Vaccine Management Business Improvement Project (VMBIP)
VMBIP Ad-hoc meeting

National Immunization Conference

Kansas City, MO
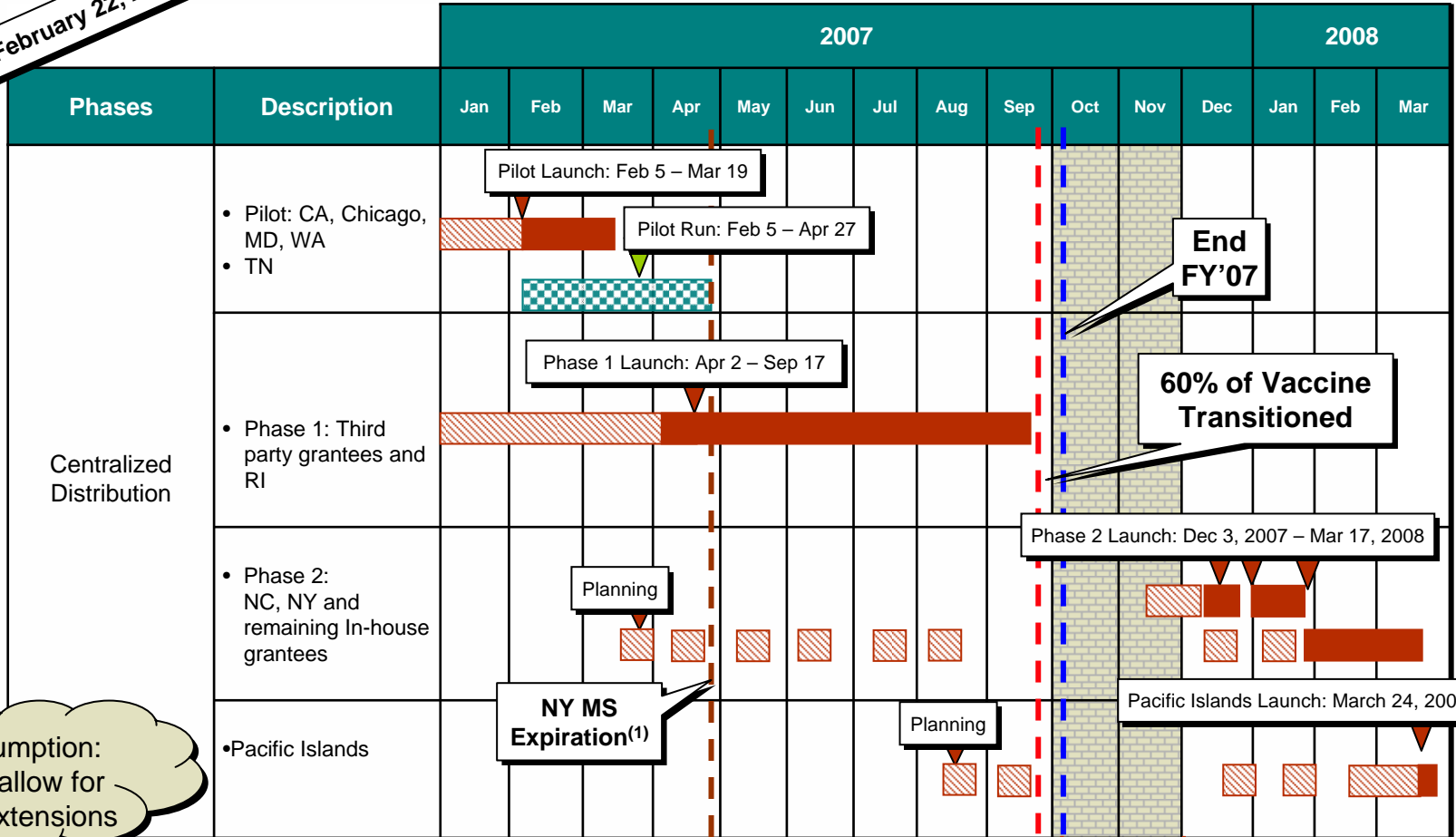
March 6, 2007

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Agenda

▸ Overview of current go-live schedule

▸ Overview of VMBIP planning to date

▸ Planning strategy for non-early planning in-house grantees

▸ Pilot Progress to date

▸ Successes and Challenges

▸ Lessons Learned

▸ Next Steps

Roll-out will run from early Feb 2007 through Mar 2008 with a 12-week pilot period and a 24-week Phase 1 roll-out

