



Heather Bernier - St. Luke's

THIS YEAR, WE ARE PLEASED TO RECOGNIZE A REMARKABLE, COHESIVE TEAM THAT EXEMPLIFIES IMMUNIZATION LEADERSHIP, COLLABORATION, AND ADVOCACY ACROSS THEIR CLINICS: KAMMI HOPSTAD, KAREN PALMER, AND HEATHER BERNIER.

HEATHER IS AN AREA COORDINATOR FOR ST. LUKE'S AND IS A SUPPORTIVE AND KNOWLEDGEABLE RESOURCE WITH HIGH EXPECTATIONS FOR HER TEAM. SINCE STARTING AS AN AREA COORDINATOR, HEATHER HAS WORKED TO INCREASE COMPLIANCE AND BUY-IN IN AREA CLINICS, INCREASING COHESION AND STANDARDIZATION ACROSS ALL ST. LUKE'S CLINICS. HEATHER IS DILIGENT AND DEDICATED TO LEARNING AND IMPLEMENTING ALL VFC BEST PRACTICES. DURING AN ACCOUNTABILITY VISIT EARLY IN HER TENURE, SHE DEMONSTRATED A VERY GOOD UNDERSTANDING OF ACCOUNTABILITY AND HOW TO RESEARCH AND CORRECT DOSES. IN MID-2019 HEATHER BEGAN RECONCILING OLD EXPIRED DOSES GOING BACK MULTIPLE YEARS, ACROSS MULTIPLE CLINICS. THIS IS A MAJOR UNDERTAKING REQUIRING MANY HOURS OF RESEARCH AND ATTENTION TO DETAIL.

IN THE PAST YEAR, ST. LUKE'S INCREASED THE NUMBER OF CLINICS TO ATTAIN THE HEALTHY PEOPLE 2020 IMMUNIZATION GOAL FOR THE PRIMARY VACCINE SERIES FROM THREE CLINICS TO EIGHT. OVERALL, ST. LUKE'S WON 26 IMMUNIZATION RATE AWARDS FOR CALENDAR YEAR 2019, AND CURRENTLY BOASTS OVER 4000 PATIENTS BETWEEN 24 AND 36 MONTHS OLD WHO ARE UP TO DATE FOR THE PRIMARY VACCINE SERIES.

KAMMI, KAREN, AND HEATHER HAVE BEEN ADEPT AT PARTNERING WITH LOCAL SCHOOLS TO PROVIDE ON-SITE IMMUNIZATION CLINICS FOR CHILDREN AT THE BEGINNING OF THE INFLUENZA SEASON. THERE IS ALSO A FOCUS ON WORKING BETWEEN THE AREA COORDINATORS AND WITH CLINIC COORDINATORS TO ENSURE THAT ALL CLINICS HAVE VFC AND PRIVATE VACCINE AVAILABLE TO PREVENT MISSED OPPORTUNITIES, RELOCATING VACCINE IF NEEDED.

THROUGH IMPLEMENTATION OF VARIOUS POLICIES, PROCEDURES, AND STRATEGIES, KAMMI, KAREN, AND HEATHER HAVE FOSTERED AN IMPRESSIVE CULTURE OF COHESION AND STANDARDIZATION ACROSS CLINICS. THEY ARE DEDICATED TO OVERALL IMPROVEMENTS AND STAFF EDUCATION, WHILE GIVING PERSONAL ATTENTION TO ISSUES THAT MAY ARISE IN CLINICS.