
Mihran Chaprazian

**2016:**  
**National Winner**  
LCDR Holly Van Lew  
**Honorable Mention**  
Deanne Hall  
Anne Skoe

**2015:**  
**National Winners**  
Kelechi Aguwa  
Kenneth McCall

**Honorable Mention**  
Mary Choy  
MAJ Brandi Schuyler  
Maria Young

**2014:**  
**National Winners**  
Eric Crumbaugh  
Julie Gambaianni

**Honorable Mention**  
Carlisha Gentles  
Todd McWilliams,  
George Veltri

**2013:**  
**National Winners**  
Donald Auwinger  
Kerri Okamura

**Honorable Mention**  
Carl Wright

**2012:**  
**National Winner**  
Marty Feltner

**Honorable Mention**  
Karen Horbowicz  
Paras Chokshi  
Dan Heller

**2011:**  
**National Winners**  
C. Derris Hurley  
Michelle G. Johnson

**Honorable Mention**  
Ruben D. Afencio  
Ashley Branham  
Monali N. Majmudar

**2010:**  
**National Winners**  
Dennis C. Galluzzo  
Katherine Schmoll Probst

**Honorable Mention**  
Louis Carl Fontana  
Adam C. Welch

**2009:**  
**National Winners**  
Vincent A. Hartzell  
Paul A. Schiavi

**Honorable Mention**  
Edward Christofano  
Joe Heidrick



# Individual Practitioner

## *Honorable Mention*

Tuong-Lan Nguyen, PharmD  
Walgreens, Broken Arrow, OK



Tuong-Lan Nguyen, PharmD

**Tuong-Lan Nguyen, PharmD**, is committed to making immunization programs at Walgreens pharmacies in his area as effective as possible. Nguyen keeps an ongoing list of which payers cover which vaccines so that eligible patients can take advantage of the benefit. He trained pharmacy technicians in his store to promote the appropriate vaccines during each patient interaction. He then shared the list with Walgreens stores across Oklahoma.

Unlike community pharmacists who may have little involvement with front-of-store operations, Nguyen actively partners with the store manager to grow and strengthen the vaccine program. When other Walgreens pharmacies need support, he volunteers his time to administer vaccines at those locations as well. Nguyen coordinates with other locations to secure vaccines in advance and schedule immunization clinics at times that won't conflict with the efforts and supplies of those locations.

His immunization efforts don't end at Walgreens. He has volunteered his own time to immunize members of the Vietnamese communities in Tulsa and Oklahoma City, patrons of the Hispanic Health Fair in Tulsa, and employee groups in both cities. After Hurricane Harvey, he traveled to Houston to help administer immunizations. In the last 18 months alone, Nguyen has administered more than 3,400 vaccines for flu, pneumonia, tetanus, and shingles.

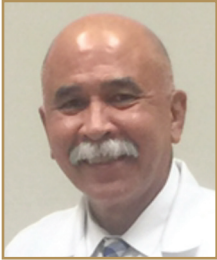


# Individual Practitioner

## *Honorable Mention*

Luis Rosado, PharmD

Walgreens, Morovis, Puerto Rico



Luis Rosado, PharmD

After Hurricane Maria hit Puerto Rico, **Luis Rosado, PharmD**, was called to join a medical mission to Tetuan, an isolated, underserved community in Utuado, one of the towns most devastated by the storm. Rosado was part of a team that delivered flu vaccines to community members who lacked access to health care, food, and other basic resources. He administered nearly 100 flu shots to people who otherwise would not have received one.

Rosado also joined a tour, sponsored by Liberty Puerto Rico, whose mission is to bring help, health care, and supplies to communities in need. On both of these missions, Rosado traveled to hard-to-reach areas and worked in uncomfortable conditions with limited resources to ensure that vulnerable people were protected against the flu. The devastation left by Hurricane Maria could have made the area vulnerable to a flu epidemic. Initiatives like these help prevent such epidemics.



## Individual Practitioner

### *National Winner*

Andrew DeMotto, PharmD, BCPS, NCPS

Whiteriver Indian Hospital, Whiteriver, AZ



Andrew DeMotto, PharmD,  
BCPS, NCPS

**LCDR Andrew DeMotto, PharmD, BCPS, NCPS,** is a clinical pharmacist for the U.S. Public

Health Service Commissioned Corps. He was instrumental in the development of the pharmacy-managed immunization clinic for Whiteriver Indian Hospital, which serves about 17,000 Native Americans on the Fort Apache Reservation in Arizona. The clinic is unique in that it allows pharmacists to provide all immunizations to patients of

all ages on a walk-in basis. To date, more than 10,000 patients have been immunized with more than 21,000 vaccinations at the clinic.