VMBIP Centralized Distribution Roll-out

Effective February 22, 2007

Key Assumption: Vendors allow for contract extensions

Legend
- Preparation
- Implementation
- Pilot Period

Centralized Distribution

- Pilot: CA, Chicago, MD, WA
- TN

Pilot Launch: Feb 5 – Mar 19
Pilot Run: Feb 5 – Apr 27

- Phase 1: Third party grantees and RI

Phase 1 Launch: Apr 2 – Sep 17

End FY'07
60% of Vaccine Transitioned

- Phase 2: NC, NY and remaining In-house grantees

Planning
Phase 2 Launch: Dec 3, 2007 – Mar 17, 2008

NY MS Expiration[1]

- Pacific Islands

Planning
Pacific Islands Launch: March 24, 2008

Peak of Flu Vaccine Shipment Period

(1) Assumes that the NY multi-state contract is unilaterally extended 1 month from Mar 31 until Apr 30, 2007

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With the exception of in-house non-early planning grantees, most grantees have initiated some degree of VMBIP planning

Status of Grantee VMBIP Planning

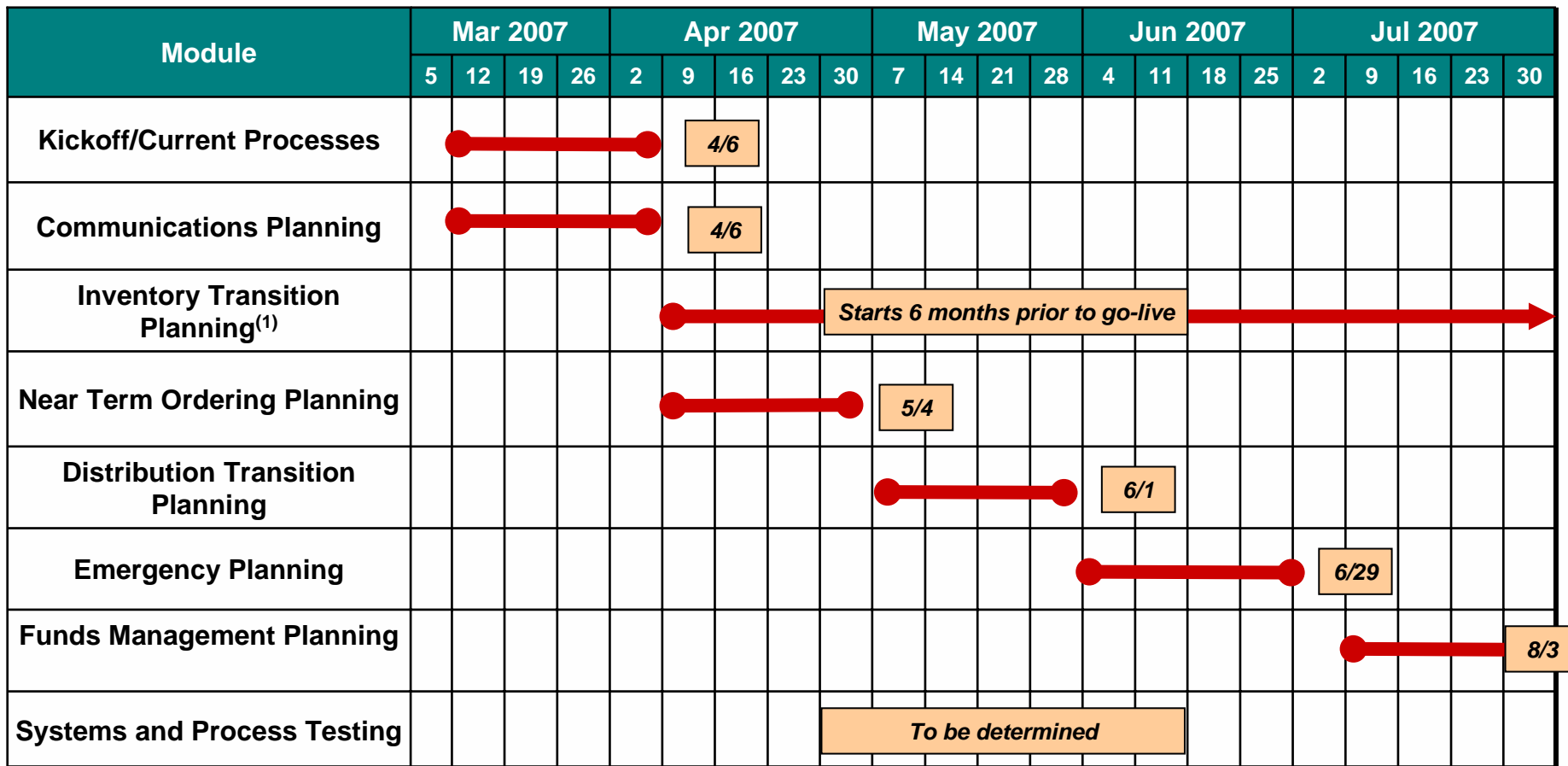| 3rd Party Early Planning		In-House Early Planning	3rd Party Non-Early Planning	In-House Non-Early Planning
Arizona	New Jersey	Alabama	Kentucky	Alaska
Colorado	New York	Arkansas	Minnesota	Florida
Connecticut	New York City	Iowa	Oklahoma	Georgia
Delaware	Nevada	Michigan	Wyoming	Illinois
DC	North Carolina	Mississippi	Montana	Louisiana
Hawaii	Oregon	New Mexico		Massachusetts
Idaho	Pennsylvania	New Hampshire		Ohio
Indiana	Philadelphia	Rhode Island		Puerto Rico
Kansas	Tennessee	South Carolina		North Dakota
Maine	Texas	Vermont		San Antonio
Missouri	Utah	West Virginia		South Dakota
Nebraska	Virginia			US Virgin Islands
				Wisconsin

