



COVID-19 VACCINATION IN MANITOBA

TECHNICAL BRIEFING

February 24, 2021



COVID-19 VACCINATION IN MANITOBA OPERATIONAL UPDATES

VACCINE DELIVERY MODEL UPDATES



SUPERSITES

In larger centres, supersites allow for rapid and large-scale vaccination for increased speed and efficiency.

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Winnipeg

1,653

DOSES ADMINISTERED
IN LAST WEEK

32,697

TOTAL DOSES
ADMINISTERED

743

AVG. DAILY DOSES

55

EST. DAILY STAFF (FTE)

Brandon

623

DOSES ADMINISTERED
IN LAST WEEK

3,844

TOTAL DOSES
ADMINISTERED

153

AVG. DAILY DOSES

27

EST. DAILY STAFF (FTE)

Thompson

350

DOSES ADMINISTERED
IN LAST WEEK

350

TOTAL DOSES
ADMINISTERED

116

AVG. DAILY DOSES

14

EST. DAILY STAFF (FTE)



FOCUSED IMMUNIZATION TEAMS (FITs)

FITs visit facilities to deliver vaccines where people live.

- FITs will visit 44 PCHs this week and administer about 1,800 second-doses to residents
- Second doses will be complete at PCHs by the end of this week, protecting some of Manitoba's most vulnerable people
- FITs began visiting congregate living settings in Winnipeg and Brandon on Feb. 19.
- All regional health authorities scheduled high priority congregate living sites starting this week.

WORKFORCE RECRUITMENT



DAILY OPERATIONAL SCHEDULE

Overall, staffing is down due to lack of vaccine

RBC CONVENTION CENTRE

1060 Doses



71

TOTAL STAFF (FTE)
31 Immunizers (FTE)

KEYSTONE CENTRE

214 Doses



28

TOTAL STAFF (FTE)
10 Immunizers (FTE)

FIT TEAM - Winnipeg

444 Doses



10

TOTAL STAFF (FTE)
10 Immunizers (FTE)

CURRENT WORKFORCE



2,059

STAFF
As of Feb 23, 2021



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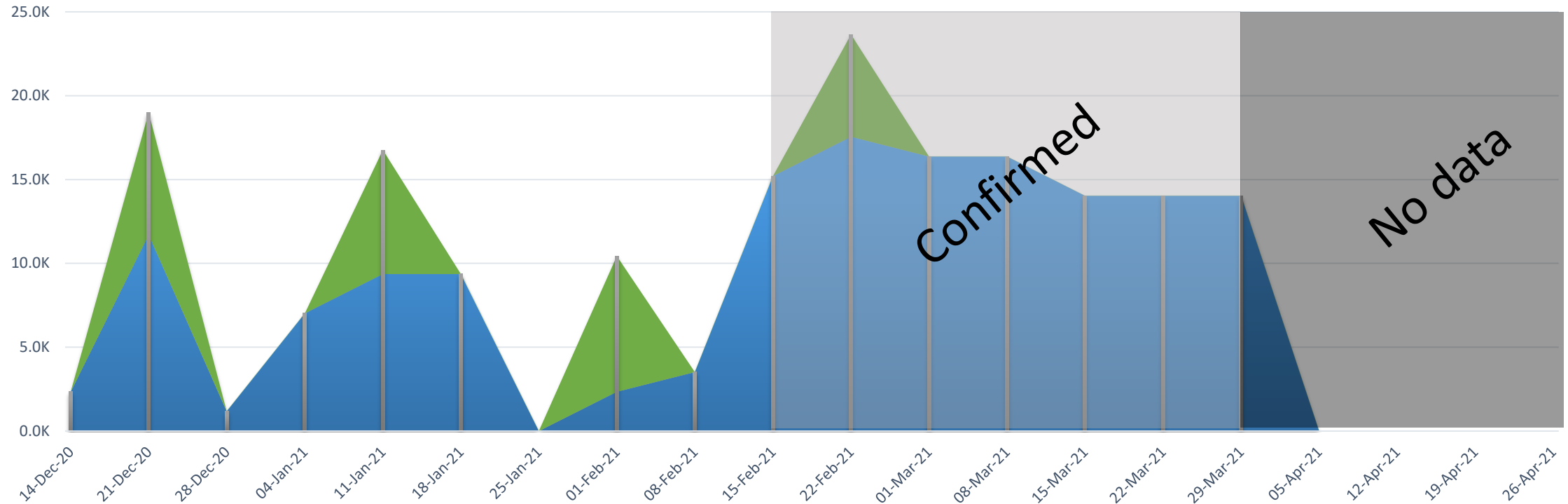
this week