As director, LCDR DeMotto oversees about 20 pharmacist-immunizers. He puts in numerous hours serving as the Vaccines for Children site manager, saving the hospital about \$500,000 annually. He has delivered multiple national presentations and served as instructor for an immunization training course, and he also leads a national immunization subcommittee. LCDR DeMotto has been highly involved in community outreach programs, including coordination of the Annual Mass Vaccination Clinics. These large, multidisciplinary efforts have vaccinated more than 1,000 patients in a single day. He and his team also partnered with two local day care centers, bringing vaccination rates from 8% to 98% fully immunized within 1 year. Extending his efforts beyond the pharmacy, LCDR DeMotto has assisted Johns Hopkins University in the study of a new investigational vaccine.





## Individual Practitioner

### *National Winner*

Holly E. Gurgle, PharmD, BCACP, CDE

University of Utah/ARUP Family Health Clinic  
Salt Lake City, UT



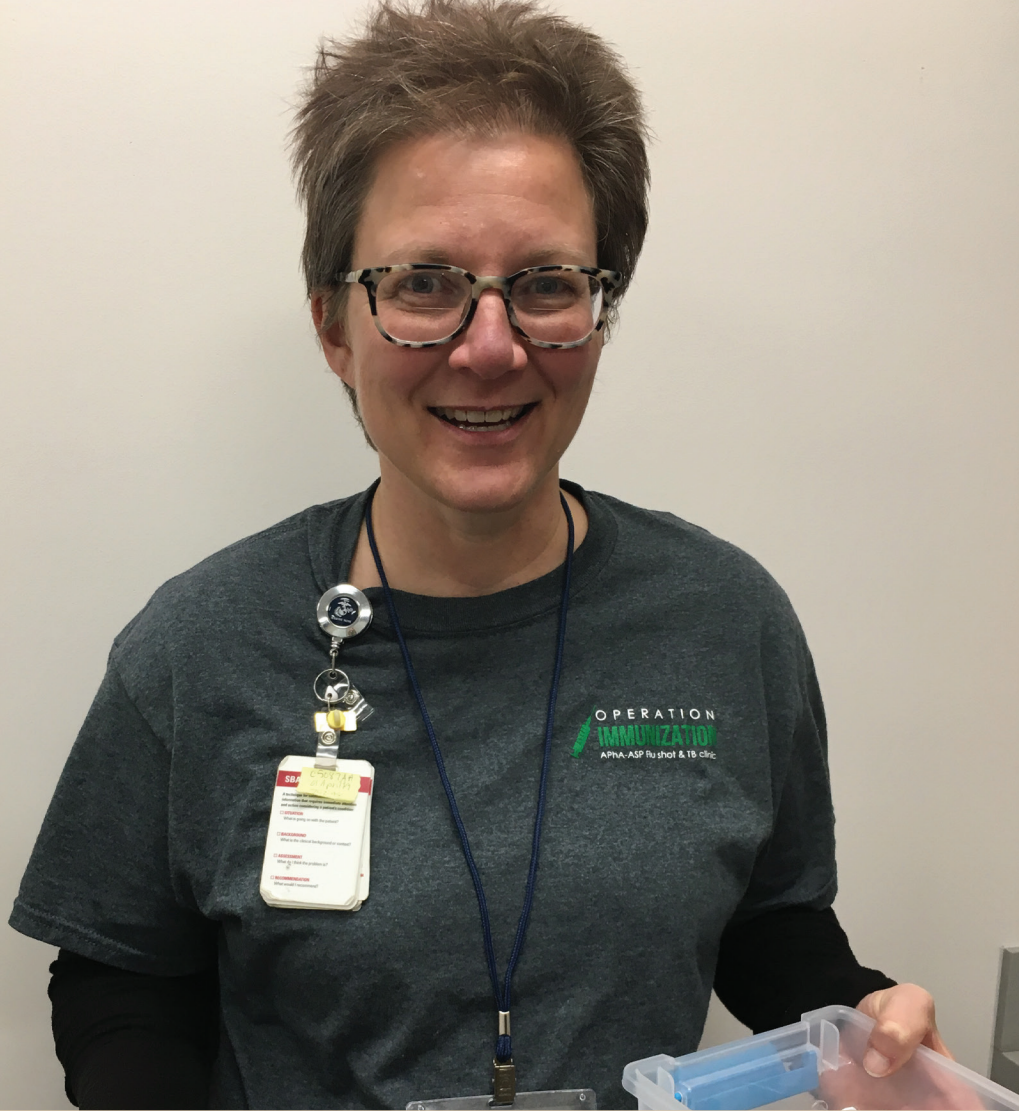
Holly E. Gurgle, PharmD,  
BCACP, CDE

In the family health clinic at ARUP Laboratories, **Holly E. Gurgle, PharmD, BCACP, CDE**—despite the demands of disease-state and complex-medication management—takes the time to ensure that all patients are up to date on vaccines. Because the clinic is for laboratory employees and their families, its patient population has high occupational risk for exposure to blood-borne pathogens, such as hepatitis B, measles, and mumps. Gurgle is committed to ensuring all are protected by vaccines against these occupational hazards wherever possible.