▦ Modules Deployed   ▨ No Modules Deployed

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We anticipate planning for remaining grantees will begin mid-March 2007

Proposed VMBIP Planning Activity Timeline (2007)

Module	Mar 2007				Apr 2007					May 2007				Jun 2007				Jul 2007				
	5	12	19	26	2	9	16	23	30	7	14	21	28	4	11	18	25	2	9	16	23	30
Kickoff/Current Processes		●━━━━●				4/6																
Communications Planning		●━━━━●				4/6																
Inventory Transition Planning[1]						●━━━━			Starts 6 months prior to go-live					━━━━▶								
Near Term Ordering Planning						●━━━━		●			5/4											
Distribution Transition Planning										●━━━━		●		6/1								
Emergency Planning													●━━━━		●		6/29					
Funds Management Planning																			●━━━━●			8/3
Systems and Process Testing										To be determined												

LEGEND

Module Kick-off date ▲   Module due date ▢

3/12/07   4/9/07   5/7/07   6/4/07   7/9/07

(1) Typically deployed to grantees 6 months before go-live date

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Since February 5, three Pilot grantees have transitioned to McKesson and over 147,000 doses have been shipped

▶ Washington State and Maryland transitioned on February 5

▶ Chicago transitioned on February 13

▶ California is currently scheduled for March 19

Grantee	Doses	Providers Ordering
Chicago	22910	139
Maryland	50549	273
Washington	74015	295
Total	**147474**	**707**

(1) Data is as of 2/23/07
Source: Data was compiled from NIPVAC

Percentage of Total Doses Ordered via McKesson [1]

CH 15.53%

WA 50.18%

MD 34.27%

The pilot period has been an exciting time, characterized by celebrated successes and rapidly addressed challenges

Challenges and Resolutions	Successes

▸ A collection of ~70 WA orders was unaccounted for during one of the overnight processing sessions
 	
  – Extensive research concluded the orders had not been processed by NIPVAC
 	
  – A "check" is under investigation to monitor data packages as they are received from the grantee to ensure they are processed by NIPVAC
 	
▸ The master list of vaccines within VACMAN did not contain the proper list of vaccines
 	
  – The master list has been reviewed and updated to reflect more comprehensive picture of the vaccines available through McKesson
 	
