

# COVID-19 HOSPITAL VACCINATION CENTER : PATIENT AND NURSE SATISFACTION | 4CPS-002 |

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## INTRODUCTION

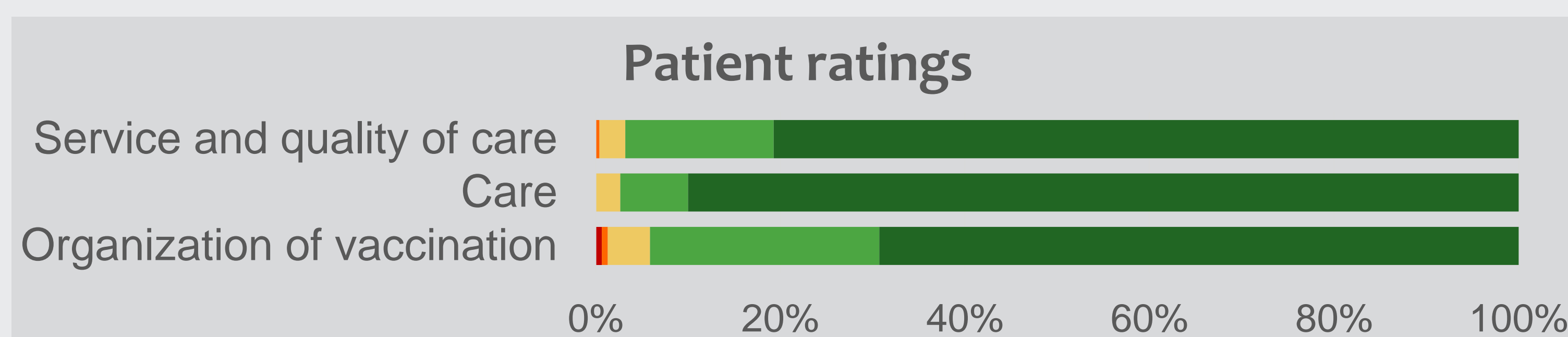
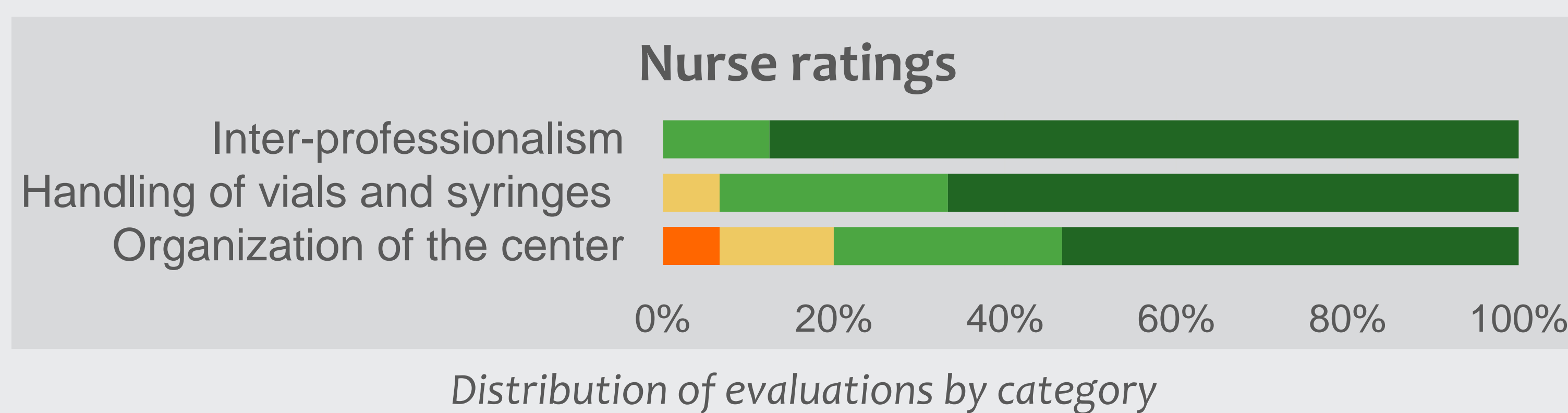
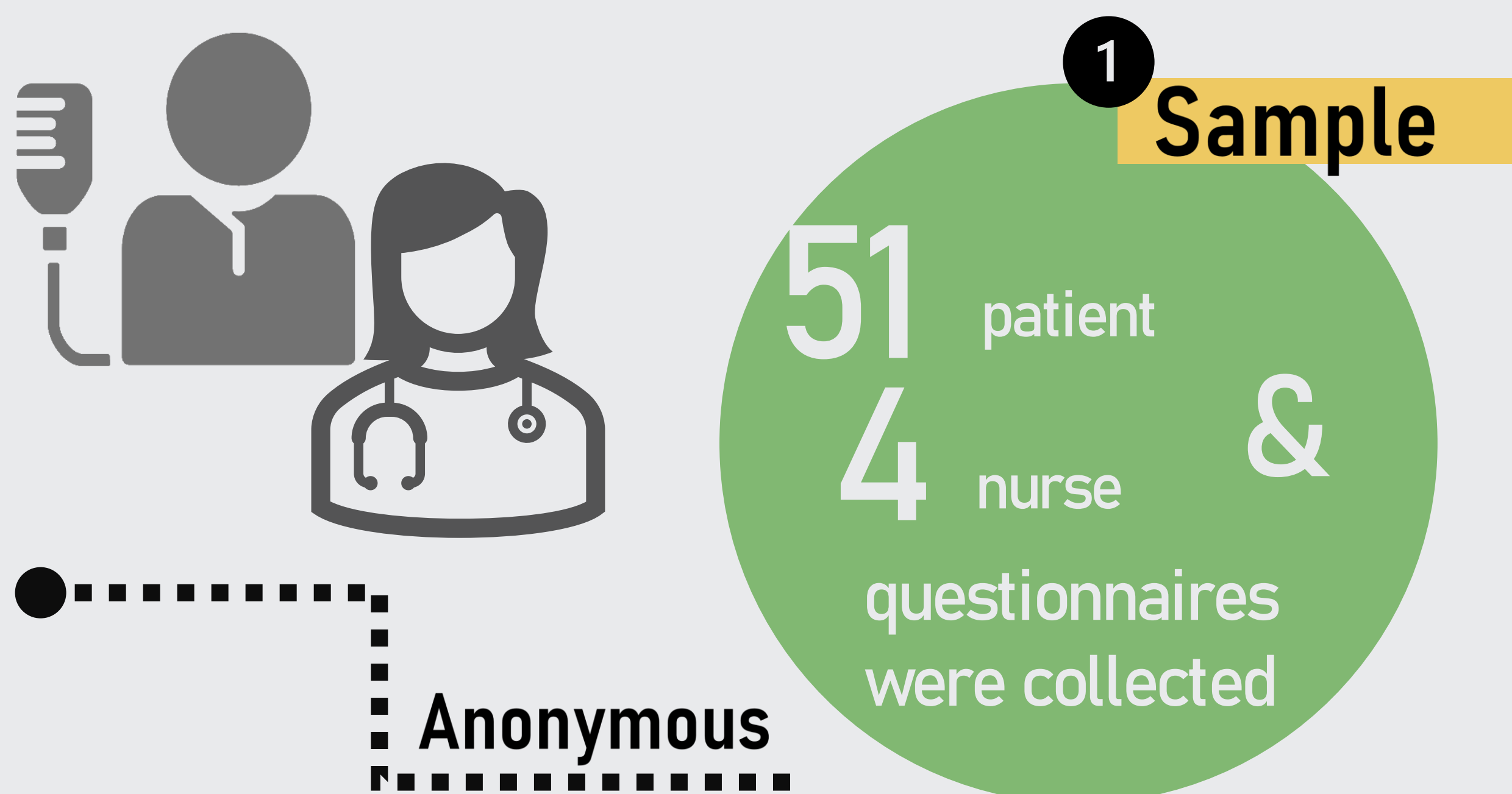
Vaccination was a priority public health response to the emergence of SARS Cov-2 and its variants. At Necker – Enfants Malades university hospital, a multidisciplinary team was mobilized for the creation of **two** vaccination centers (VC) :

- ❖ For health professionals
- ❖ For patients at risk of severe form (haematology, dialysis, nephrology, maternity)

## OBJECTIVE

Our study's objectives were to collect patients' and nurses' satisfaction in these centers and to identify adverse events (AEs) related to the preparation of doses.

