

# Vaccine Management Plan

## KEEP YOUR MANAGEMENT PLAN NEAR THE VACCINE STORAGE UNITS

The California VFC Program requires each practice to maintain a vaccine management plan for routine and emergency situations. This template includes space for information about the practice such as guidelines, protocols, contact information, and staff training. VFC Field Representatives may ask to review it during compliance and unannounced storage and handling site visits.

**Instructions:** Review and update your plan at least once a year. Ensure that all content in each section (including emergency contact information and alternate vaccine storage location) is up to date. Make sure key practice staff sign and acknowledge the signature log whenever your plan is revised.

## Section 1: Important Contacts

### KEY PRACTICE STAFF & ROLES

Office/Practice Name	VFC PIN Number
Address	

Role	Name	Title	Phone #	Alt Phone #	E-mail
Provider of Record					
Provider of Record Designee					
Vaccine Coordinator					
Backup Vaccine Coordinator					
Immunization Champion (optional)					
Receives vaccines					
Stores vaccines					
Handles shipping issues					
Monitors storage unit temperatures					

### USEFUL EMERGENCY NUMBERS

Service	Name	Phone #	Alt Phone #	E-mail
VFC Field Representative				
VFC Call Center		1-877-243-8832		
Utility Company				
Building Maintenance				
Building Alarm Company				
Refrigerator/Freezer Alarm Company				
Refrigerator/Freezer Repair				
Point of Contact for Vaccine Transport				

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## Section 2: Equipment Documentation

### VACCINE STORAGE UNIT/LOCATIONS AND MAINTENANCE

Maintenance/Repair Company

Phone

Unit Type	Unit/Location ID	Brand	Model	Type of Service
Refrigerator				
Refrigerator				
Refrigerator				
Refrigerator				
Freezer				
Freezer				
Freezer				
Freezer				

Location of completed temperature logs

### TEMPERATURE MONITORING DEVICE (DATA LOGGER) MAINTENANCE

Calibration Company/Laboratory		Contact		Phone	
Calibration Company/Laboratory		Contact		Phone	
Location of Certificates of Calibration					
Location of Backup Data Logger					

Temperature Monitoring Device Model/Serial Number	Primary?	Backup?	Calibration Expiration Date	Alarm Setting Low	Alarm Setting High

# Vaccine Management Plan

## Section 3: Summary of Key Practice Staff Roles and Responsibilities

This document highlights key duties of designated vaccine management staff. However, all personnel working with vaccines should be familiar with VFC Program requirements.

### PROVIDER OF RECORD

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- Oversees key practice staff to ensure VFC Program requirements are met.
- Completes required EZIZ training lessons.
- Designates one provider as the Provider of Record Designee responsible for ensuring all VFC Program requirements are met when the Provider of Record is not available.
- Complies with all federal vaccine management requirements, including key areas outlined in this plan.
- Designates one staff as the Backup Vaccine Coordinator responsible for vaccine management when the primary Vaccine Coordinator is not available.
- Authorizes and reports staffing changes regarding the Vaccine Coordinator, Backup Vaccine Coordinator, Provider of Record, and Provider of Record Designee to the VFC Call Center.
- Meets and documents required annual training for the practice's vaccine management staff.
- Ensures that vaccine management staff are knowledgeable of VFC Program requirements for temperature monitoring and vaccine storage.
- Ensures that the practice's vaccine inventory management is consistent with VFC Program requirements.
- Ensures that the practice's vaccine storage units and temperature monitoring devices meet VFC Program requirements.
- Updates and revises vaccine management plan at least annually and when necessary.
- Reviews VFC Program requirements and management plan with staff at least annually and when necessary.
- Participates in VFC Program compliance site visits.

### PROVIDER OF RECORD DESIGNEE

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- Completes required EZIZ training lessons.
- Meets responsibilities listed above for the Provider of Record in his/her absence.

### VACCINE COORDINATOR

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- Completes required EZIZ training lessons.
- Meets responsibilities described in the [Vaccine Coordinator job aid](#).
- Oversees the practice's vaccine management plan for routine and emergency situations.
- Monitors vaccine storage units.
- Maintains VFC-related documentation in an accessible location.
- Participates in VFC Program compliance site visits.