- 1,540 immunizers
- 16 clinic managers
- 25 clinical leads
- 376 navigators
- 102 observers

COVID-19 DOSE DELIVERY SCHEDULE



Doses Received & Projected



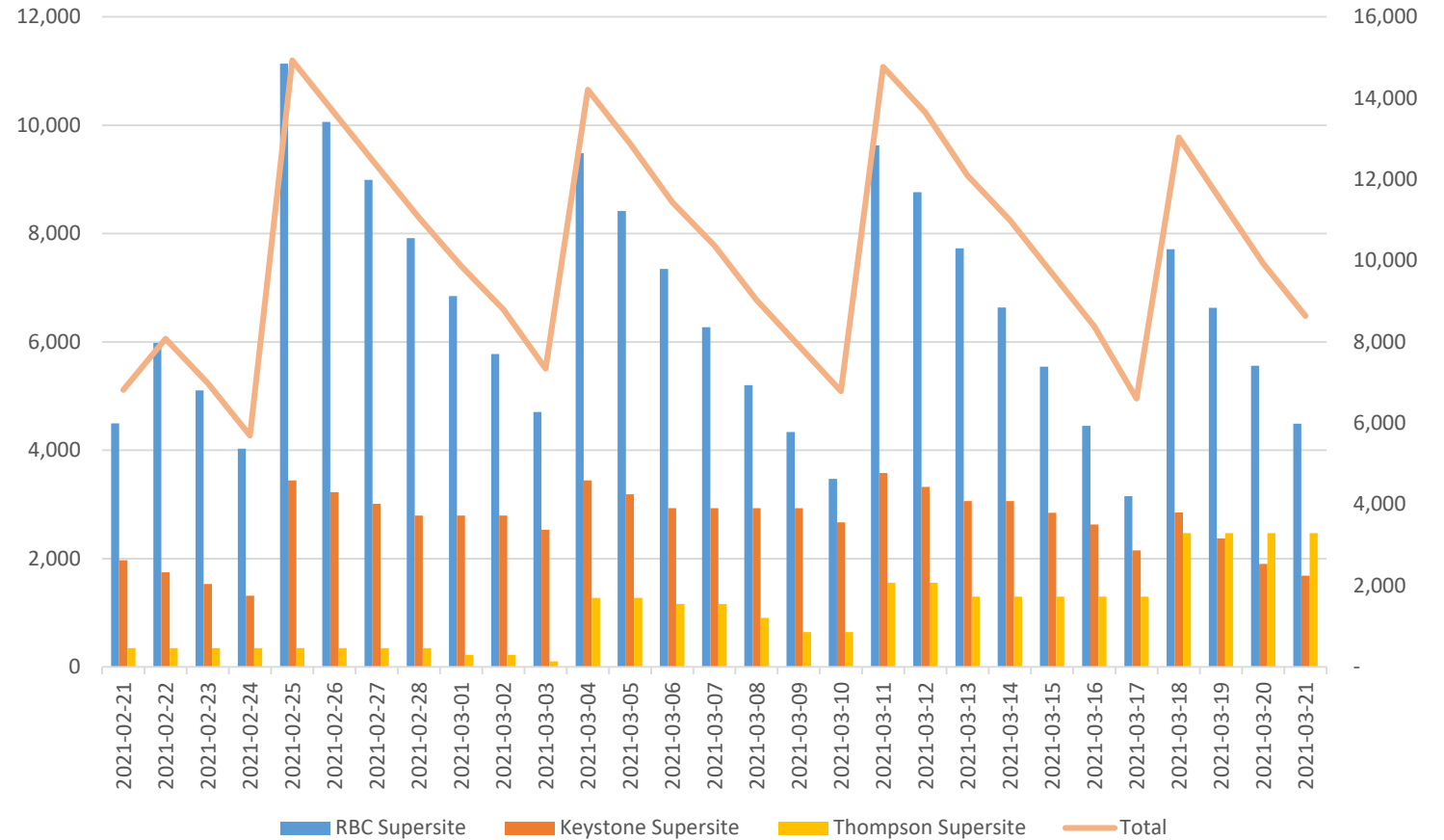
	14-Dec-20	21-Dec-20	28-Dec-20	04-Jan-21	11-Jan-21	18-Jan-21	25-Jan-21	01-Feb-21	08-Feb-21	15-Feb-21	22-Feb-21	01-Mar-21	08-Mar-21	15-Mar-21	22-Mar-21	29-Mar-21	05-Apr-21	12-Apr-21	19-Apr-21	26-Apr-21
■ Moderna Doses	0.0K	7.3K	0.0K	0.0K	7.4K	0.0K	0.0K	8.1K	0.0K	0.0K	6.1K	0.0K	0.0K	0.0K	0.0K	0.0K	0.0K	0.0K	0.0K	0.0K
■ Pfizer Doses	2.3K	11.7K	1.2K	7.0K	9.4K	9.4K	0.0K	2.3K	3.5K	15.2K	17.6K	16.4K	16.4K	14.0K	14.0K	14.0K	0.0K	0.0K	0.0K	0.0K
■ Total	2.3K	19.0K	1.2K	7.0K	16.8K	9.4K	0.0K	10.4K	3.5K	15.2K	23.7K	16.4K	16.4K	14.0K	14.0K	14.0K	0.0K	0.0K	0.0K	0.0K

