

Increasing Awareness of Shingles and Shingles Vaccine: A Collaborative Effort with a Midwestern Pharmacy

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Problem:

Among adult patients in the United States, there is a poor adherence to the recommended vaccination against herpes zoster.

Purpose:

The purpose of this DNP quality improvement project was to increase knowledge and awareness of Shingrix to pharmacy staff. This was achieved through the following aims:

1. Identify barriers to shingles vaccine administration.
2. Educate pharmacists and pharmacy staff about shingles, the shingles vaccine, and how to best serve patients.
3. Create an environment that fosters increased vaccination rates.

Background & Lit. Review:

- Shingles infection
 - Rash
 - Post Herpetic Neuralgia
- Vaccination
- Vaccination Rates
- Barriers
- Interventions



Methods:

- Initial survey to assess barriers to vaccination.
- Pharmacy staff education program created.
 - Live presentations
 - Online presentation
- Post test survey.

Setting/Sample:

- All staff of the pharmacy chain were surveyed for the original survey of this project.
- Only staff at two locations were included in education program.
- All information gathered remained anonymous.
- Convenience sample.

Results:

- Original survey: 45 responses (25%)
- Barriers:
 - Time
 - Cost
 - Supply
- Distributed education
- Post test survey: 12 responses (70%)

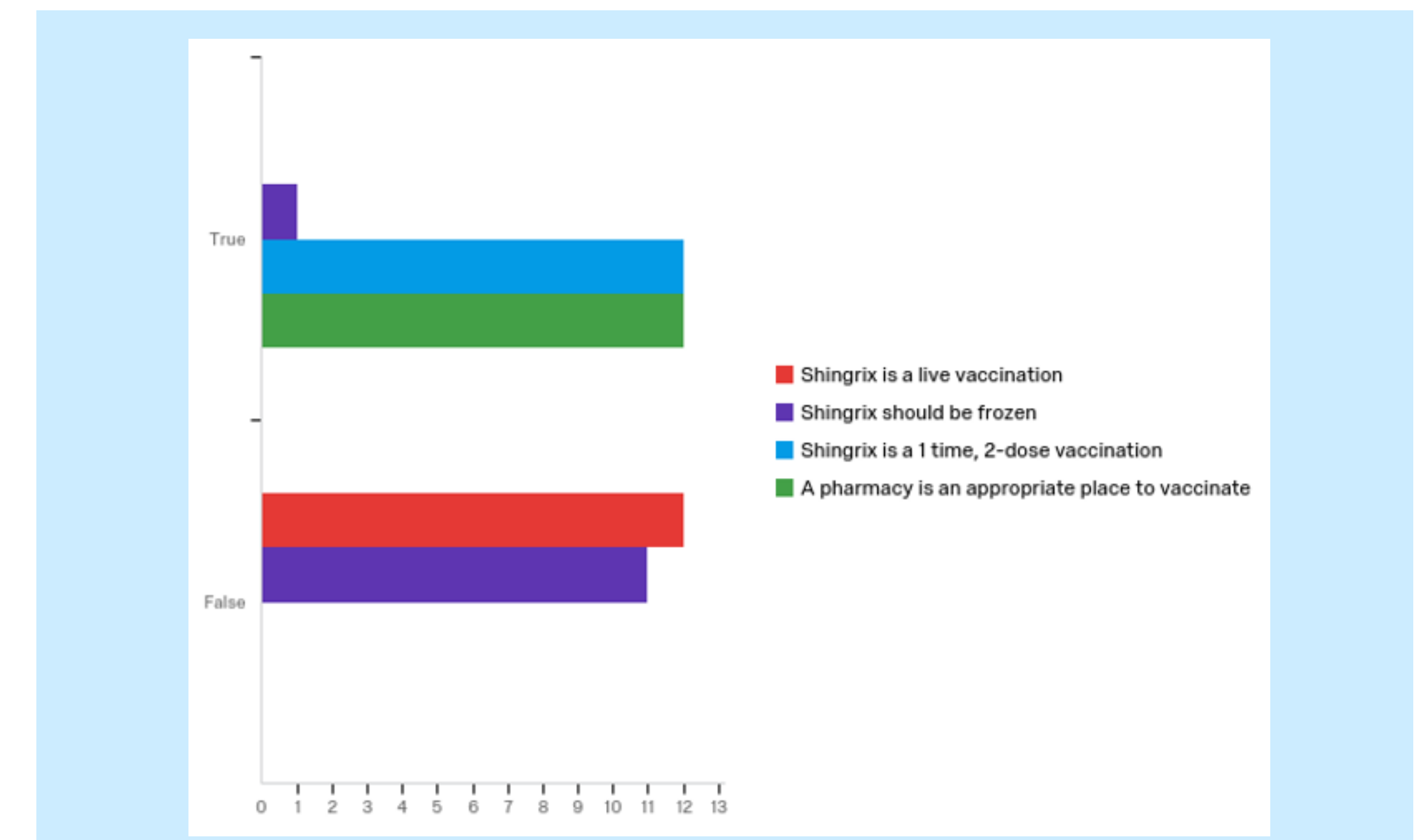


Initial Survey Questions

Agree/Disagree
1. There is not enough time to administer vaccines at the pharmacy
2. There is no incentive among the pharmacy staff to give vaccines
3. Patients do not want the Shingrix vaccine
4. Patients get the Shingrix vaccine at their primary care office
5. There is not enough staff to give vaccines
6. Vaccines are not profitable
7. Vaccine administration is too much of a liability
8. Language barriers with the customer prevent vaccination
Free Text Fill In
1. Please list other barriers to Shingrix vaccination at the pharmacy
2. Do you feel comfortable talking to patients about Shingrix vaccination? Please explain. If yes, what do you say to the patient?
3. How do you see the pharmacy and the primary care office working together to increase vaccination rates?
Demographic Questions
1. Location
2. Occupation
3. Years in position

Post Test Questions

1. Which of the following is/are thought to contribute to a shingles infection?			
Age	Stress	Illness	All of the above
2. Appropriate administration site for Shingrix vaccination			
Deltoid	Back of arm	Abdomen	
3. A patient received a Zostavax vaccination at age 62, they are now 72 and want to know if they can get the Shingrix vaccination. You tell them...			
No, they do not need it	No, they are too old	Yes, but only 1 dose	Yes, they are eligible for the 2-dose series
4. When should a patient receive their second dose of Shingrix?			
2 weeks from 1 st dose	2-6 months from 1 st dose	1 year from first dose	It is only 1 dose
True/False			
1. Shingrix is a live vaccination			
2. Shingrix should be frozen			
3. Shingrix is a 1 time, 2-dose vaccination			
4. A pharmacy is an appropriate place to vaccinate			
Yes/No			
The presentation by Stephanie Maddox improved my knowledge of Shingrix vaccine			



Discussion:

- Strengths:
 - Sustainability- new employee orientation and annual review
 - Reached many levels of the organization
 - Increase in knowledge among surveyed staff
- Limitations:
 - Vaccine availability
 - Results cannot be generalized
- Pharmacy setting not conducive to live education program.
- Project can be re-visited when Shingrix in steady supply or with a different vaccination.