

# Vaccine Management Plan



## KEEP YOUR MANAGEMENT PLAN NEAR THE VACCINE STORAGE UNITS

Complete this form and ensure key practice staff sign the signature log whenever your plan is revised. To ensure emergency preparedness, review periodically to ensure content is up to date. (If applicable, see “[mobile unit plan.](#)”)

## Section 1: Important Contacts

### KEY PRACTICE STAFF & ROLES

Office/Practice Name	Provider PIN		CAIR Registry ID	
Address	<input type="checkbox"/> VFC	<input type="checkbox"/> VFA	<input type="checkbox"/> LHD 317	<input type="checkbox"/> SGF
	<input type="checkbox"/> Other:			

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

### USEFUL EMERGENCY NUMBERS

Service	Name	Phone #	Alt Phone #	E-mail
CDPH Field Representative				
VFC Program		(877) 243-8832		MyVFCVaccines@cdph.ca.gov
VFA/LHD 317 Programs		(833) 502-1245		providercallcenter@cdph.ca.gov
SGF Program		(833) 502-1245		SGFvaccine@cdph.ca.gov
Utility Company				
Building Maintenance				
Building Alarm Company				
Refrigerator/Freezer Alarm Co.				
Refrigerator/Freezer Repair				

## Section 2: Equipment Documentation

### VACCINE STORAGE UNITS/LOCATIONS AND MAINTENANCE

Ensure all vaccine storage units meet program requirements.

Maintenance/Repair Company:

Phone:

Unit Type	Unit/Location ID	Brand	Model	Dates / Types of Service	Public Vaccines (Circle all that apply)
Refrigerator					VFC   VFA   LHD 317   SGF
Refrigerator					VFC   VFA   LHD 317   SGF
Refrigerator					VFC   VFA   LHD 317   SGF
Refrigerator					VFC   VFA   LHD 317   SGF
Freezer					VFC   VFA   LHD 317   SGF
Freezer					VFC   VFA   LHD 317   SGF
ULT Freezer					VFC   VFA   LHD 317   SGF
ULT Freezer					VFC   VFA   LHD 317   SGF

**For Manual-Defrost Freezers:** Outline the practice’s protocol for defrosting these freezers—if different from the instructions provided under storage unit “Routine Maintenance” in the Provider Operations Manual.”

Location of Completed Temperature Logs:

## Section 2: Equipment Documentation (Continued)

### DIGITAL DATAL LOGGERS & LOCATIONS

Purchase a new data logger if existing device or probe malfunctions, is damaged, or if device provides repeated, inaccurate temperature readings. (Exception for replacement probes recommended and replaced by the device manufacturer or calibration company.) Ensure new devices meet all associated program requirements.

Data Logger or Swappable Probe Model/Serial Number	Storage Unit/ Location ID	Primary?	Backup?	Swappable Probe?	Calibration Expiration Date	Alarm Setting Low	Alarm Setting High

Calibrate primary and backup temperature monitoring devices every two to three years or according to the manufacturer’s suggested timeline (both device and probe together) following all program requirements.

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

## Section 2: Equipment Documentation (Continued)

Data Logger Configuration & Maintenance			
Location of Temperature Data Files			
IT/Support Provided by		Phone	
Auto-Alert Notifications Sent to Staff Contact		Text/ E-mail	
Auto-Alert Notifications Sent to Staff Contact		Text/ E-mail	
Auto-Alert Notifications Sent to Staff Contact		Text/ E-mail	

**For Devices with Auto-Alerts:** Outline or attach the practice’s protocol for responding to temperature excursions after the practice is closed. Consider implementing a phone tree. Ensure staff safety is addressed (e.g., for alerts after dark).

## 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 program requirements and best practices.

### PROVIDER OF RECORD

- Oversees key practice staff to ensure all program requirements are met.
- Completes required EZIZ training lessons.
- Designates one provider as the Provider of Record Designee responsible for ensuring all 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 program contact.
- Meets and documents required annual training for the practice's vaccine management staff.
- Ensures that vaccine management staff are knowledgeable of all program requirements for temperature monitoring and vaccine storage.
- Ensures that the practice's vaccine inventory management is consistent with all program requirements.
- Ensures that the practice's vaccine storage units and temperature monitoring devices meet all program requirements.
- Updates and revises vaccine management plan at least annually and when necessary.
- Reviews all program requirements and management plan with staff at least annually and when necessary.
- Participates in any required compliance site visits.