### BACKUP VACCINE COORDINATOR

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- Completes required EZIZ training lessons.
- Meets responsibilities described in the [Vaccine Coordinator job aid](#) when the primary Vaccine Coordinator is not available.

### IMMUNIZATION CHAMPION

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Consider assigning the role of Immunization Champion to focus on ensuring providers and staff are knowledgeable about IZ schedules, vaccine products and dosages, and on improving coverage levels. This is not an official role, but practices and clinics that assign an Immunization Champion often have better compliance rates. The Immunization champion:

- Ensures staff know how to and are completing VFC eligibility screening and documentation consistently.
- Ensures vaccinators are consistently pulling from private or VFC stock as instructed in written orders.
- Ensures vaccinators are urging parent/guardian to schedule follow-up doses before leaving.
- Ensures vaccinators are educating patients and their parent/guardian about immunizations.
- Researches and collaborates with provider to implement essential immunization strategies practice-wide.

# Vaccine Management Plan

## Section 4: Management Plan for Routine Situations

### INITIAL EQUIPMENT SETUP

- Use or purchase vaccine refrigerators and freezers that meet VFC Program requirements. (Refer to “Vaccine Storage Unit Specifications”.)
- Configure all vaccine storage units to meet VFC Program requirements. (Refer to “Configuring Vaccine Storage Units”.)
- Use or purchase temperature monitoring devices that meet VFC Program requirements. (Refer to “Data Logger Specifications”.)
- Configure all temperature monitoring devices to meet VFC Program requirements. (Refer to “Configuring Data Loggers”.)
- Post [VFC-supplied temperature logs](#) on vaccine storage unit doors, or nearby in an accessible location.
- Do not store vaccines in storage units until temperatures are stable (refrigerators at around 40.0°F and freezers below 0.0°F) for 3–5 days.

### DAILY TASKS

#### Temperature Monitoring

- Read and record CURRENT, MIN, and MAX refrigerator & freezer temperatures twice a day, when the clinic opens and before it closes—even if using a continuous temperature monitoring device/data logger. (Refer to “Monitoring Storage Unit Temperatures”.)
- Document temperatures on VFC refrigerator ([Fahrenheit](#) | [Celsius](#)) and freezer ([Fahrenheit](#) | [Celsius](#)) temperature logs.

### BI-WEEKLY TASKS

#### Review and Certify Temperature Data

- Supervisor: Certify and sign that temperatures were recorded twice daily, staff printed names and initials, and corrective actions were taken when the VFC temperature log is complete for each 15-day period.
- Download and analyze data files at the end of every two-week reporting period (when using digital data loggers) to look for temperature trends that might indicate performance issues with vaccine storage units.

### MONTHLY TASKS

#### Physical Vaccine Inventory

- Conduct a careful and accurate physical vaccine inventory and complete the VFC “[Vaccine Physical Inventory Form](#)” or electronic equivalent. (Refer to “Conducting a Physical Vaccine Inventory”.)
- Check vaccine expiration dates and rotate stock to place vaccines that will expire soonest in front of those with later expiration dates.
- Transfer vaccines that will expire within six months to other providers. (Refer to “Transferring Vaccines between Providers”.)

### ANNUAL TASKS

#### Calibration Testing for Temperature Monitoring Devices

- Ship primary and backup temperature monitoring devices for calibration testing annually (or every other year if the manufacturer’s recommendation is for a longer period) following VFC Program requirements. (Refer to “Configuring Data Loggers” for routine maintenance.)
- File certificates of calibration in a readily accessible area, keep them for three years, and present them to VFC Field Representatives for review upon request.

#### Preparation for Vaccine-Related Emergencies

- Review with key practice staff the vaccine management plan’s section on preparing for and responding to vaccine-related emergencies.

