



## VAXCARE CASE STUDY

# Memorial Health: Building a Simple, Unified, All-Practice Vaccine Solution

Memorial Health, a multi-location healthcare system outside Columbus, Ohio, had a problem: **Despite its strong commitment to immunizing its patients, the system ran into significant challenges in managing multiple vaccine programs across its many practice sites.** Memorial's leaders had looked at several possible solutions, but nothing gave them much confidence. **Then they met with VaxCare.**

## From a Patchwork of Programs to a Single System

**Memorial manages numerous primary care and internal medicine practices across the region. And with that scale comes a lot of complexity.**

Before VaxCare, each practice was managing its own vaccine program, which meant there were as many systems for organizing, purchasing, and tracking vaccines as there were practice locations. The result:

Memorial Medical Group's administrative team had no visibility into which practices were having issues with their program.

**Once all its locations adopted VaxCare, Memorial gained a closed-loop system that provided instant, real-time access to the essential data needed to keep its vaccine program running smoothly.** And because the vaccine programs are now standardized across the practice ecosystem, the administrator can have the foresight to correct issues before they become expensive problems. "As a system, we're trying to be more mindful about our processes, numbers, and partner bills across all of our locations," says Jessica Miller, Operations Manager, Memorial Medical Group. "With VaxCare, all I have to do is go into the portal to see what's happening. It's allowed us to reduce errors and make sure that our wasted doses are minimal."

**"It used to be so hard to keep up with our inventory. Now, we have up-to-date information that allows our teams to be proactive and reduce waste, all thanks to VaxCare."**

**Ann M. Henry, Service Line Manager, Primary Care**  
Memorial Medical Group  
Named 2019 Memorial Health Rookie of the Year

## Eliminating Time-Consuming Inventory Management and Supply-Chain Bottlenecks

With its practices spread out across a fairly large region, Memorial had a particularly hard time managing vaccine inventory before VaxCare. Each practice had to order its vaccines through the system's central pharmacy, and then **a pharmacist would spend several hours doing inventory counts and getting the orders delivered to each practice.**

But with VaxCare, all of that work went away. Because each practice is connected to VaxCare directly, if a location is running low on a vaccine, **VaxCare sees it and automatically ships the right number of doses straight to the clinic without anyone having to lift a finger.**

“It’s so simple,” says Nichole Huffman, Vaccine Coordinator at Memorial Primary Care | Urbana. “I’m not constantly having to keep on top of everything to see if we’re running low and then making the calls to the different companies to hunt down doses. With VaxCare, I know that when I need a vaccine, it will be here.”

### Less Time Managing Vaccines; More Time Delivering the Best Patient Care

**Because Memorial has so many practices in its system, a few minutes chasing down a dose here or a few minutes checking eligibility there adds up quickly.**

That wasn’t just bad for its processes and budget; it took away valuable time and resources from Memorial’s core commitment: delivering the best possible patient care.

**With VaxCare, Memorial saw an immediate simplification of its processes, including seamless integration with its EMR, real-time insight into vaccine eligibility, and a**

**huge upgrade to its inventory control.** This means nursing, pharmacy, and other support staff are now getting to focus on their jobs—not paperwork.

**“We have a busy and patient-focused office,” says Sarah Tasman, Practice Manager at Memorial Primary Care | Urbana.** “We have seven providers with patients rolling through every 20 minutes. So we just don’t have any time to waste. I love that VaxCare does all the work for you.”

And because the systems are now in alignment, **it’s much faster and easier to train new staff on vaccine protocols.**



## The Results

Since partnering with VaxCare, Memorial Health has seen its vaccine loss-and-waste rates decline—and its control over its vaccine management ecosystem soar.

This has led to:

- **Improved vaccine accountability, tracking, and inventory management**
- **Lowered costs and increased revenue gains**
- **100% visibility into vaccine management across all clinics**
- **Rising vaccination rates**
- **Happier, more productive staff**



### Rookie of the Year

*Memorial's Ann M. Henry (Service Line Manager, Primary Care) won the 2019 Rookie of the Year staff award after bringing VaxCare on-board. Maybe we're biased, but that can't just be a coincidence. Way to go Ann!*

---

## Contact

Interested in how VaxCare can simplify your vaccine program?

Get in touch to schedule a quick overview.

+1 (888) 829-8550 or [www.vaxcare.com](http://www.vaxcare.com)