

GOVT. VACCINATION CENTRES CHALLENGES AND BJS-FORCE MOTORS SUPPORT

On 3rd March 2021, I sent my team to Sassoon Hospital vaccination centre for observation of the vaccination process. In addition, I personally visited and observed the vaccination process, and held a meeting with Dr. Murlidhar Tambe (Dean, Sassoon Hospital) along with his and my teams.

BJS, Force Motors and StepOne had conceptualized “Mission Lasikaran” program three months ago anticipating the practical implementation challenges at vaccination centres. The Government of Maharashtra and the Municipal Corporation of Pune had also accorded approval for this program.

Please read below the challenges of the existing government hospitals and support of BJS to overcome the same in detail. We have trained a team of our volunteers today and deployed them at the Sassoon Hospital to support the vaccination centre.

Challenges:

1. Site Management:

- Citizens do not know the process of vaccination
- Uncontrollable crowd at the vaccination centre
- Citizens arrive without proper documents
- Co-morbid citizens do not know in which format they should give information and proof about their co-morbidity, and therefore have to wait a long time at the centre
- Vaccination centres do not have enough manpower for site management
- Lack of basic amenities like cleanliness, drinking water, washroom facilities, refreshments at vaccination centres
- Centres do not have proper waiting area or sitting arrangements with social distancing
- Huge walk-in crowd for on-the-spot self-registration, which is not registered or planned
- No proper separate enquiry desk at vaccination centre
- Lack of display signage to show process from registration till the observation room
- No public announcement system

2. Verification of beneficiaries.

3. Data entry process.

4. Technical issues regarding the portal.

5. Allotment of hospitals through the online system.
6. Walk in HWs, FLWs, second-dose people, senior citizens, 45+ comorbid people, and general walk-in public from all these categories come together at centre without proper confirmation leading to chaos.
7. Availability of infrastructure, waiting rooms, registration rooms, vaccination rooms, observation halls, staff of computer operators, ward boys, nurses and doctors in hospitals.
8. Awareness campaign.
9. Display and dissemination of IEC material approved by central government.
10. Post vaccination follow-up.

The above challenges fall into two specific categories. One set of challenges relate to the vaccination activity (core medical hospital responsibility), and the other belongs to activities related to people management, site management, awareness, facilitation and post-vaccination follow-up.

BJS-Force Motors wants to support government vaccination centres by taking responsibility for the second set of challenges like people and site management, awareness, facilitation and post-vaccination follow-up. This will help control the chaos at the vaccination centres and smoothen the process of vaccination. This will also result in mitigating difficulties currently faced by senior citizens, also helping to control new cases spreading very fast, especially in cities like Pune.

BJS-Force Motors wish to take responsibility for addressing the above challenges by implementing following activities:

1. Site Management:

- Help desk for citizens at the vaccination centre
- Two volunteer-coordinators at the help desk to assist citizens
- Public announcements and crowd control to ensure smooth flow of beneficiaries at the vaccination centre
- Guidance for registered citizens arriving at the centre for vaccination
- Assistance to citizens arriving at the centre by answering their queries related to the vaccination process, documents needed for registration etc.
- Assistance to co-morbid citizens by facilitating awareness about the format to be filled-in by them, submission of proof of co-morbidity etc.
- Assistance to citizens by providing information about the process of on-the-spot self-registration
- Guidance to citizens with signage and information about the step-by-step process of vaccination, from registration till the observation room

2. Public awareness campaign

3. Display and dissemination of IEC material approved by central government

4. Structured post-vaccination follow-up of vaccinated citizens through StepOne technological systems

- Shantilal Muttha