# Vaccine Management Plan

## Section 4: Management Plan for Routine Situations (Continued)

### PER PROVIDER SCHEDULE

#### Routine Vaccine Orders

- Return all nonviable vaccines. (Refer to “Reporting Spoiled, Expired, or Wasted Vaccines”.)
- Complete transfers between providers. (Refer to “Transferring Vaccines between Providers”.)
- Determine total doses administered since previous order using VFC daily usage logs (or electronic equivalent). (Refer to “Administering Vaccines”.)
- Conduct a careful and accurate physical vaccine inventory to determine total doses on hand by vaccine. (Refer to “Conducting a Physical Vaccine Inventory”.)
- Submit routine vaccine orders according to provider category and order frequency. (Refer to “Submitting Routine Vaccine Orders”.)

#### Vaccine Deliveries

- Inspect packages carefully and complete VFC “Vaccine Receiving Log and Checklist”. (Refer to “Receiving Vaccine Deliveries”.)
- Open package and inspect for out-of-range temperatures and excess shipping times.
- Check package contents, packing slip, and approved order for discrepancies.
- Store vaccines in areas designated for VFC vaccines with the earliest expiration dates in the front of the vaccine storage unit.
- Complete the VFC “[Vaccine Receiving Log and Checklist](#)” to report any damage or shipment issues.
- Report issues immediately by faxing the completed checklist and packing slip(s) to the VFC Call Center then call for further instructions.

#### Routine Maintenance

- Establish a regular routine for cleaning vaccine storage units. (Refer to “Configuring Vaccine Storage Units” for routine maintenance.)
- Replace batteries in temperature monitoring devices every six months. (Refer to “Configuring Data Loggers” for routine maintenance.)

### AS NEEDED

#### Reporting Temperature Excursions

- Take immediate action to assess the situation and prevent vaccine spoilage.
- Post “Do No Use Vaccines” sign and alert the supervisor.
- Download and review temperature data files for every temperature excursion if using digital data loggers.
- Report excursions at [MyVFCvaccines.org](http://MyVFCvaccines.org) and follow the instructions provided. (Refer to “Reporting Temperature Excursions” for details.)
- Relocate vaccines, if necessary, to an approved site identified in the vaccine management plan following VFC Program requirements. (Refer to “Transferring Vaccines between Providers”.)

#### Returning Vaccines

- Return nonviable vaccines to McKesson within six months of expiration or spoilage for excise tax credit. (See “Reporting Spoiled, Expired, or Wasted Vaccines”)

#### Disposal of Wasted Vaccines

- Properly dispose of wasted vaccines.
- Account for and report wasted vaccines to the VFC Call Center.

# Vaccine Management Plan

## Section 5: Worksheet for Emergency Vaccine Management

The following sections include space for information and necessary actions to take in the event of an emergency, such as unit malfunction, mechanical failure, power outage, natural disaster, or human error.

In an emergency, contact the following people in the order listed:

Role/Responsibility	First & Last Name	Phone #	Alt Phone #	E-mail Address
1.				
2.				
3.				
4.				

Does the clinic have a generator? If so, where is it?

If your clinic does not have a generator, and/or your vaccine storage unit fails, it might be necessary to transport vaccines to an alternate storage location (e.g., a local hospital or another VFC provider). Identify an alternate location(s) that has vaccine storage units and temperature monitoring devices that meet VFC Program requirements.

Alternate Vaccine Storage	Address & City	Phone #	Alt Phone #	E-mail Address

Location of emergency packing supplies

### OTHER USEFUL INFORMATION

**Facility Floor Plan:** Attach a simple floor diagram identifying the location of key items needed during an emergency: circuit breakers, flashlights, spare batteries, keys to secured cabinets, backup digital data logger, vaccine storage units, coolers, packing materials, etc.

# Vaccine Management Plan

## Section 6: Management Plan for Emergency Situations

Use the following guidance for safeguarding vaccines in the event of planned or unplanned power interruptions (e.g., power outages, weather-related circumstances, building maintenance/repairs, etc.).

### CHECKLIST: BEFORE AN EMERGENCY

Proper preparation for emergency situations is essential for protecting the viability of vaccines. Use the following checklist to help ensure practices are ready for planned or unexpected situations that might impact vaccines.