## RESULTS



**3 AEs related by nurses.**  
Broken vial during transport, leakage during dilution, mishandling by some vaccinators, and defective vial.

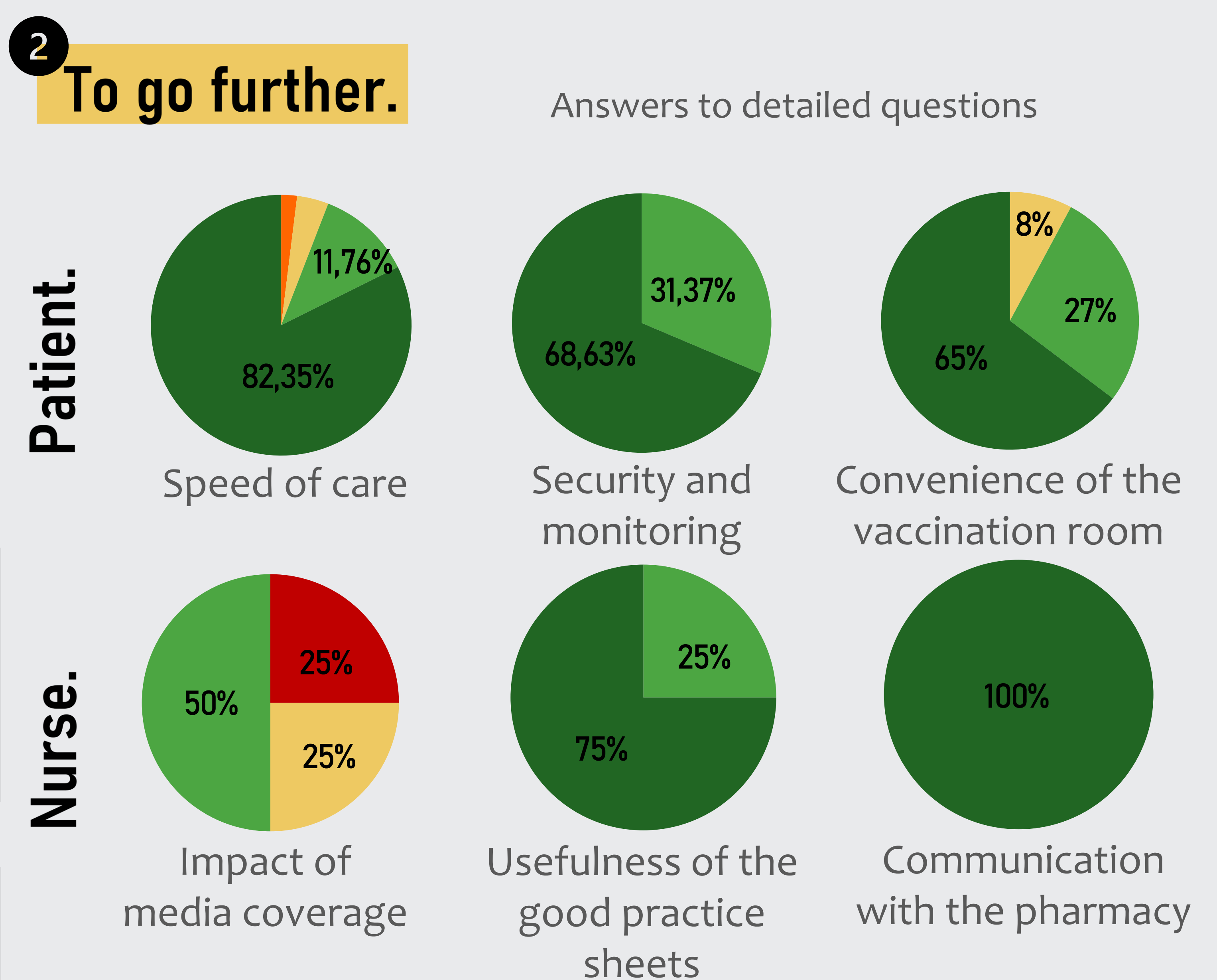
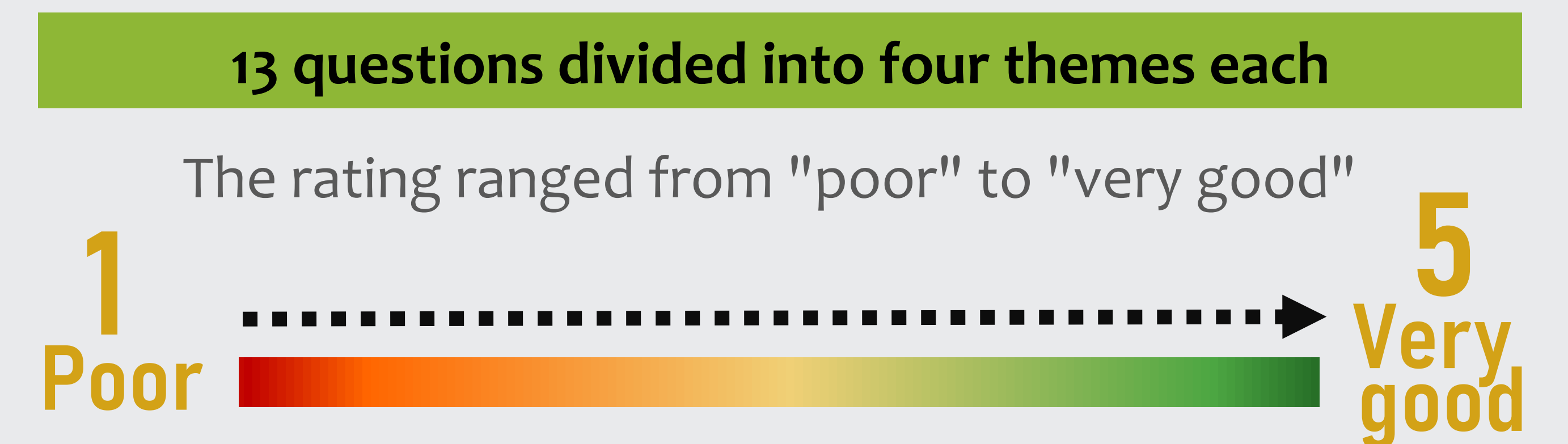
## DISCUSSION

