

About this guide:

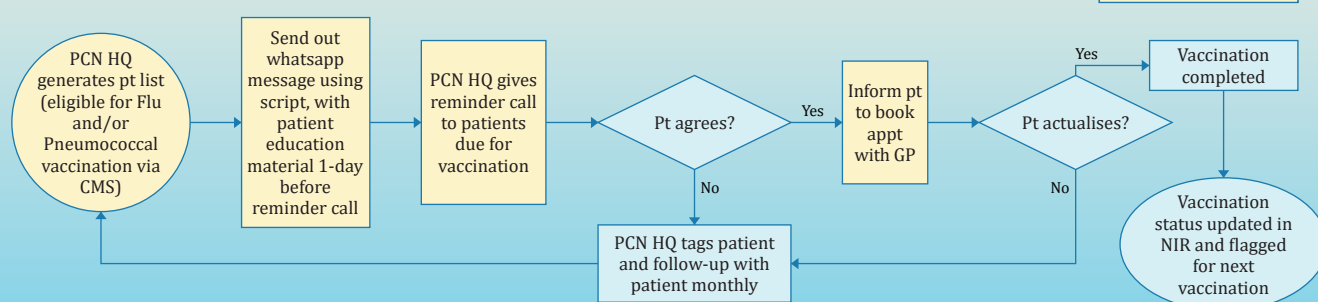
Vaccination is a key preventive service under HSG⁴. This guide outlines a simple, tested process that PCNs can adapt to boost flu and pneumococcal vaccination uptake whether in Clinic-led¹, or HQ-led² supported clinics.

What is the Vaccination Workflow?**Key Components:**

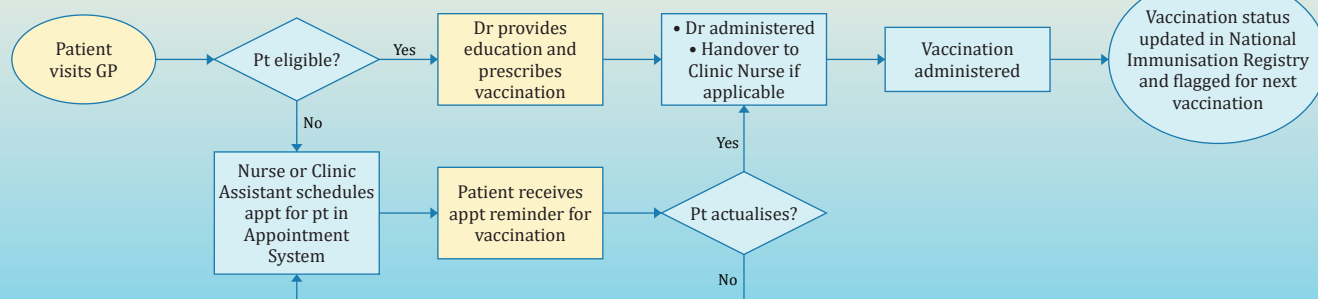
- Identifying eligible patients
- Proactive engagement of eligible patients with standardized patient education
- Appointment booking

Adaptable Vaccination Workflow**1. Successfully tested scalable process for Vaccination**

PCN HQ-led² (Scoped for PCN HQ with CMS access)

**2. Adapted and agreed scalable process for Vaccination**

Clinic-led¹ (GP identifies eligible patients)

**Outcomes from Initial Testing**

HSG Indicator	Baseline Median	New Median	Improvement
Flu/ Pneumococcal Uptake	6.94%	15.4%	+8%

* Results from one clinic over 12 months

Monitor & Sustain**Adoption Measure**

- Number of clinics that have adopted vaccination scalable process

Outcome Measure

- Uptake rate of Vaccination in adopting clinics

Vaccinations are key to proactive health management in primary care. Through a tailored approach to preventive care, scheduled immunisation and patient education, primary care providers play an essential role in keeping both individual and communities protected.

Footnote:

¹ Clinic-led: Refers to initiatives, programs, or operations that are primarily driven by individual clinics.

² HQ-led: Refers to initiatives or strategies that are driven by headquarters (HQ) — the central, organizational, or corporate office.

³ Hybrid: Refers to initiatives or operations that are jointly driven by clinics and headquarters.

⁴ HSG: Healthier Singapore

⁵ CMS: Clinic Management System