Step	Description
1.	Maintain current emergency contact information for key practice staff.
2.	Maintain current contact information for alternate vaccine storage location(s), including the facility name, address, and telephone number.
3.	Be familiar with backup power sources for commercial- and pharmacy-grade units.
4.	Stock vaccine packing and transport supplies, including a hard-sided cooler, frozen gel packs, and bubble wrap.
5.	Keep copies of the VFC " <a href="#">Refrigerated Vaccine Transport Log</a> " and " <a href="#">Frozen Vaccine Transport Log</a> " and floor plans (when available) for easy access during a vaccine-related emergency.
6.	Review (at least annually) the steps key practice staff must take to protect vaccines during short- or long-term outages.

### DURING AN EMERGENCY

Follow these instructions during vaccine-related emergencies in compliance with VFC Program requirements and best practices.

Step	Description
1.	Do not open the unit.
2.	Place a "DO NOT OPEN" sign on vaccine storage unit(s) and leave door(s) shut to conserve cold air mass.
3.	Notify the emergency contacts identified on the vaccine management plan's "Worksheet for Emergency Vaccine Management".
4.	Note the time the outage started and storage unit temperatures (CURRENT, MIN and MAX).
5.	Assess the situation to determine the cause of the power failure and estimate the time it will take to restore power.
6.	If the outage is expected to be longer than 2 hours*: <ol style="list-style-type: none"><li>Contact the alternate storage facility to verify they can accept the vaccines.</li><li>If vaccines will be relocated, refer to "Transporting Vaccines" for instructions.</li><li>If transport or relocation is not feasible, e.g., alternate location not available or travel conditions are unsafe, keep vaccine storage units closed and notify the VFC Call Center.</li></ol>
7.	Monitor vaccine storage unit temperatures until power is restored.
8.	Once power has been restored, follow the steps listed in "After an Emergency".

\* **Note:** Temperatures in commercial-, pharmacy-, and biologic-grade units tend to increase faster during power failures. As a result, practices using these storage units need to monitor temperatures more frequently and may need to transport vaccines to an alternate location sooner than two hours.

# Vaccine Management Plan

## Section 6: Management Plan for Emergency Situations (Continued)

### AFTER AN EMERGENCY

Follow these step-by-step instructions after vaccine-related emergencies in compliance with VFC Program requirements and best practices.

Step	Description
1.	Verify storage units are functioning properly.
2.	If vaccine storage units are outside the required temperatures ranges, note the time that power was restored and storage unit temperatures (CURRENT, MIN and MAX).
3.	Once vaccine storage unit temperatures have stabilized, notify the emergency contacts identified on the vaccine management plan's "Worksheet for Emergency Vaccine Management".
4.	If vaccines were transported due to an emergency situation: <ul style="list-style-type: none"><li>A. Follow the same transportation procedures and transfer vaccine back to its original storage unit. (Refer to the "Transporting Vaccines" for instructions.)</li><li>B. If vaccines were kept at the proper temperature during the power outage, notify supervisor that the vaccines may be used.</li></ul>
5.	If vaccines were maintained at required temperatures: <ul style="list-style-type: none"><li>A. Remove the "DO NOT OPEN" sign from storage unit(s).</li><li>B. Notify supervisor that vaccines may be used.</li></ul>
6.	If vaccines were exposed to out-of-range temperatures: <ul style="list-style-type: none"><li>A. Label affected vaccines "Do Not Use".</li><li>B. Document and report the excursion at <a href="http://MyVFCVaccines.org">MyVFCVaccines.org</a> to receive further guidance. (Refer to the "<a href="#">Reporting Temperature Excursions</a>" for instructions.)</li></ul>



# Vaccine Management Plan

## Section 8: Annual Signature Log

Sign and date one signature block each year and when you up update practice-specific information. By signing, staff acknowledge they have reviewed and are familiar with all the information in the document.

Updates & Comments			
Provider of Record		Signature/Date	
Vaccine Coordinator		Signature/Date	
Backup Vaccine Coordinator		Signature/Date	
Provider of Record Designee		Signature/Date	
Staff who Updates VMP		Signature/Date	
Additional Staff		Signature/Date	

Updates & Comments			
Provider of Record		Signature/Date	
Vaccine Coordinator		Signature/Date	
Backup Vaccine Coordinator		Signature/Date	
Provider of Record Designee		Signature/Date	
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Updates & Comments			
Provider of Record		Signature/Date	
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Provider of Record		Signature/Date	
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