



Opinion

# Introduction of Rapid Response Matrix Codes for COVID-19 Vaccine Administration

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## Objectives

For COVID-19 vaccine administration to be a national campaign, a smooth and accurate administration process needs to be designed. At present, it is generally believed that in order to form “herd immunity”, at least 60% of the population of a country or region should produce antibodies [1]. Cooperate with the public department’s vaccine vaccination appointment system, the complicated registration and vaccination process, after process reengineering, QR code import is divided into registration station, physician diagnosis and treatment station, nurse vaccination station, complete inspection, from the original vaccination time of 40 minutes / person, shorten the COVID-19 vaccine vaccination time of 20 minutes / person including a rest time of 15 minutes, and then measured by PZB mode [2] questionnaire content is tangible, reliable, reactive, certain, caring, convenience and other six items with a total of 20 questions, respectively. Overall satisfaction can reach 98%, so as to share the experience of process design.

**Keywords:** Rapid response matrix QR code, COVID-19 vaccine, PZB mode.

## Materials and Methods

Using the on-site observation method, the vaccine administration process was analyzed and a total of two major problems were established, 1. The inspection process was cumbersome 2. The flow line was chaotic, and the process was used: cross-departmental meeting coordination, and brainstorming was used; the structural aspect was used: 1. The vaccine was established, 2. The rapid response matrix code QR was built Code import each process 3. Use LINE group to give real-time feedback on on-site vaccination status 4. Revise the vaccine injection process sheet 5. Establish a patient rapid injection window 6. Regular nursing staff administer diluted drug education training courses 7. Display vaccine vaccination advocacy posters, administer multimedia short videos for health education and publicity; Measurement of results: Survey of patients in the rest area after the vaccination is conducted using PZB service quality model questionnaire.

## Results

The inspection process was coordinated by a cross-departmental meeting for a total of 3 sessions, and the resolution requested the information room to establish a QR code to import into a reporting station, a physician diagnosis and treatment station, and a nurse station, complete inspection, from the original vaccination time to 40 minutes / person, shorten the COVID-19 vaccine reception time by 20 minutes / person including a rest time of 15 minutes, medical and administrative manpower set up Miao Xiaojian soldiers to dispatch classes, the hospital gave subsidies, ribbon scheduling management, optimized injection registration including public department gift voucher distribution policy cooperation, And all age groups to modularize 2 test conditions, hold a total of 5 in-hospital explanatory meetings and education courses, regularly broadcast the current vaccination policy short videos and slogan on the multimedia of the clinic registration machine, and standardize the flow line, and then measure the PZB mode questionnaire content with six 6 questions such as tangibility, reliability, reactivity, certainty, care, and convenience,

and a total of 1021 people were surveyed from 110 to 111, and the overall satisfaction rate could reach 98%. Research conclusion The introduction of rapid response matrix code in COVID-19 vaccine administration a total of 12 tangible strategies, intangible is teamwork and positive feedback from the public, the process is PZB mode questionnaire to recover 1021 valid questionnaires, although the convenience feedback line problem in the questionnaire has been adjusted, but after the follow-up outpatient medical treatment, the physician encourages the on-the-go vaccination, although the public has the will, but it is far from the vaccination location, the willingness to administer is reduced, and then it is necessary to adjust and optimize the vaccine administration in the outer space of the clinic for vaccine administration, rolling correction, At the

peak of the epidemic, due to the improvement of the convenience of vaccination, it also enhances the willingness of the people to administer the hospital, indirectly improves the herd immunity, and constructs the best vaccination state in the hospital, which can be applied to various emerging diseases in the future, and share all the medical teams with this experience.

## Reference

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