



Karen Palmer - 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.

KAREN IS AN AREA COORDINATOR FOR ST. LUKE'S AND IS A KEY RESOURCE FOR IMMUNIZATION COORDINATORS IN ALL ST. LUKE'S CLINICS. SHE EDUCATES NEW VACCINE COORDINATORS IN HER CLINICS AND ASSISTS CLINICS WITH ENROLLING IN THE VFC PROGRAM AND BEGINNING TO PROVIDE IMMUNIZATION SERVICES TO PATIENTS. KAREN HAS HELPED DEVELOP A DAILY REPORT THAT IDENTIFIES IMMUNIZATION THAT WERE SUBMITTED TO IRIS THROUGH THE DATA EXCHANGE BUT DID NOT DEDUCT. THIS REPORT HELPS TO QUICKLY FIND AND RESOLVE ISSUES THAT OTHERWISE WOULD REQUIRE EXTENSIVE RESEARCH IN THE FUTURE AND INCREASES THE DATA QUALITY OF ALL PATIENT RECORDS.

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.