

POSTER PRESENTATION

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What is the best way to organize vaccination services for the children of Quebec, Canada?

Maryse Guav^{1,2*}, Paule Clément², Carole Vanier¹, Sandie Briand², Cécile Michaud^{1,3}, Chantal Boulet⁴, Joane Désilets⁵, Fernand Guillemette⁶, Eve Dubé^{1,7}, Nicole Boulianne^{1,7}, Jacques Lemaire², Monique Landry⁸, Geneviève Baron^{1,9}

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Background

Recently in Quebec, Canada, several contextual elements (e.g. physician disengagement, delayed appointments and late vaccines) justified a review of how child vaccination services are offered. A 5-year study begun in 2010-2011 aims to identify the optimal organizational model(s) for vaccination services for children aged 0-5 years. The first three year process and progress are reported.

Materials and methods

This action research project adopts the Appreciative Inquiry methodology [1], using case studies [2]: 3 regions are currently studied (region 1: 16,000 births/year; region 2: 5,000 births/year; region 3: 5,000 births/year). Building the model began with the development of a conceptual model drawn from a literature review. The participatory process relies on a steering committee for each case study, made up of players from local and regional levels and researchers. It meets monthly to discuss, reflect on and review vaccination service components. Various facilitation techniques foster the gradual production of an array of documents (e.g. accounts, schemas, tables) to fuel the discussion. Logbooks and field notes document the process. Qualitative analyses have been done.

Results

To date, charts of service usage and schemas illustrating current vaccination service organization have been developed. The appointment-making processes, the functioning of vaccination clinics, the management of immunizing products and vaccination data have been described. Some courses of action have emerged and will be further

explored: simplified appointment making, more systematic reminders and follow-ups, better structured vaccine transport and storage.

Conclusion

Thanks to the approach used, emerging solutions will be more sustainable, acceptable and adapted to needs. Identification of the optimal model(s) for the organization of child vaccination services, adjusted to the various contexts is on progress.

Authors' details

¹University of Sherbrooke, Longueuil, Quebec, Canada. ²National Institute of Public Health, Montreal, Quebec, Canada. ³Charles LeMoine Hospital Research Centre, Longueuil, Quebec, Canada. ⁴Public Health Directorate, Agence de la sante et des services sociaux de la Montérégie, Longueuil, Quebec, Canada. ⁵Public Health Directorate, Agence de la sante et des services sociaux de Lanaudière, Joliette, Quebec, Canada. ⁶Public Health Directorate, Agence de la sante et des services sociaux de la Mauricie et du Centre-du-Québec, Trois-Rivières, Quebec, Canada. ⁷Centre de recherche du CHU de Quebec, Quebec, Canada. ⁸Quebec Ministry of Health, Montreal, Quebec, Canada. ⁹Public Health Directorate, Agence de la santé et des services sociaux de l'Estrie, Sherbrooke, Quebec, Canada.

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¹University of Sherbrooke, Longueuil, Quebec, Canada
Full list of author information is available at the end of the article