



TEXAS
Health and Human
Services

**Texas Department of State
Health Services**

Demo for Vaccine Ordering in VAOS

September 16, 2021



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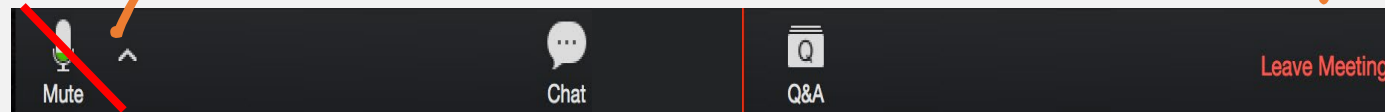
Today's Webinar



You will be automatically muted during this webinar.



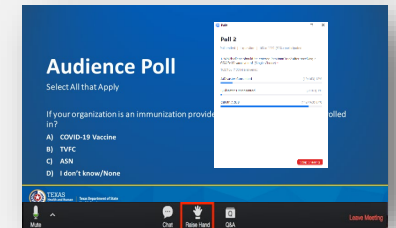
Need to go? Click Leave Meeting to exit the webinar.



Have a question? Type a question to the host and panelists using the Q&A box!



Audience Polls



Watch for our polls throughout today's presentation.



We will share the meeting recording, slides, and transcripts afterwards.



Texas Department of State Health Services

Agenda

Section	Presented by
Follow-up from RE Kick-off Meeting	<i>Devin Holmes</i>
Introductions & Provider Journey	<i>Devin Holmes</i>
Live Demos in VAOS <u>Part 1: Provider Actions</u> <ul style="list-style-type: none">• Navigating Homepage• Open Ordering – Vaccine Request <u>Part 2: RE Actions</u> <ul style="list-style-type: none">• Viewing provider accounts• Viewing provider inventory• Viewing Vaccine Requests	<i>Julia Durnan</i>
Next Steps	<i>Devin Holmes</i>
Discussion and Q&A	<i>Devin Holmes</i>



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Benefits of VAOS for TVFC/ASN Providers



OVERVIEW

Beginning in Fall 2021, Texas Vaccines For Children (TVFC) and Adult Safety Net (ASN) providers will **transition to using the Vaccine Allocation & Ordering System (VAOS) to order and manage TVFC and ASN vaccines.** VAOS is the system through which 1,700+ Texas vaccine providers currently order and manage COVID vaccines. This year, **an additional 1,300 providers will also use VAOS** to request vaccines, complete inventory transfers, record waste, and generate reports for TVFC and ASN vaccines.



BENEFITS OF VAOS

While programmatic processes will remain largely unchanged, the VAOS system does differ when compared to EVI. VAOS will make it easier to pull reports, see actionable metrics, and meet program requirements. Other benefits include:



Enhanced User Experience

- ✓ More user-friendly and easier to navigate



Paperless

- ✓ Previous paper-based processes will be digital in VAOS (e.g., uploading temperature logs)



Guided Instruction

- ✓ Page-by-page guidance for navigating different processes, as well as supplemental job aids



Centralized Documentation

- ✓ Historical provider documents will all be stored in VAOS



Real-time Notifications from DSHS Staff

- ✓ Providers will receive email support messages from DSHS staff with real-time task updates



WHAT COMES NEXT?

Sept – Oct '21

- **September:** Prepare REs to support providers in VAOS; give UAT access to REs and select providers
- **October:** Initial VAOS rollout; weekly & on-demand TVFC/ASN provider training

Oct '21 – Jan '22

- **October:** Continue weekly & on-demand TVFC/ASN provider trainings, as needed

Jan '22 and beyond

- **January & Beyond:** Support final transition to VAOS (EVI fully replaced); REs provide Level 1 support to providers

Introduction



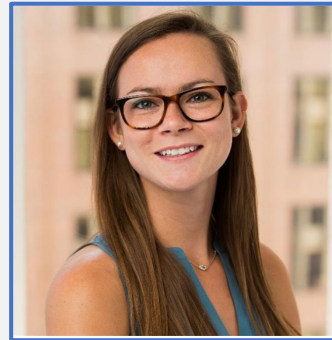
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Meet the Team



Devin Holmes



Julia Durnan

The Provider Journey



1. Enroll to be a Vaccine Provider

- Provider registers, requests to create an account.
- Can enroll for TVFC, ASN, Flu, and/or COVID through **Syntropi**



2. Gain Access to VAOS

- Providers receive an email from IdentityManagement@hhsc.state.tx.us with log in credentials, and an email from COVID19VacMgmt@dshs.Texas.gov with instructions to log into **VAOS**



3. Place a Vaccine Order

- Place a vaccine order in **VAOS** for the quantity and presentation that best serves your patient population



4. Confirm Receipt of Vaccine Shipment

- Approximately 2 weeks after placing a vaccine order, providers will receive their shipment
- Providers can track the status of their order and track their shipment through **VAOS**
- Report any discrepancies



5. Transfer

- If needed, use **VAOS** to initiate a request to transfer vaccine doses between 2 facilities



6. Administer Vaccines

- Providers maintain proper storage & handling requirements for their vaccine presentation
- Providers administer vaccine to their patient populations