Administering 30 vaccines a month herself through complex care visits, new employee vaccination visits, and travel medicine visits, Gurgle demonstrates particular expertise in addressing the concerns of vaccine-hesitant parents and frightened children. Her annual Halloween flu clinic, at which staff are encouraged to don costumes, helps alleviate patients' anxiety.

Committed to the oft-overlooked area of travel vaccines, Gurgle developed a travel health protocol through which pharmacists can administer travel vaccines based on CDC guidance. Her travel health elective at the University of Utah College of Pharmacy prepares PharmD students to provide travel medicine services.

Known across the health sciences campus as the immunization expert, Gurgle teaches immunization schedules, technique, and safety to health profession students across disciplines. She coordinates the facilitators who train more than 150 pharmacist immunizers annually. Gurgle further educates pharmacist-immunizers through continuing education presentations, such as "Get With the Schedule! Pediatric Immunization Updates and Working with Vaccine-Hesitant Parents."



## Friend of Pharmacy Past Recipients

**2016:** Bruce Gellin, MD, MPH

**2015:** Paul Jarris, MD, MBA

**2014:** William Schaffner, MD

**2013:** Carolyn Buxton Bridges, MD

**2012:** Deborah Wexler, MD

**2011:** Elizabeth Rosenblum, MD

**2010:** RADM Newton E. Kendig, MD

**2009:** Litjen "LJ" Tan, PhD

**Friend of Pharmacy:** an individual who is a non-pharmacist and has supported, facilitated or advocated for pharmacists' role in immunizations. Individuals could include a coalition leader, community leader, policy maker, physician, public health official, reporter, etc.



# Friend of Pharmacy

*National Winner*

**Kimberly Battreall, LPN**

University of Nebraska Medical Center–Student Health,  
Omaha, NE



Kimberly Battreall, LPN

**Kimberly Battreall, LPN**, a nurse in the Student Health Clinic at University of Nebraska Medical Center and an adjunct faculty member in the College of Pharmacy, is a champion for immunizations and for pharmacists as immunizers. In 2015, when pharmacist interns from the College of Pharmacy provided flu shots to student pharmacists at an after-hours flu clinic, they had an idea. If pharmacist interns provided all the influenza vaccines on campus, they could improve access and efficiency and

get more training. Battreall loved the idea and championed it with university administration, and this phase of Operation Immunization was born.

Today, pharmacist interns provide flu vaccines for all students on the Medical Center Campus as well as faculty, staff, and administration at the College of Pharmacy. Through this program, pharmacist interns gain additional training as well as the opportunity to raise awareness of their clinical skills and scope of practice. Since the program's implementation, the campus has seen a statistically significant increase in the uptake of flu shots among students. Battreall is now assisting in a student pharmacist initiative to bring flu vaccines to people in Omaha who are homeless. As a rare nonpharmacist adjunct faculty member in the College of Pharmacy, Battreall teaches in the APhA immunization certification program to second-year student pharmacists.



## Corporation/Institution Past Recipients

**2017:**

**National Winner**

Norton Sound Health Corporation

**2016:**

**National Winner**

Giant Eagle Pharmacy

**Honorable Mention**

Realo Discount Drugs, SUPERVALU Pharmacies

**2015:**

**National Winner**

Walgreens Co.

**Honorable Mention**

H-E-B Pharmacy

**2014:**

**National Winner**

Safeway

**Honorable Mention**

Osterhaus Pharmacy

**2013:**

**National Winner**

Target

**Honorable Mention**

CVS Caremark

**2012:**

**National Winner**

Rite Aid

**Honorable Mention**

Children's Medical Center- Dallas, TX

**2011:**

**National Winner**

Walgreens

**Honorable Mention**

Tim Mitchell Medical, Inc.

**2010:**

**National Winner**

The Kroger Co. Family of Pharmacies

**Honorable Mention**

West Milford Pharmacy

**2009:**

**National Winner**

Safeway



# Corporation/Institution

## *Honorable Mention*

### Fred's Pharmacy Memphis, TN



Tonya Shackelford, RPh  
*Director, Clinical and  
Professional Services*

**Fred's Pharmacy**, located in small rural towns across the Southeast, empowers its pharmacists to seek solutions that work to meet the health care needs of their patients. Many Fred's patients have no other source of health care for many miles. Fred's pharmacists help improve access to vaccines by delivering them to home-bound patients and partnering with area employers and community organizations to offer vaccines offsite.