- Despite : the questionnaire not being completed by all patients due to language barrier and the difficulties in finding the VC, there was a **positive feedback** from the respondents.
- A positive nurse satisfaction regarding the designation of a **referring pharmacist**, demonstrates an **efficient nurse-pharmacist relationship**.
- The AEs reported allowed **updates** of good manipulation pamphlets created by the referring pharmacist.
- Computer service's poor appreciation is explained by network difficulties affecting data collection and certificate editions.

## METHODOLOGY

A **prospective study** conducted from April 15 to May 20, 2021. **2 satisfaction questionnaires**

- 1 For patients:** vaccination organization, care, service and quality of care.
- 2 For nurses :** center organization, handling of vials and syringes and inter-professionalism.



- ❖ **82%** of the patients surveyed expressed "very good" satisfaction with **the care**.
- ❖ **100%** of the nurses rated their overall satisfaction and communication with the pharmacy as "good".
- ❖ In free comments, some patients mentioned average confidentiality.

## CONCLUSION

- The creation of these VCs allowed vaccination of more than 3000 patients and 2000 health professionals.
- Patients and nurses were **generally satisfied** with the VC's **organization**.
- The data collected allowed the **improvement of VCs** for the booster shot campaigns.
- During a health crisis, **inter-professionalism** is more than ever essential for efficiency.