SUPERSITE INVENTORY MANAGEMENT

Projected for the next 30 days



Closing Stock Balance - Supersites

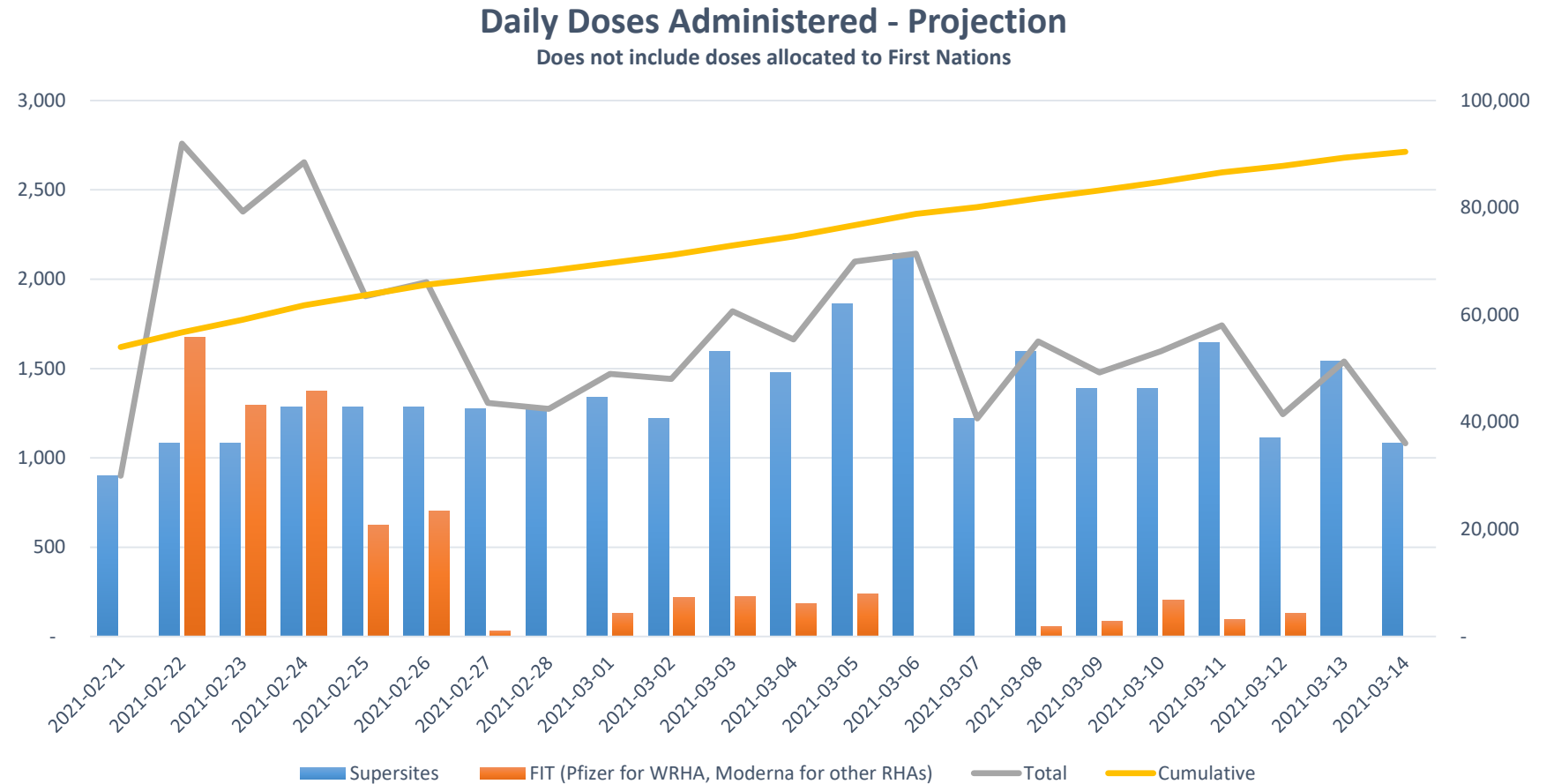


Projections as of February 23. Each rise in doses represents a scheduled delivery.

DOSE ADMINISTRATION PROJECTION



- Based on current supply projections, we estimate an average of 1,684 injections per day in March, subject to current vaccine supply forecasts.



Projected as of February 23

LOW-RANGE SCENARIO



Based on currently-approved Pfizer and Moderna vaccines

Cohort	Population Cohort	Start	Finish	Duration	2021											
					Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Healthcare Workers	16-Dec-2020	30-Jul-2021	32.6w	[Orange bar spanning Dec 2020 to Jul 2021]											
2	Personal Care Home Residents	11-Jan-2021	12-Mar-2021	9w	[Orange bar spanning Jan to Mar 2021]											
3	Other congregate living settings	19-Feb-2021	30-Apr-2021	10.2w	[Orange bar spanning Feb to Apr 2021]											
4	FN general population 60+	15-Mar-2021	14-May-2021	9w	[Orange bar spanning Mar to May 2021]											
5	General population 80+	15-Mar-2021	14-May-2021	9w	[Orange bar spanning Mar to May 2021]											
6	FN general population 50-59	01-Apr-2021	28-May-2021	8.4w	[Orange bar spanning Apr to May 2021]											
7	General population 70-79	01-Apr-2021	28-May-2021	8.4w	[Orange bar spanning Apr to May 2021]											
8	FN general population 40-49	03-May-2021	29-Jun-2021	8.4w	[Orange bar spanning May to Jun 2021]											
9	General population 60-69	03-May-2021	29-Jun-2021	8.4w	[Orange bar spanning May to Jun 2021]											