In Indiana, Fred's pharmacists travel 4 hours to administer flu shots to coal miners in a remote, underserved community. When Hurricane Harvey threatened the timely delivery of vaccines to a location in DeQuincy, LA, the company rerouted the shipment to Mississippi. Upon arrival of the order, a Fred's driver drove 3 hours to retrieve the vaccines and another 3 hours to deliver them to their intended destination to ensure his community had the flu, tetanus, and hepatitis vaccines it needed. When the Huntingdon, AL, Elks Lodge received a one-time \$1,500 grant from the American Legion, a Legion member and Fred's pharmacy technician arranged for the grant to support a free flu shot clinic for underserved communities in the area.

Fred's Pharmacy partners with Samford University's McWhorter School of Pharmacy to help train student pharmacists as immunizers. Through the partnership, Fred's has provided students with opportunities to practice their skills in immunization clinics at companies, fire departments, and community organizations.





# Corporation/Institution

National Winner

## Albertsons Companies

Boise, ID



Davin Patel, PharmD,  
BCACP  
Patient Care Services  
Coordinator

In 2017, Albertsons pharmacists protected an additional 58% of their patients against tetanus, 26% against human papilloma virus, and 12% against travel illnesses. They owe this increase to a number of new initiatives. Alberstons Companies advocated for the expansion of the pharmacy technician’s role in immunization in several states. When technicians gained authority to immunize in Idaho, Albertsons pharmacies were the first in the nation to implement the practice, which helped streamline workflows and increase vaccination rates. In Massachusetts, Albertsons

pharmacists successfully advocated for authority to vaccinate children aged 9 years and older. In New Hampshire, Albertsons’ advocacy efforts gained pharmacists the authority to administer five new vaccines. Albertsons pharmacists assess whether patients getting a flu shot need other vaccines, write a list of needed vaccines, and have the patient initial next to each vaccine they decline.

Albertsons reports to immunization registries regardless of state law requirements. Work is under way for Albertsons to connect to all immunization registries in the states where they operate by the end of 2018. Through monthly wellness events, Albertsons pharmacies raise awareness about a different vaccine-preventable disease each month. On average, each event protects 5,000 more patients against vaccine-preventable illnesses. The company has responded to disease outbreaks and natural disasters in Washington and California by donating and administering vaccines whenever appropriate.







## Outstanding Career Achievement Past Recipients

**2012:** Dennis Stanley, RPh

**2010:** Stephan L. Foster, PharmD, FAPhA

# Outstanding Career Achievement

## *National Winner*

William L. Atkinson, MD, MPH

Immunization Action Coalition, Saint Paul, MN



William L. Atkinson, MD,  
MPH

**William L. Atkinson, MD, MPH,** helped bring to life APhA's Pharmacy-Based Immunization Delivery: A National Certificate Program for Pharmacists some 20 years ago. Atkinson was a major physician advocate who championed the role that pharmacists could play in immunization. He gave the movement the credibility it required to advance. At a time when many in medicine were skeptical of a role for pharmacists as immunizers, Atkinson embraced the idea as one with the potential

to improve public health. As training team lead for the immunization services division at CDC for many years, Atkinson facilitated the process of attaining CDC recognition of the certificate program for its quality and content regarding vaccines and the delivery of immunizations. He was on the original faculty for the APhA Immunization CTP, joining pharmacists in providing instruction for the first program in Jackson, MS, in 1996. In 2006, Atkinson was awarded Honorary Membership in the American Pharmacists Association. He believed then as now that pharmacists in local communities are uniquely positioned to advocate for vaccination, particularly in some of the most vulnerable communities.





## Partnership Past Recipients

<b>2017:</b> <b>National Winner</b> Margie Padilla <b>Honorable Mention</b> Michigan Pharmacists Association	<b>2014:</b> <b>National Winner</b> White County, Arkansas Local Health Unit <b>Honorable Mention</b> Lifetime Health Medical Group	<b>2012:</b> <b>National Winner</b> University of Missouri– Kansas City School of Pharmacy <b>Honorable Mention</b> Tieton Village Drugs	<b>Honorable Mention</b> USPHS/ISH/Phoenix Indian Medical Center
<b>2016:</b> <b>National Winner</b> Maryland Partnership for Prevention <b>Honorable Mention</b> Cape Fear Clinic	<b>2013:</b> <b>National Winner</b> The University of Texas at El Paso Student Health Center <b>Honorable Mention</b> IPHARM	<b>2011:</b> <b>National Winner</b> The Buffalo Psychiatric Center New York State Office of Mental Health	<b>2010:</b> <b>National Winner</b> Touro College of Pharmacy <b>Honorable Mention</b> Washington State University College of Pharmacy
<b>2015:</b> <b>National Winner</b> Garth Reynolds, Illinois Pharmacists Association			<b>2009:</b> <b>National Winner</b> Oregon Pharmacists Association