  – VSAB will continue to review and correct the vaccine master list on a regular basis to ensure its accuracy
 	
▸ California has experienced delays and bugs with VACMAN 4.1.1 installation and Beta testing
 	
  – The systems team is actively researching the issue, including facilitating multi-user testing with CDC staff to isolate the problems
	▸ Pilot grantees have commented on their satisfaction with McKesson
	
	  – Orders are being delivered appropriately and in a timely manner
	
	  – McKesson Customer Service has been very helpful
	
	  – "Fast, friendly and courteous"
	
	▸ VACMAN error messages have been less frequent
	
	  – grantees have been able to, on most days, enter orders and transmit without problems
	
	▸ The VMBIP team meets daily with McKesson to discuss any issues that have arisen and develop solutions to address them

The Pilot period has provided us with lessons from which other grantees can benefit

▸ Ensuring grantee IT staff are available the full week prior to go-live is critical to work through any technical issues that may come up during the transition period

▸ Grantees need to confirm the list of vaccine presentations that will be used to ensure the seed orders are accurate and complete

▸ Communication is extremely important.
  – You can never underestimate the need for very open, comprehensive, and timely communication with more people than you ever initially thought.
  – Prepare daily or weekly communications to all identified stakeholders as well as all your staff and include all relevant details

▸ This task should not be taken lightly
  – Develop, with group input and consensus, plans to support the changes to your systems.
  – There may be issues or delays that are caused by actions outside of your control and a well constructed backup plan will be needed

Next steps

▸ Monitoring of pilot progress will continue
- – Please continue to check the VMBIP web site, participate in AIM calls, and look for ISD communications to update you on how pilot projects are doing

▸ Project Officers and VMBIP Analysts will continue planning activities with grantees
- – Some early planning grantees need to send VMBIP planning module data to Project Officers and VMBIP Analysts
- – We have developed the VMBIP Implementation Checklist to help grantees tie up loose ends associated with planning (Appendix)
- – Grantees should contact their Project Officer and VMBIP Analysts to obtain a copy of the VMBIP Implementation Checklist

▸ Remaining grantees who did not participate in early planning will begin planning activities on March 12, 2007 (Current Processes and Communications module kick-off calls)

▸ Questions?

A critical step in the planning process is completing the VMBIP Implementation Checklist

VMBIP IMPLEMENTATION CHECKLIST
[GRANTEE NAME]
Go-Live Date: [go-live date]

Key Elements of VMBIP Checklist

▸ Use of the VMBIP Implementation Checklist ensures all transition activities are completed prior to go-live

▸ Grantees undergoing planning have already addressed most of the items on the checklist

▸ Grantees can use the checklist as a guide to address any outstanding planning items one to two months before go-live

▸ This checklist would be delivered approximately two months prior to your transition date
  – Content may be enhanced based on lessons learned from other grantees

Next steps

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McKesson Specialty Overview
March 6, 2007
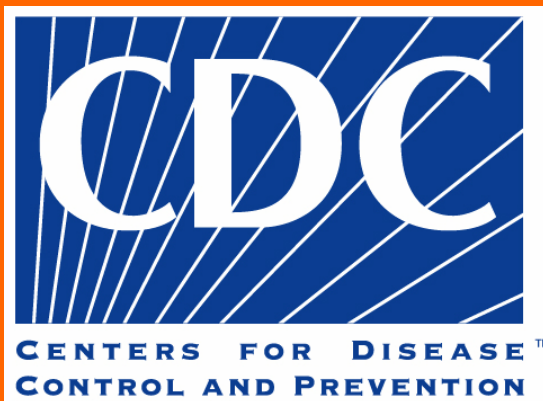
Pilot Learnings, so far….

