



A Qualitative Study of the Experiences of a Pharmacy Team Working Collaboratively in a COVID-19 Vaccination Service

Keshia R. De Guzman^{1,3}, Chariclia Paradissis², Michael Barras^{1,2}, Adam La Caze², Karl Winckel^{1,2}, Natasha Taufatofua^{1,2}, Nazanin Falconer^{1,2}

1. Pharmacy Department, Princess Alexandra Hospital 2. School of Pharmacy, The University of Queensland 3. Centre for Online Health, The University of Queensland

Background

In Australia, healthcare providers acted rapidly to facilitate phased vaccination during the COVID-19 pandemic. To optimise the safe and efficient delivery of COVID-19 vaccines, hospital clinics involving pharmacists, pharmacy clinical assistants (CAs) and undergraduate pharmacy students were established.



Aim



To understand the **key factors for success** in how pharmacists, CAs and students provided the vaccine service, and to explore the **preparedness and experiences** of the team

Method

Pharmacists, CAs, Students recruited through convenience sampling

Transcripts analyzed using inductive thematic analysis to identify codes and themes



Semi-structured interviews conducted, audio-recorded and transcribed

Qualitative interviews enabled in-depth exploration of experiences

Results

Eleven participants were interviewed:



4 pharmacists

4 CAs

3 students

Pharmacists, CAs and students reported positive experiences, feeling prepared for their role



Five Themes Identified

- 1 Adaptive procedures and work practices to rapidly changing environment
- 2 Clear leadership with role clarity, role expansion and interchangeability
- 3 Supportive learning environment
- 4 Stakeholder drivers for service delivery and to optimise societal benefit
- 5 Potential for student value and experiential learning

The five themes often interacted, highlighting the complexities of operating the service

Conclusions

Clear leadership, adaptive procedures, and shared goals to optimise societal benefit, supported a collaborative learning environment that led to a **successful** vaccination program, which facilitated a **novel and valuable** opportunity for students.