7. Report

- ❖ Administration in **ImmTrac2** within 24 hours
- ❖ Monthly biological: inventory report
- ❖ Adverse Effects in VAERS and v-safe
 - Expiring doses
 - Doses administered history
 - Order history
 - Tally/physical count
 - Master report
 - Transfer report
 - Wasted doses

Live Demo of VAOS

Provider Actions

- Navigating Homepage
- Open Ordering – Vaccine Requests

RE Actions

- How to view provider accounts in your region
- How to view provider inventory
- How to view provider Vaccine Requests



Key Provider Actions We'll Review Today:



Key Steps:

- ☐ How to **navigate the homepage** of VAOS
- ☐ How to **place a vaccine order** in VAOS, including:
 - ☐ Confirming shipment receipt
 - ☐ Complete transfer requests
 - ☐ Upload current temperature logs
 - ☐ Enter doses administered
 - ☐ Reconcile physical inventory
 - ☐ Report waste
 - ☐ Update vaccine choice
 - ☐ Submit your order



Objectives:

- ✓ Help you get acquainted with VAOS and understand how to navigate the system
- ✓ Demonstrate the steps that providers will take to order vaccines
- ✓ Learn how to help providers view, track, and confirm status of vaccine shipment
- ✓ Learn how to upload a temperature log



Additional Materials:

- Accessing VAOS job aid
- Open Ordering job aid
- Uploading Temperature Log job aid

Key *RE* Actions We'll Review Today:



Key Steps:

- ☐ How to view provider accounts in your region
- ☐ How to view provider inventory
- ☐ How to view provider Vaccine Requests
 - ☐ Approving Requests
 - ☐ Denying Requests
 - ☐ Putting Requests On Hold



Objectives:

- ✓ Provide an overview of the specific RE actions in VAOS that providers do not have, which are similar to permissions in EVI



Additional Materials:

- RE Quick Guide

Poll #1: Which step in the vaccine ordering process are you most comfortable with?

1. Confirm shipment receipt
2. Complete transfer requests
3. Upload current temperature logs
4. Enter doses administered
5. Reconcile physical inventory
6. Report waste
7. Update vaccine choice
8. Submit your order



Poll #2: Which step in the vaccine ordering process are you least comfortable with?

1. Confirm shipment receipt
2. Complete transfer requests
3. Upload current temperature logs
4. Enter doses administered
5. Reconcile physical inventory
6. Report waste
7. Update vaccine choice
8. Submit your order



What's Next?



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Upcoming REs Meetings

Thursday, September 9th



- REs Kick-off
- Roles & responsibilities
- Highlight key changes / FAQ discussion
- Change readiness/Coming Soon! Messaging

Materials: RE Kick-off Meeting Slides

Thursday, September 16th



- Technical Demo for Vaccine Ordering
- Q&A

Materials: Accessing VAOS, Open Ordering, Uploading Temperature Logs, RE Quick Guide

Thursday, September 23rd

- Technical Demo for Vaccine Shipments, Vaccine Transfers, Entering Doses Administered
- Change readiness update
- Q&A

Materials: Vaccine Shipment, Entering Doses Administered, RE Quick Guide

Thursday, September 30th

- Provider Support Structure + Go-Live Prep
- Level 1 support for providers & answers to FAQs
- Change readiness update
- Q&A

Materials: Generating Reports in VAOS, Reporting Waste, Reconciling Physical Inventory

Thursday, October 7th

- Updates on non-COVID VAOS roll-out
- “Expert” technical demo (e.g., [Placing non-COVID orders for providers with limited internet access](#))
- Ongoing Provider Support
- Q&A

Materials: TBD

Thursday, October 14th

- Updates on non-COVID VAOS roll-out
- “Expert” technical demo
- Ongoing Provider Support
- Q&A

Materials: TBD

Thursday, October 21st

- Updates on non-COVID VAOS roll-out
- “Expert” technical demo
- Ongoing Provider Support
- Q&A

Materials: TBD

Thursday, October 28th

- Updates on non-COVID VAOS roll-out
- “Expert” technical demo
- Ongoing Provider Support
- Q&A

Materials: TBD

Your action is required!

1. Be on the lookout for an email from Salesforce with login information for UAT!

You will be able to access VAOS UAT from the perspective of an RE for now. We are working to give you access as a provider ASAP – we appreciate your patience!

- You will receive an email from noreply@salesforce.com with a link to activate your account. **Please click “Verify Account” on that email to activate your account within 24 hours to avoid lockout!**
- When you first sign-in and/or visit the “home” screen, you will receive an error that says “You don't have access to this record. Ask your administrator for help or to request access.” Please click through and disregard, that just indicates you don’t have Tableau access (*Tableau dashboard is in progress*)!
- Upon signing in, click the drop down next to “Home” to select "pending vaccine requests," or any object you want to view
- Please log into the system and start to become familiar with VAOS. Remember to refer back to this webinar recording if you need a refresher!
- If you have any questions, please send them to the appropriate emails below. We will do our best to answer them in a timely matter.

1. **Confirm enrollment with:** COVID19VacEnroll@dshs.texas.gov
2. **Help with access issues:** COVID19VacMgmt@dshs.texas.gov
3. **VAOS tasks/processes:** COVID19VacShipments@dshs.texas.gov

Discussion and Q&A



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Thank you!



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