- **Delivery Instructions: Accuracy is Important!**
- **Receipt Process**
  - Check contents and Temperature Monitor Immediately upon receipt
- **Weather issues**
  - Communicate if Provider hours change
- **Proactive Communication is Helpful**
  - Help us serve the Providers and the Children, eliminate waste

Pilot Shipment Results to Date

- Orders Processed: 872

- Doses Shipped: 160,890

- Order Cycle Time: 24-48 hours

- Average Lines per Order: 5

- **Delivery Issues:**

    - 2 instances of Wrong Address

    - 2 instances of Open Hours Incorrect

    - 1 Order Refused

    - 1 Temperature Monitor issue

Picking the "First Order"

System Double Check "First Order"

Pack Out "First Order"
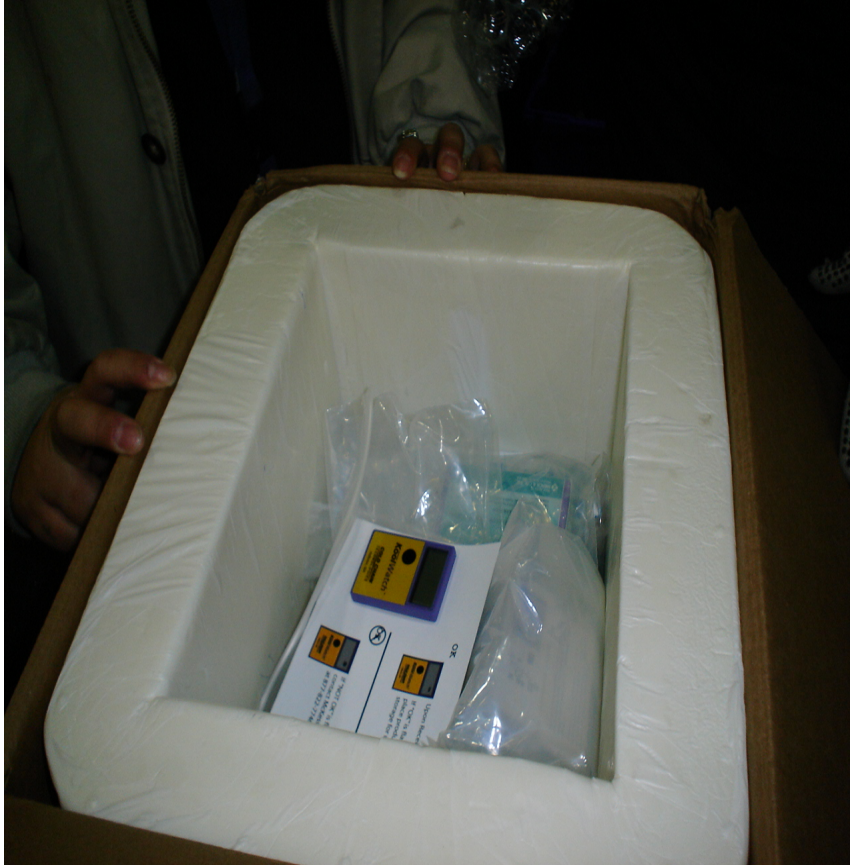
Memphis Team with the "First Order"

McKesson Specialty Open House

- **Memphis, TN April 18, 2007**
- **View McKesson Specialty Operations**
- **Meet CDC VFC Team**
- **Tour of Facility**
  - Security
  - Emergency Generator
- **Details on Hotels and Logistics will be Distributed Soon**
- **Questions? Contact Eric Doss or Brock Lamont**

NIC March 5-8, 2007

- **Questions?**

Vaccine Management Business Improvement Project (VMBIP) Systems Project Update

National Immunization Conference

Kansas City, MO

March, 2007

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Systems Workstream Update

VACMAN 4.x support for VMBIP's Centralized Distribution Implementation

VACMAN 4.x to support Centralized Distribution

- Grantees / Projects familiar w/ VACMAN
- Accelerated timeline
- CDC support infrastructure in place
- Fills gap between Centralized Distribution and VODS
- Modified to support centralized distribution only
- Only minor enhancements
    - New Import / Export functionality for distributor provider orders

VACMAN Modifications to support Centralized Distribution

- New and modified capabilities
  - *Entry of non direct-ship* **Provider Orders*** has been added
  - Entry of **Provider Receipts** has been added
  - Entry of *Federal-funded* **Bulk Orders** has been disabled; the Projects will only be able to enter *State-funded* Bulk Orders in VACMAN 4.x
  - Entry and saving of **Non Frozen Flu Orders** with capabilities to edit and browse the orders prior to transmitting to the distributor
  - Entry and editing of **Distributions and Adjustments** has been disabled; the Projects will only have this screen to view historical data
  - Reporting capabilities will include historical information from the data migrated from VACMAN 3.0.11