# Partnership

## National Winner

### Project VACCINATE

Seattle, WA



Peggy Odegard, BS  
Pharm, PharmD, CDE  
*Principle Investigator  
and Professor*



Jennifer Bacci, PharmD,  
MPH, BCACP  
*Co-Principle Investigator  
and Assistant Professor*

Likely the largest partnership effort to improve adult immunization care in Washington State, Project VACCINATE created a real-world immunization neighborhood across western Washington communities through effective collaboration, coordination, and communication among key stakeholders, including patients. Co-led by Peggy Odegard and Jenny Bacci from the University of Washington School of Pharmacy (UWSOP), Project VACCINATE brought together Bartell Drugs, Quality Food Centers, the Washington State Health Care Authority, Washington State Pharmacy Association, Washington State Department of Health, Scientific Technologies Corporation, and UWSOP to implement innovative methods for enhancing adult immunization care in 70 community pharmacies.

In addition to facilitating the bidirectional sharing of immunization information across health care partners via increased use of the immunization information system, the project created a communication hub for partners to share patient outreach, workflow, tools, and training best practices. Project partners further collaborated to design and pilot a value-based incentive model to provide financial incentives for increasing adult immunizations. Partners also enhanced pandemic vaccine preparedness via a facilitated discussion focused on activating the existing Washington Statewide Pharmacy-Local Health Jurisdiction Memorandum of Understanding. In one year, Project VACCINATE brought about a 14% increase in the number of influenza, pneumococcal, herpes zoster, and pertussis vaccinations provided to adults aged 18 years and older. This increase translated to approximately 10,000 more vaccines administered over the previous year.



Project VACCINATE is supported in part, by Federal Award Identification Number, 1H23IP000985. Project VACCINATE is part of a larger pharmacy demonstration initiative ("the Project") with 3 sub-awardees spanning 4 states. Through its cooperative agreement, the Centers for Disease Control and Prevention funded \$800,000 (73%) of the \$1.1 million Project, with the National Association of Chain Drug Stores contributing an additional \$300,000 (27%).



## Community Outreach Past Recipients

**2017:**  
**National Winner**  
Duquesne University  
School of Pharmacy

**2016:**  
**National Winner**  
Pratik Patel  
**Honorable Mention**  
West Penn Hospital  
Immunization Clinic

**2015:**  
**National Winner**  
Mayank Amin

**Honorable Mention**  
Safeway Pharmacy

**2014:**  
**National Winner**  
Monali Majmudar  
**Honorable Mention**  
Allison Dering-  
Anderson

**2013:**  
**National Winner**  
University of California-  
San Diego Student-  
Run Free Clinics

**Honorable Mention**  
University of Oklahoma

**2012:**  
**National Winner**  
University of Illinois  
at Chicago College  
of Pharmacy

**2011:**  
**National Winner**  
Pequot Pharmaceutical  
Network (PRxN) FluCru

**Honorable Mention**  
University of Georgia  
College of Pharmacy

**2010:**  
**National Winner**  
Ukrop's Pharmacy  
**Honorable Mention**  
Share Our Selves  
Free Medical Clinic

**2009:**  
**National Winner**  
HEB

# Community Outreach

## *Honorable Mention*

Brandy Turner, PharmD

Richmond, VA



Brandy Turner, PharmD

**Brandy Turner, PharmD**, extends her reach beyond the patient population at the Richmond Walgreens where she practices and into the community to maximize immunization rates. Through the Virginia Department of Health, Virginia Office of Disability Services, and other government offices, she identifies underserved communities in need of vaccines. With voucher support she requests from CDC, Turner has helped provide vaccines to these underserved communities, including Richmond County Public Schools,

government housing projects, and others. Partnering with local businesses and organizations, including Virginia Commonwealth University/Medical College of Virginia, Capital One, Delta Airlines, and the YMCA, she educates the organizations on the health savings that vaccines bring and arranges for employees to receive flu shots. Turner's outreach efforts have increased the number of influenza vaccines administered at Richmond Walgreens pharmacies by more than 6,000 in the last year.







# Community Outreach

*National Winner*

## Reeves-Sain Drug Store

Murfreesboro, TN



Jason Greene, PharmD  
Vice President of Retail  
Pharmacy Operations

Reeves-Sain Pharmacy in Murfreesboro, TN, offers many vaccines that are not available anywhere else in the county. The local expert in travel vaccines, Reeves-Sain has provided more than 750 vaccines, in addition to flu shots, this year alone. The Rutherford County Health Department, along with many area health care providers, refers all individuals seeking travel immunizations to Reeves-Sain. The pharmacists ensure that rare vaccines required for international travel—ones that are often

too costly or impractical for medical practices to keep in stock—are readily available.