### PROVIDER OF RECORD DESIGNEE

- Complete training and documentation per program requirements.
- Meets responsibilities listed above for the Provider of Record in his/her absence.

### VACCINE COORDINATOR

- 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 program-related documentation in an accessible location.
- Participates in any required compliance site visits.

### BACKUP VACCINE COORDINATOR

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

### IMMUNIZATION CHAMPION (Optional)

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 patient eligibility screening and documentation consistently;
- ensures vaccinators are consistently pulling from private or public 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; and
- researches and collaborates with provider to implement essential immunization strategies practice wide.

### Section 4: Management Plan for Routine Situations

Refer to the program's Provider Operations Manual for instructions on completing required tasks and best practices.

#### INITIAL EQUIPMENT SETUP

- Use [vaccine storage units](#) and [digital data loggers](#) that meet VFC Program requirements.
- [Prepare](#) and [set up storage units](#) and [digital data loggers](#) to meet program requirements.
- Post [temperature log](#) 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.
- **For providers designated solely as mass vaccinators:** Only use purpose-built, vaccine transport units for transport and on-site storage.

#### DAILY TASKS

##### Temperature Monitoring

- [Monitor and record](#) CURRENT, MIN, and MAX temperatures on [temperature log](#) twice a day, when the clinic opens and before it closes.
- Take action for all temperature excursions; contact manufacturers to determine if vaccines are okay to use.
- Report temperature excursions in myCAvax.

#### 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—for each two-week reporting period.
- Download and review data files at the end of every two-week reporting period to look for missed excursions or temperature trends that might indicate performance issues with vaccine storage units.

#### MONTHLY TASKS

##### Physical Vaccine Inventory

- [Conduct a physical vaccine inventory](#) and complete the vaccine [physical inventory form](#) or electronic equivalent.
- Check vaccine expiration dates and rotate stock to place vaccines that will expire soonest in front of those with later expiration dates.
- Remove expired vaccine immediately to prevent administration errors.

#### ANNUAL TASKS

- Allocate time for and complete program recertification.
- Review and update the practice's vaccine management plan.
- Review with key practice staff the vaccine management plan's section on preparing for and responding to vaccine-related emergencies and conduct regular vaccine transport drills to maintain competency.
- Calibrate primary and backup temperature monitoring devices every two to three years or according to the manufacturer's suggested timeline (both device and probe together) following all program requirements.
- Calibrate primary and backup devices on different schedules to ensure all refrigerators and freezers storing vaccines from public stock are equipped with data loggers at all times.
- File certificates of calibration in a readily accessible area, keep them for three years.

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

### PER PROVIDER SCHEDULE

#### Routine Vaccine Orders

- Determine total doses administered since previous order using CAIR/EMR administration summary reports.
- [Conduct a physical vaccine inventory](#) to determine total doses on hand by vaccine.
- Submit vaccine orders according to provider order frequency following program requirements.

#### Vaccine Deliveries

- Inspect packages carefully and complete the [vaccine receiving checklist](#) to report damage or discrepancies immediately.
- Report shipment incidents in myCAvax the same day the shipment arrived at the office.
- Store vaccines and diluents immediately and rotate stock.

#### Routine Maintenance

- Establish a regular routine for cleaning vaccine storage units and defrosting manual-defrost freezers.
- Replace batteries in temperature monitoring devices every six months.

### TO MINIMIZE LOSS

- Transfer vaccines that will expire within six months to other active providers in the same program; report vaccine transfer in myCAvax.
- Respond to vaccine-related emergencies following the practice's vaccine management plan.
- Confirm clinic delivery hours when submitting routine vaccine orders to ensure staff are available to receive vaccines.