* Provider Orders refers to **CDC contracted** vaccines as well as **non CDC contracted** vaccines – all provider orders, regardless of contract should flow through VACMAN

There have been a variety of modifications to the Data Tab

Data Tab Updates in VACMAN 4.x vs. VACMAN 3.0.11

	Current – VACMAN 3.0.11	Future – VACMAN 4.x
New Provider Orders Screen	• Does not exist in 3.0.11	• New screen used to enter and distribute non direct-ship & non flu provider orders • Radio buttons enable the user to select whether the order is a CDC contracted vaccine or a non CDC contracted vaccine
Provider Receipts	• Does not exist in 3.0.11 for non direct-ship provider orders	• New screen used to enter provider order receipts, including non-frozen flu and non-CDC orders • Carrier, Tracking, and Depot fields are populated by the System; the depot field will be populated with McKesson
Non-Frozen Flu Orders	• Does not exist in 3.0.11	• New Influenza Orders screen used to enter and save non-frozen flu orders with capabilities to browse and edit until the user is ready to transmit the orders
Transactions	• Two different screens, one to access provider transactions and one to access direct-ship transactions	• One screen to access both provider transactions and direct-ship transactions
Adjustments and Distribution	• Screen used to enter, edit, save and view adjustments and distributions, and to view adjustments and distributions	• Screen used to access historical information about project vaccine inventory. It represents adjustment and distribution data prior to the installation of VACMAN 4.x; *it is view only*
Enroll Providers	• Does not exist in 3.0.11; Enrollment screen used to access enroll demographics	• Screen used to enroll demographics for a provider

Some additional changes to VACMAN v4.x are included in the list below

- Import and Export options have been modified to include the ability to import and export New Provider Orders

- Provider Order Entry Screen allows the input of multiple vaccine orders per provider per screen instead of one at a time

- Transaction code 2 has been removed as a possible transaction; there is no longer the ability to ship viable vaccine to the distributor or to the manufacturer

- There have been a few reporting changes:
  - Reports Tab 1 no longer includes Distribution and Project Inventory Reports
  - Reports Tab 2 no longer includes Depots, Suppliers (Manufacturers), Funding Source Transactions, and Funding Codes and Balances reports
  - All references to *Varicella* orders in the System have been changed to Direct-ship

Early Pilot Grantee results from VACMAN 4.x implementations suggest we're headed in right direction

- Successful launches of Washington, Maryland, and Chicago in February
- In process of launching California
  - Additional beta testing required to address complexity of running VACMAN 4.x on California's network environment
- Next group of grantees implementing include Tennessee (3/19), Rhode Island (4/2), Nebraska & Oklahoma (4/23), and Hawaii & Arizona (4/30)

Centralized Distribution implementation is contingent on readiness of VACMAN 4.x

- Grantees and Providers can expect the following from VACMAN 4.X

  - Grantees place provider vaccine orders on behalf of the provider and also Grantee-funded bulk vaccine orders

  - Order receipt data receipt data sent from Distributor to NIPVAC and accessed via VACMAN Provider receipt screen

  - Spend Plan Monitoring Reports will be generated from the Allocation database and are available via request from your POB Project Officer

  - CDC Project Officers will have access to the data warehouse and can generate the following reports:

    - Shipment Status, Inventory Threshold, Bulk Shipment Receipt, Backorder, Adjustments, Transaction, Physical Inventory, Physical Inventory Reconciliation, Grantee-Specific Virtual Inventory Reconciliation, Distribution Summary, Nonviable Vaccine, Stockpile/Short-Dated Vaccine & Distributor to Provider Shipment Invoicing

Systems Workstream Update

Vaccine Order Distribution System (VODS)

Commercial-off–the-Shelf Software (COTS)

- COTS – a "system which 'is' manufactured commercially, and then may be tailored for specific uses."
- Office of Management and Budget (OMB)
  - Advocates COTS solutions
  - Reviews all VODS contracts and proposals
- SAP
  - Enterprise Resource Planning (ERP)
  - Industry standard best practice
  - Used in 80% of distributors and vaccine manufactures in the US