10	FN general population 30-39	01-Jun-2021	29-Jul-2021	8.6w	[Orange bar spanning Jun to Jul 2021]											
11	General population 50-59	01-Jun-2021	29-Jul-2021	8.6w	[Orange bar spanning Jun to Jul 2021]											
12	FN general population 18-29	02-Aug-2021	30-Sep-2021	8.8w	[Orange bar spanning Aug to Sep 2021]											
13	General population 40-49	02-Aug-2021	30-Sep-2021	8.8w	[Orange bar spanning Aug to Sep 2021]											
14	General population 30-39	03-Sep-2021	29-Oct-2021	8.2w	[Orange bar spanning Sep to Oct 2021]											
15	General population 18-29	01-Oct-2021	30-Nov-2021	8.6w	[Orange bar spanning Oct to Nov 2021]											

HIGH-RANGE SCENARIO



Based on Pfizer, Moderna and other vaccines that have not yet been approved

Cohort	Population Cohort	Start	Finish	Duration	2021													
					Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
1	Healthcare Workers	16-Dec-2020	28-May-2021	23.6w	█													
2	Personal Care Home Residents	11-Jan-2021	12-Mar-2021	9w	█													
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8	FN general population 40-49	15-Apr-2021	31-May-2021	6.6w			█											
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DELIVERING 1.5 MILLION DOSES
Ramping up for the 2nd quarter

SECOND QUARTER EXPANSION

Building from Manitoba's small, deliberate and safe starting point to deliver the largest immunization campaign in provincial history



- Manitoba now reports **Daily Maximum Capacity**
- This shows how many doses could be delivered on any given day in Manitoba if we had adequate supply.
- This will be updated as new facilities and staff are added to increase capacity.

