

Respondent



38

Helen Williams



101:41

Time to complete



1. Please provide your name, position title, and contact information. \*

Helen Williams, HPDP & VHE Coordinator, helen.williams4@va.gov Montana VA Health Care System

2. Is this submission an idea for a Promising Practice or existing Promising Practice? \*

☐ Idea for a Promising Practice

☒ Existing Promising Practice

3. What is the name of your Promising Practice? \*

Postcard mailer and open forum phone calls (TEAMS based): "Moving toward vaccine acceptance"

4. What type of Veterans does this practice serve? \*

☒ Rural

☐ Urban

☐ Both

5. How does this practice promote vaccine acceptance? \*

Postcard sent to our Veterans with four goals: promoted phone number to schedule COVID 19 vaccine, promoted upcoming vaccination clinics across MT VA, promoted the Save Lives Act, promoted a weekly Friday call with an open forum to ask questions to our health care team regarding vaccines.

6. What are the specific steps you took, or would take, to implement your practice and the timeline/timeframe for each? \*

List of 38,000+ Veterans in the Montana VA Health Care system who had not received/recorded a COVID 19 vaccine were sent a postcard through partnership with a Sacramento Xerox company. A small group of providers along with PCHMI and HPDP/VHE created outline for the open forum call. We review/use NCP handouts "Moving Veterans to Vaccine Acceptance" which utilize MI strategies. PAO are also helpful in promoting via social media and through other outreach (newspaper or local news).

7. What departments are involved in implementing your practice? \*

COVID planning group which included HAS, QM, HPDP & VHE, PAO, Chief Amb Care Nursing, Pharmacy, Enrollment, PCHMI, and our Quad leadership team.

8. What are the costs associated with your practice? \*

Cost of sending postcards through Xerox company (I will need to find this information. Will post later if possible) Time to compile list of Veteran names/addresses Time to write content Staff time; schedulers, staff participating and leading weekly calls.

9. What primary metric data is tracked and collected to determine your practice's success? \*

Number of people that have called into each Friday call. Changes in Call Center volume of calls and subsequent scheduling into the upcoming COVID vaccination events.

10. What are the potential risks or barriers of implementing your practice and the proposed mitigations? \*

Delay from writing the content of the postcard and time of the postcard arriving in the Veterans hands. Project at least a two -three week delay. Thank you!