Gaps from VODS requirements and SAP

- **Requirements gaps can force "customizations" vs. "configurations"**
  - **Conflicting example** – Reqt allows Grantees to control the viewable formulary by the Provider vs Reqt limits the number of formularies to the number of groups that have been created…need to determine way to limit the number of formularies
  - **Contradicting example** – Reqt allows Provider to maintain an individual provider account for each provider *vs* reqt restricts Provider from making changes without an approval
  - **Disconnecting example** – Reqt allows Grantees to determine frequency for submitting support documentation vs reqt alerts Grantees if all the required supporting documentation hasn't been submitted by Providers…associating the vaccine request to its supporting documentation needs more definition.

VODS Plan of action

- Requirements solidification to fill "Gaps"
- VODS SME Team resources identified and secured
  - SME for requirements
  - SME for external information system connections
    - To be completed once gaps are filled
- Finalize VODS rollout timeline based on additional FMO requirements
- VODS Pilot Site selections to be completed
- Begin VODS user testing

We are committed to working with you closely as the VODS deployment plan and schedule is solidified!

Questions?

Vaccine Management Business Improvement Project (VMBIP)
Funds Management Update

National Immunization Conference

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CDC has developed the "Spend Plan Development, Monitoring and Updating Guide" to assist grantees in proper spend planning

Goals of the Guide:

▸ Communicate the Purpose and Importance of the Spend Plan
  – Spend plans provide critical information to a number of planning processes and activities
  – As we transition to centralized distribution, CDC will be relying even more heavily on the spend plans for effective planning and management of inventory and funds

▸ Clarify expectations for the Spend Plan
  – Pre-transition spend plans should reflect bulk purchases, while post-transition spend plans should reflect provider orders
  – Spend plans are CDC's best **estimate** for future purchases – they must be monitored closely and updated to reflect current information

▸ Provide "Best Practices" Suggestions and Tools to Aid Grantees in Spend Plan Development
  – Historical distribution data and future program plans should form the basis for the spend plan
  – VOFA is a **transmit** tool only - it does not accommodate the data gathering and analysis work necessary for a good spend plan

Federal Vaccine Inventory Estimations

Grantee Replenishment Orders

Obligations to the Manufacturer Contracts

Grantee Spend Plans

Grantee A

Grantee B

Grantee C

Excise Tax Credit

Provider fulfillment Order Allocations

Virtual Inventory Estimations

Estimated Target Budgets

Distributor Replenishment Orders
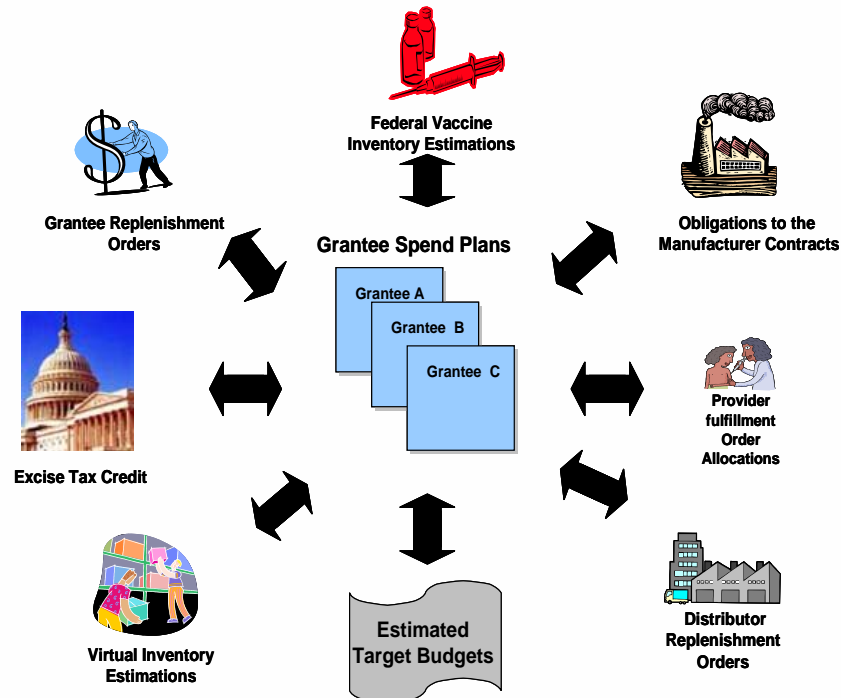
The "Grantee Spend Planning Workbook" is an <u>optional</u> tool grantees can use to profile monthly ordering, do scenario planning, and calculate their VOFA inputs