### AT EACH IMMUNIZATION VISIT

- Conduct patient eligibility screening to ensure vaccines are pulled from the correct private or public stock.
- Administer all age-appropriate, ACIP-recommended vaccines.
- Recommend non-routine, ACIP-recommended vaccines when indicated or when requested.
- Report doses administered to the California Immunization Registry (CAIR or RIDE/Healthy Futures where applicable) in accordance with [AB 1797](#).

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

### AS NEEDED

#### **Spoiled, Expired, and Wasted Vaccines**

- Report doses spoiled, expired, or wasted in myCAvax and dispose of following practice protocols.
- Return spoiled/expired vaccines to McKesson within six months of expiration/spoilage per program requirements.
- Properly dispose of wasted vaccines following practice protocols.

#### **Changes in Staff and Training**

- Report changes to staff filling key program roles (Provider of Record and Designee, Vaccine Coordinator and Backup) following program requirements.
- Anyone acting in key program roles must complete any required training when hired and annually thereafter following program requirements; staff must demonstrate competency in assigned [roles and responsibilities](#).
- Any clinician who administers vaccines from public stock must be knowledgeable of and familiar with all ACIP-recommended immunizations, including schedules, indications, dosages, and new products.
- All staff who conduct patient eligibility screening, documentation, and billing (e.g., front- or back-office staff) must be knowledgeable of all eligibility, documentation, and billing requirements.
- All staff and supervisors who monitor storage unit temperatures or sign off on temperature logs must complete EZIZ training when hired and annually thereafter and be fully trained in use of the practice's data loggers.
- Train staff authorized to accept packages to immediately notify Vaccine Coordinators when vaccines are delivered.
- Update the practice's vaccine management plan to reflect any changes in key practice staff.

#### **Device Replacement**

- Purchase a new data logger if existing device or probe malfunctions, is damaged, or if device provides repeated, inaccurate temperature readings. (Exception for replacement probes recommended and replaced by the device manufacturer or calibration company.)
- Ensure new devices meet all program requirements.



## 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 active provider in the same vaccination program). Identify an alternate location(s) that has vaccine storage units and temperature monitoring devices that meet all program requirements and establish an agreement with them before completing this section.

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, etc.

## Section 6: Management Plan for Emergencies

**Do not risk staff safety during emergencies.** Use common sense when attempting to protect vaccines. Use the following guidance for safeguarding vaccines in the event of planned or unplanned power interruptions (e.g., power outages, weather-related circumstances, fires, building maintenance/repairs, etc.).

Refer to the program’s Provider Operations Guide for additional details.

### CHECKLIST: BEFORE AN EMERGENCY

Proper preparation for emergencies 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 affect vaccine viability.

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Step	Description
1.	Maintain current emergency contact information for key practice staff in the vaccine management plan.
2.	Maintain current contact information for alternate vaccine storage location(s), including the facility name, address, and telephone number in the vaccine management plan.
3.	Be familiar with backup power sources for commercial- and pharmacy-grade units.
4.	Know the location of the backup data logger used for vaccine transport.
5.	Stock vaccine packing and transport supplies, including a hard-sided cooler, frozen gel packs, and bubble wrap.
6.	Keep copies of the <a href="#">vaccine transport log</a> and floor plans (when available) for easy access during a vaccine-related emergency.
7.	Review annually the steps key practice staff must take to protect vaccines during short- or long-term outages.
8.	<b>Vaccine Transport Drill:</b> Practice packing the transport cooler using packing supplies and materials that simulate vaccine boxes. Do NOT practice with actual vaccines.

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## Section 6: Management Plan for Emergencies (Continued)

Refer to the program’s Provider Operations Guide for additional details.

### DURING AN EMERGENCY

Due to the risk to vaccines of improper packing and transporting, follow these step-by-step instructions during an emergency to determine whether vaccines should be transported or sheltered in place.