Pharmacists at Reeves-Sain go to great lengths to improve immunization awareness and uptake. They have provided immunizations at 49 offsite clinics this year through partnerships with the University of Tennessee College of Pharmacy and the Rutherford County Health Department. Reeves-Sain pharmacists routinely travel throughout the state to provide immunizations to hospice staff, residents of assisted-living facilities, church groups, and veterans groups. Reeves-Sain pharmacists have presented nationally on the topic of immunizations. University of Tennessee College of Pharmacy's PGY1 residency, which is based at Reeves-Sain, places special emphasis on immunization. With the mentorship of Reeves-Sain, residents have authored research papers on immunization for publication in peer-reviewed journals.





Pharmacy Team Member Past Recipients

2017:  
**National Winner**  
Celia Sadler

2016:  
**National Winner**  
Kathie Smith

2015:  
**National Winner**  
Louis Jimenez III

2014:  
**National Winner**  
Marianne Reed

2013:  
**National Winner**  
Debbie Isakson

2012:  
**National Winner**  
Micheline Gleason

# Pharmacy Team Member

*National Winner*

Cecilia Dudero, CPhT

Walgreens, Santa Clara, CA



Cecilia Dudero, CPhT

**Cecilia Dudero, CPhT**, offers flu shots to every patient and their family members that she encounters at the Walgreens in Santa Clara, CA, where she is a pharmacy technician. Because she builds relationships with all the patients she serves, patients trust Dudero's recommendations. She makes sure patients know which vaccines their insurance plans cover and that there will no additional charge to the patient for those vaccines. She also educates them on the importance of keeping vaccines up to date,

especially for families who have children and seniors in their households. Dudero never misses an opportunity to spread the word about vaccines. At a blood pressure event where she assisted at a local senior facility, she educated all the seniors about flu, shingles, and pneumonia vaccines. When she has downtime in the pharmacy, she hits the sales floor to ask customers whether they've had a flu shot.

# Examples of Immunization Activities From the

- This pharmacist blends his outreach activities with his duties as a preceptor and student mentor, which not only strengthens students' capacity to meaningfully engage with patients in a culturally competent manner; but also, inculcates future generations with the same commitment to community engagement, empowerment, and well-being.
- This pharmacist reaches out to several Senior Centers offering vaccine inoculations to older adults who may not have otherwise had the opportunity to get vaccinated. These underserved low-income communities have known health disparities due to inability to access health providers, pharmacies, affordable medicine and food. He participates in health fairs where the immunizations are a featured service. Many of the senior centers invite other community organizations to participate who also invite their clientele to participate.
- The only challenge is trying to increase outreach to some of the faith-based communities, neighborhood associations, and high-rise apartment housing. Sometimes it is challenging finding a 'point person' to contact in order to bring the services directly to these groups.
- Trust is a huge barrier that exists between pharmacists/healthcare providers and the community. The pharmacist trained us to be better communicators and trust builders by helping us strengthen our competency and confidence in the delivery of our messages to improve immunization and overall health awareness. He planned a collaboration with a city school to further spread immunization and community health awareness to our young generation. He felt that there was an important need to educate and provide care to the children of the community so that the children can pass that enthusiasm and awareness to the parents.
- The pharmacy team takes its immunization efforts far beyond clinic walls into the community. After Hurricane Irma and Maria, this community pharmacy has done two immunization clinics out in the community. So far, at this small town the pharmacy personnel have immunized 767 patients against the flu.
- Faculty and students do a clinic with blood pressure screenings and education in a particular topic. At that moment students screened for missing vaccines, educate patients on the importance of receiving the missing immunization. Clarifying any misconception that patients have like "if I get vaccinated I will get the diseases", "every time I get vaccinated I end -up in the hospital"
- We have develop brochures to educate patients and costumer on the importance of receiving missing immunizations. With these encounters face to face with the patients we have improve the vaccinations rates among our patients.
- The Institute developed the annual Community Outreach to administer free influenza vaccines to surrounding underserved communities. They obtained a non-patient specific standing order from the Department of Health (DOH) to administer vaccines by immunization-trained and appropriately-credentialed faculty. The Institute is committed to providing the DOH with monthly updates on the number of vaccines administered and to request patient consent to have the administered vaccines recorded in a patient profile within the Immunization Registry (CIR). The CIR provides a web-based central portal whereby all administered vaccines can be documented. This gives healthcare providers access to a centralized location containing vaccine history, prevents unnecessary confusion of vaccination administration and potential vaccination errors, and provides optimal patient/preventative care. All patients immunized by the Institute's program were provided with documentation of the vaccine they received (along with information to share with their primary care physician), and all patients were offered the opportunity to have their primary care provider contacted to confirm vaccination.
- The pharmacist coordinated a "Take a Shot. Give Back." flu immunization non-profit charity event. This was a total team effort. Each store selected a local non-profit charity of choice to donate a portion of the immunization proceeds.



