



# CARD Implementation

## Results from Discovery Pharmacy Vaccine Pop-up Clinics

### OBJECTIVE

To integrate CARD in Discovery Pharmacy-led influenza vaccine pop-up clinics and document impact on vaccine clients and staff.

### RESULTS

Feedback was collected from vaccine clients and clinic staff before (baseline) and after CARD implementation.

### CLIENT SURVEYS

Self-reported experience better after CARD (vs. usual care)



75%

Better experience compared to the last vaccination



30%

Lower fear scores

### CLIENT FEEDBACK

Improved satisfaction with vaccination experience compared to prior vaccination.

“ I liked knowing exactly what to expect. Having the option of a quiet room was invaluable.”

### STAFF FEEDBACK

Positive attitudes after CARD with suggestions for refining implementation.

“ It was very organized. The CARD checklist was helpful instead of having to ask questions. There was lots of time to talk to patients.”

### SUMMARY & NEXT STEPS

CARD shows promise as a framework for delivering vaccinations in the pop-up clinic context. Implementation was refined to clarify and streamline processes. Learnings are being documented to inform education of vaccine providers and planning future clinics.

### THANK YOU

Thank you to everyone that participated in this project and for their valuable feedback. If there are any questions, please contact **Anna Taddio** at [anna.taddio@utoronto.ca](mailto:anna.taddio@utoronto.ca).