Detailed instructions for using the workbook are contained in the left-most Worksheet/Tab

Chicago's Implementation of TOF

Marcia Levin, MPH

Chicago VFC Manager

NIC - March 6, 2007

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Tiered Ordering Frequency (TOF)
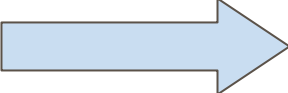
- Based on annual vaccine usage & provider storage capacity
- Providers "scheduled" to place orders
    - Once a month (Monthly)
    - Once every other month (Bi-Monthly)
    - Every three months (Quarterly)
- Intended to increase order size, reduce the frequency of orders, and reduce order processing workload
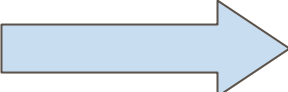
Preparations for Implementation

- Evaluated each provider's annual distribution volume

- Created a spreadsheet with above data

- Collected provider storage capacity info
  - Sent a blast fax to all providers with request for info
  - VFC staff followed up on those who did not respond
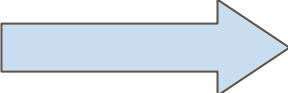
TOF-based categories were determined by annual usage

- Order less than 500 doses/year ⟹ ■ Order vaccine every 3 months (quarterly)

- Order 500-2000 doses/year ⟹ ■ Order vaccine every 2 months (bi-monthly)

- Order more than 2000 doses/year ⟹ ■ Order vaccine every month

Storage capacity also factored into TOF-based categories

Storage Capacity	Frequency
2-6 cubic feet of total storage in refrigerator	MONTHLY (only small amounts allowed)
7-14 cubic feet of total storage in refrigerator	MONTHLY OR BI-MONTHLY (depends on annual usage)
15+ cubic feet of storage in refrigerator	MONTHLY, BI-MONTHLY OR QUARTERLY (depends on annual usage)
Freezer capacity for varicella, Pro-Quad, FluMist	Separate, insulated door MANDATORY!!

Chicago's 678 VFC Provider Segmentation

- Monthly Ordering Frequency
  - 202 providers
- Bi-monthly Ordering Frequency
  - 113 B-1 Providers (Order in Odd numbered months)
  - 100 B-2 (Order in Even numbered months)
- Quarterly Ordering Frequency
  - 105 Q-1 (Order in Months 1, 4, 7, 10)
  - 88 Q-2 (Order in Months 2, 5, 8, 11)
  - 70 Q-3 (Order in Months 3, 6, 9, 12)

Providers follow staggered starts for TOF-based orders

Category	Frequency	Order Every	Begin TOF (2006)
M	Monthly	Month	July
B1	Bi-Monthly	Odd Months	July
B2	Bi-Monthly	Even Months	August
Q1	Quarterly	Jan, Apr, July, Oct	July
Q2	Quarterly	Feb, May, Aug, Nov	August
Q3	Quarterly	Mar, June, Sep, Dec	September

2006 VFC Provider Meeting(s)

- Hosted annual VFC provider meetings
- As providers entered, each was given:
  - Their assigned order frequency and set of detailed instructions
  - Chicago Pediatric Vaccine Order and Accountability Form
- Extensive Q&A session

TOF VFC Provider Guidelines

- Order according to assigned schedule
- Order ALL vaccines needed for ordering cycle
- Contact VFC Program if there are changes to practice volume or if appliance is replaced

Monitoring TOF

- Utilized VACMAN custom category to identify provider's TOF segment and track ordering activity via reports

- Providers given time to adjust to ordering changes - some months will be better than others

- Field staff and order processing unit remind providers of the their TOF ordering schedule

- Allow for exceptions should providers misjudge their order volume or experience an emergency

(*) Feb 2007 data is not representative due to pause in distribution during McKesson transition

Future of TOF

- Further order monitoring and guidance of providers
- Continued TOF communications through field staff visits, blast faxes, order follow-up, and general provider communications