# More Than 65 Award Nominations Received

- The pharmacist has worked with pharmacy residents to conduct research and author the papers for publication in nationally recognized medical and pharmacy journals on topics ranging from Tdap to zoster to flu.
- The County Health Department no longer serves the general population with needed travel vaccines, referring individuals seeking travel immunizations to the community pharmacy instead. The pharmacy has become the go-to provider for travel immunizations within the area. In addition, many area physicians and health practitioners also refer patients to the pharmacy for their travel immunization needs. The pharmacists ensure that rare vaccines required for international travel – ones that are often too costly or impractical for medical practices to keep in stock – are readily available.
- The pharmacist has gone to patient's homes to administer vaccinations and has immunized many patients at the pharmacy.
- The pharmacist has been very proactive in canvassing the local school board and involving the high school nurse to set up the immunization clinics there. She has also worked with the local volunteer fire hall medical chief to set up clinics there. They shared the knowledge that if the firefighters and, drivers and crew were sick, they could not respond to fire calls.
- Our slogan for the flu shot clinic this year was "Don't Let the Flu Bug Get You or Someone You Love." By giving people the opportunity to get vaccinated where it was convenient for them showed that we really cared about them.
- The pharmacist supports the Influenza vaccination program in Latin-American Consulates during the Binational Health Month in October. She facilitates the delivery of vouchers for minorities and increases influenza vaccine administration in waiting rooms of Latin American consulates in Miami.
- WISH-TV day was created to help raise flu vaccine awareness and provide vaccines. The pharmacist helped coordinate live news feeds on days leading up to the event, on-air vaccination of the State Surgeon General, and TV interviews with local government officials. They also worked with the TV station to provide live on air Facebook interviews, reaching over 250,000 followers on their page.
- The pharmacist was requested to be part of a mission to the neighborhood of Tetuan, an isolated community in Utuado where people have a limited access to medical services, food or other clinical services. She was part of a group of volunteers who brought health, wellness and hope to this community of difficult access. Escorted by the police, they were accompanied by a group of doctors and other professionals to protect these people against Flu, through the immunization service.
- The pharmacist works with many Local businesses providing Influenza vaccinations and promoting preventive health services. She takes advantage of the opportunity to educate these organizations on the health savings these types of services can provide for their employees and the company or organization.
- The pharmacist's strength with her patients is her attention to care. She is one of those individuals that knows everyone's name, she remembers kids and parents names, and tries to learn a little bit about everyone so she can help them. She doesn't give up--she will continue to ask and talk to patients even if the last visit to the pharmacy they said they were not interested in an immunization.
- Immunization training modules and monthly immunization newsletters were created and shared with the Pharmacy team. Talking points were developed to facilitate patient encounters. Partnering with a vaccine manufacturer, Pharmacists were invited to participate in educational webinars. Several tools were developed to aid the Pharmacy Team in clinical decision making:

vaccine administration forms, pre-printed immunization prescription pads, and counseling sheets for vaccines. A flu shot stamper was created to add a flu shot question to face-to-face patient encounters. Working with manufacturers, patient signage raised awareness while workflow enhancements identified those targeted patients.