Site / Approach	Daily Maximum Capacity
Supersites (RBC, Backup Site, Keystone, Thompson, Vaxport)	6,499
Distributed Model	4,260
Focused Immunization Teams	500
Pop-up Clinics	500
Current Daily Maximum Capacity	11,759
TARGET CAPACITY Q2	20,000

SUPERSITES

Selection Criteria:

- Population density
- Geographical location
- Other key considerations such as space, accessibility, telecommunications
- Safety and wellness of staff and clients centred in all decisions



Expanding Capacity Throughout Manitoba

- Winnipeg supersite at RBC Convention Centre will be expanding capacity to more than 6,000 appointments per day by mid-March
- New supersite in Selkirk will be located at the former Selkirk & District General Hospital, 100 Easton Drive
 - Early March
- Details of Morden-Winkler site to be released soon
 - Mid March

SUPERSITE APPOINTMENT BOOKING



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Improvements to Service, Future Planning

Centralized Call Centre

- 2,000 lines now available
- Over 370 trained agents
- Tools and processes continuously improved to support daily eligibility expansions
- 19,400 calls handled since Feb. 8, when more 1st dose appointments became available

- Average booking time: 12 minutes
- Average wait time: less than 1 minute

Online Booking

- Self-serve tool in pilot phase
- Will complement, not replace, the call centre

SUPERSITE APPOINTMENT BOOKING



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Call Centre Booking Process

- What to expect when calling:
 - automated voice recording for initial eligibility screening
 - agent-led eligibility questionnaire, including declaration
 - collecting client information, including contact details
- 1st and 2nd dose appointments booked at same time
- 2nd dose interval set to manufacturer recommendation, exceptions possible with an escalation process
- Call-back option available instead of waiting on the phone

SUPERSITE APPOINTMENT BOOKING



Call Centre Booking Process

- Before arriving on site:
 - Text messages sent 48 hours and 3 hours before appointment
 - Clients are reminded to have consent forms filled out and ready to submit on site
- Call centre also supports rescheduling and cancellations

SUPERSITE APPOINTMENT BOOKING



Agent Supports

- Two days of formal training
- Ongoing coaching and team lead support
- Tools include:
 - pre-screening with automated voice recording;
 - eligibility validation questionnaire;
 - agent talking scripts, appointment booking system; and
 - standardized processes
- Pre-screening through automated recording, eligibility questionnaire and agent scripts updated to align with daily eligibility expansion

SUPERSITE APPOINTMENT BOOKING

Another option
available soon



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Online Booking Process

- Will require an email address and Personal Health Identity Number.
 - Manitobans without these can still book through the call centre
- What to expect when booking online:
 - virtual waiting area if volumes are high
 - client account creation, including email address validation
 - eligibility questionnaire
 - selection of appointment date and time
- 2nd appointment is automatically determined
- confirmation email with appointment details
- Consent form must be completed & brought to appointment

MOVING TO THE GENERAL POPULATION



19

Supersites to Open to Oldest Manitobans

- Later today, Dr. Joss Reimer and Dr. Marcia Anderson will be going into more detail about opening up immunizations to the general public
- Manitoba is following the science & evidence about our experience: The oldest people are at greatest risk of the most serious outcomes.
- Age-based criteria will continue to be regularly expanded.

MOVING TO THE GENERAL POPULATION



Supporting Older Manitobans to be Immunized

- Family members or caregivers can make appointments on behalf of someone else
- Helpers can attend appointments with individuals to assist them through the clinic.
- Helpers should be household members or designated support person
- Whenever possible, pre-print, review and bring the consent form and fact sheet to the appointment
- Sites are putting plans in place for this shift in clients – extra space, more wheelchairs available, etc



COVID-19 VACCINATION IN MANITOBA QUESTIONS?

Media are invited to provide feedback on future tech briefings or
specific areas of interest to lenore.kowalchuk@gov.mb.ca