



Evaluating the Impact of the *Flu Fighters!* Program

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This poster explores what's working and where there's room for improvement after three years of this Chicago-area partnership.

BACKGROUND

- Flu Fighters! began in 2015 with the collaboration between Telligen, Walgreens and Blue Cross Blue Shield of IL (BCBSIL) to bring influenza and pneumococcal immunization to residents of Chicago Housing Authority (CHA) senior buildings.
- BCBSIL provides a CareVan to be used as a mobile vaccination center.
- Walgreens provides the vaccine, supplies and pharmacist.
- CHA advertises and educates their residents about the event and helps set up the event.
- Telligen coordinates the schedule and communication between each party and provides an onsite representative for each event.

OPPORTUNITIES FOR IMPROVEMENT

- Diminished participation over time.
- Very low participation at a number of buildings illustrated the need to develop a more effective scheduling approach.
- Language barriers exist between staff and residents.
- Lack of RSC engagement can affect resident participation.

LOOKING TO THE FUTURE

- Limit Flu Fighters! to 4 or 5 locations and provide transportation to those locations from other CHA buildings.
- Have individuals register ahead of time.
- Organize a mini health fair within the CHA buildings by including information about diabetes and cardiac health.
- Institute a train-the-trainer program to increase education among CHA RSC.

METHODS

- Flu Fighters! runs from September to early November.
- We serve 41 of the CHA senior buildings.
- These clinics cost approximately \$500 per building.
- CHA provides a list of buildings along with Resident Service Coordinator (RSC) contacts.
- This year Telligen created a DVD that provides information about the flu clinics, the pneumococcal vaccination, and acceptable forms of insurance, including Medicare and Medicaid.

SUCCESSES

- Over the past three years we have vaccinated 1,404 individuals for flu and 208 for pneumonia.
- Influenza vaccinations have resulted in health care savings of approximately \$150,000 for this population.
- Established working partnership between Telligen, CHA, Walgreens and BCBSIL.
- Provided two annual educational sessions for each building and increased awareness of importance of immunizations
- Adopted new technologies to improve communication to participants - PowToons.