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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 to determine the cause of the power failure and estimate the time it will take to restore power.
6.	Take appropriate action. <a href="#">Transport refrigerated</a> or <a href="#">frozen vaccines</a> only if necessary following guidance.  <b>In the event of appliance failure:</b> Place vaccines in any approved backup storage unit with a program-compliant data logger, or transport vaccines to the designated alternate storage facility.  <b>For power outages after hours:</b> Report any excursion to myCAvax the next morning and take appropriate action.  <b>For planned outages expected to be short-term (approximately fewer than 4 hours)*:</b> Monitor storage unit temperature and report any excursions once power has been restored.  <b>For planned/unplanned outages expected to be longer than approximately 4 hours,* or for any outage that extends beyond the current business day:</b> Transport vaccines to the designated alternate storage facility. If transport or relocation is not feasible (e.g., alternate location is not available or travel conditions are unsafe), keep vaccine storage units closed and notify the program contact under this plan’s emergency contacts as soon as possible.
7.	Once power has been restored, follow the steps listed in “After an Emergency.”

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\* **Note:** Practices using purpose-built (pharmacy-, biologic-, and laboratory-grade) and commercial-grade storage units may need to transport vaccines to an alternate location sooner than **2 hours** as temperatures in these units tend to increase faster during power failures. If you are using an auto-dispensing doorless unit, please contact the storage unit manufacturer for additional instruction prior to packing vaccines for transport.

## Section 6: Management Plan for Emergencies (Continued)

Refer to the program’s Provider Operations Guide for additional details.

### AFTER AN EMERGENCY

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

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Step	Description
1.	Verify storage units are functioning properly.
2.	If vaccine storage units are outside the required temperatures ranges, record the time that power was restored and storage unit temperatures (CURRENT, MIN and MAX) on the temperature log.
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.	Verify vaccines may be used: <ul style="list-style-type: none"><li>A. If vaccines were maintained at required temperatures:<ul style="list-style-type: none"><li>i. Remove the “DO NOT OPEN” sign from storage unit(s).</li><li>ii. Notify supervisor that vaccines may be used.</li></ul></li><li>B. If vaccines were exposed to out-of-range temperatures:<ul style="list-style-type: none"><li>i. Label affected vaccines “Do Not Use.”</li><li>ii. Document and report the excursion to myCAvax to receive further guidance.</li></ul></li><li>C. If vaccines were transported due to an emergency situation:<ul style="list-style-type: none"><li>i. Follow the same transportation procedures and transfer vaccine back to its original storage unit.</li><li>ii. If vaccines were maintained at the proper temperature during the power outage, notify supervisor that the vaccines may be used.</li></ul></li></ul>

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## Section 8: Annual Signature Log

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

<b>Updates &amp; Comments</b>					
<b>Provider of Record</b>		Signature		Date	
<b>Vaccine Coordinator</b>		Signature		Date	
<b>Backup Vaccine Coordinator</b>		Signature		Date	
<b>Provider of Record Designee</b>		Signature		Date	
<b>Staff Who Updates VMP</b>		Signature		Date	
<b>Additional Staff</b>		Signature		Date	

<b>Updates &amp; Comments</b>					
<b>Provider of Record</b>		Signature		Date	
<b>Vaccine Coordinator</b>		Signature		Date	
<b>Backup Vaccine Coordinator</b>		Signature		Date	
<b>Provider of Record Designee</b>		Signature		Date	
<b>Staff Who Updates VMP</b>		Signature		Date	
<b>Additional Staff</b>		Signature		Date	

<b>Updates &amp; Comments</b>					
<b>Provider of Record</b>		Signature		Date	
<b>Vaccine Coordinator</b>		Signature		Date	
<b>Backup Vaccine Coordinator</b>		Signature		Date	
<b>Provider of Record Designee</b>		Signature		Date	
<b>Staff Who Updates VMP</b>		Signature		Date	
<b>Additional Staff</b>		Signature		Date	

<b>Updates &amp; Comments</b>					
<b>Provider of Record</b>		Signature		Date	
<b>Vaccine Coordinator</b>		Signature		Date	
<b>Backup Vaccine Coordinator</b>		Signature		Date	
<b>Provider of Record Designee</b>		Signature		Date	
<b>Staff Who Updates VMP</b>		Signature		Date	
<b>Additional Staff</b>		Signature		Date	