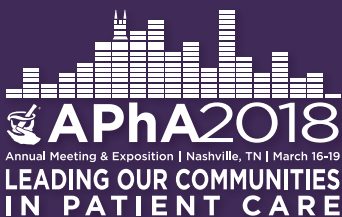
- Immunization clinics were paired up with other wellness events, such as biometric screenings, to increase access to vaccination. Organizations participating in the off-site immunization program were also offered flu shot vouchers for patients who could not attend a clinic—the voucher could be used at the pharmacies to receive a flu shot at their convenience.
- Our pharmacy teams are recognized in a monthly "We See You" column to celebrate their achievements in various areas (ex. shingles vaccinations, influenza vaccinations). We additionally celebrate National Pharmacy Technician Day by acknowledging technicians' efforts towards increasing their vaccination rates in their communities. The technicians are highlighted in our store communications and they receive a certificate as well.
- The pharmacy corporation has made a commitment to report to all state immunization registries that are willing and able to accept immunization data, regardless of requirement by state law. The company is expected to be connected to all immunization registries by the end of 2018.
- Company pharmacists are encouraged to work closely with the local department of health to find opportunities to fulfill a need.
- To improve vaccination rates for vaccine preventable illnesses, the pharmacy corporation hosted monthly immunization wellness events. Each wellness event was slightly different but all spanned a duration of one or two weeks and focused on actively engaging customers and the community on one vaccination (i.e. pneumo, Tdap, and shingles). All stores participated in these events, and pharmacists were encouraged to display educational materials on why patients should be vaccinated, deliver immunization presentations in the community, set up off-site clinics, partner with community organizations, host events to vaccinate employees, and actively screen patients for and recommend vaccination at the pharmacy. On average, each event protected 5,000 more patients against vaccine preventable illnesses.
- The pharmacy updated the immunization intake and documentation form to require pharmacists to do a comprehensive immunization assessment with all immunizations. Pharmacists documented their recommendations for immunizations including Tdap, shingles, PCV13, and PPSV23. To encourage patients to take a proactive role in preventative health, pharmacists asked patients to initial the pharmacist recommendations that they did not want to accept. Implementing this standardized tool ensured that pharmacists completed a comprehensive immunization assessment on every patient. During this flu season, this standardized tool contributed to company pharmacists protecting 12% more patients against pneumococcal pneumonia and 14% more patients against tetanus, diphtheria and pertussis.
- Community pharmacists had the privilege to vaccinate hundreds of coal miners against influenza that do not readily have access to healthcare. Pharmacists travel up to four hours round trip to administer the immunizations on-site at the coal mines. The pharmacy has developed a true healthcare partnership to meet a need in this remote, underserved community.
- The pharmacist often encountered patients with prescription insurance that did not cover their immunizations. This was a barrier since she was not able to vaccinate these patients. Fortunately, she was able to refer these patients to a medical clinic who was able to accept medical insurance for immunizations. He ensured no patients left without receiving the immunizations and also followed up with them when needing to order more vaccinations if they were looking to receive ones unavailable.
- The pharmacy provides a novel way for patients to record, store, and share their vaccination history with their providers. Through an app, patients could scan a QR code on their Pharmacy receipt which would populate the vaccine, date and place of administration they received a

particular vaccine. Patients could also manually input their vaccine history into this app and share it with any of their providers. Patients could also access the most up to date VIS for their vaccines on this app.

- The lead pharmacist sees all challenges as opportunities and rapidly comes up with a solution that helps the pharmacists and organizations as a whole.
- The pharmacist has facilitated 2 focus group sessions with key leadership in 5 districts to drive immunization rates, particularly in the senior population. As a result, he has worked with his store manager to send weekly communication with best practices and tips for the week. He has shared methods for our front end team members to refer customers to the pharmacist for recommendations. He has worked closely with our Beauty Consultants so that they can refer clients to our pharmacist and build trust in the quest to help customers feel well. In one recent week, a Beauty Consultant referred 9 clients to the pharmacist, all of which resulted in a vaccination.
- This is a proud moment for Israeli pharmacy and a hugely important one for healthcare in this country in general. The public in Israel was previously limited to health clinics when it came to getting influenza vaccination. While this is but the first year having the authority to administer, public reaction is more than favorable. I know that this is the right thing to do! Local physicians, after some initial skepticism, are now forwarding their patients to us to get their flu shots. This is increasing immunization rates substantially both by having physicians support the concept and by people speaking to one another and telling about the experience. As a neighborhood pharmacy I have no doubt that our community will be more immunized this year than ever before.
- The pharmacist's work has improved immunization rates and education by having open and honest communications with patients at every offsite clinic we conduct as well as every patient we interact with in the store. He improves access to immunizations for underserved communities by volunteering to visit their community centers or churches and administer vaccines covered under a voucher program. He actively works in the community to build relationships with partner businesses and medical facilities to support their employees' and patients' needs to maintain a healthy life. He also follows up with patients that are new to our pharmacy after a vaccine and make sure they didn't have any concerning reaction or any follow-up questions.
- The pharmacist has overcome the coverage challenge by identifying payors early in the season that cover additional vaccines at no charge to the patient and keeps an ongoing "cheat sheet" of those plans. This allows him to promote specific vaccines to patients as needed and as covered while simultaneously supporting their financial needs and healthcare needs.
- The pharmacy implemented a new innovation developed by a third party, a bi-directional immunization interface. The interface enabled more proactive immunization promotion by community pharmacists rather than reactive immunization promotion (i.e., only asking about or providing vaccinations upon patient request). The interface facilitated proactive immunization promotion by enabling immunization forecasting. Pharmacists used the forecasting results to anticipate needs and proactively engage patients about their immunization needs using individualized communication strategies. The interface also enabled increased sharing of immunization information across healthcare partners via documentation in the state immunization information system.
- The pharmacy performed community outreach by flying pharmacists and student pharmacists over 44,000 square miles in order to increase access to vaccinations in remote villages. These clinics provided vaccination opportunities to roughly 10,000 patients. The collaboration with the school systems has tripled our vaccinated pediatric population.

## **Thank you**

to the more  
than 320,000  
trained  
pharmacists  
who are  
improving  
the public  
health of their  
communities.



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