

## MODULE 5-E: Vaccine Loss and Waste

Vaccine loss is both costly and preventable. There are many reasons for vaccine loss, including heat and/or light exposure, inappropriate freezing, broken vials and syringes, poor reconstitution practices, contamination and suspected contamination, discarding doses at the conclusion of outreach sessions, missing inventory, and theft. However, the most significant cause of vaccine loss is attributed to poor vaccine management (e.g., loss due to expiration and loss due to cold chain failures).

### Vaccine Loss Due to an Incident

The VFC Program will require providers to privately purchase replacement doses for vaccine that has been wasted due to provider negligence. Examples of negligence may include, but are not limited to the following examples:

- A. Vaccine left out of storage unit(s).
- B. Loss of power to storage unit(s).
- C. Leaving the door of storage unit(s) ajar resulting in unacceptable ranges.
- D. Storage of vaccines in recorded, unaccepted temperature ranges.
- E. Failure to properly read and record storage unit temperatures.
- F. Transporting vaccine inappropriately, thus breaking the cold chain.
- G. Failure to notify the VFC Program of change of office hours, address, and other pertinent provider information.
- H. Discarding or allowing spoilage of vaccine prior to the expiration date.
- I. Expiration due to over-ordering. Providers are required to notify the VFC Program 60 days prior to expiration date of vaccine to attempt a transfer.

**Please note:** The VFC Program considers temperatures recorded within Florida SHOTS official documentation when determining vaccine viability.

Please review the Florida VFC Program Vaccine Restitution Policy at:

[http://www.floridahealth.gov/programs-and-services/immunization/publications/\\_documents/vfc-vaccine-restitution.pdf](http://www.floridahealth.gov/programs-and-services/immunization/publications/_documents/vfc-vaccine-restitution.pdf)

### Reporting a Vaccine Incident

To minimize vaccine loss, contact a VFC Program representative **immediately** upon notice of an incident at 1-800-483-2543. In most cases, you will be informed to isolate the affected vaccine and label “Do Not Use.” However, do not remove the vaccine from a properly functioning storage unit as viability is still to be determined. The VFC Program representative will send you an “Incident Checklist” (see [Appendix 5](#)) to begin completing. This checklist includes the phone numbers of vaccine manufacturers to contact with information on the

parameters of the incident. You will be required to submit various documents along with temperature logs (if not documented within Florida SHOTS) and current inventory of the vaccines involved in the incident. Email **all** requested documents on the checklist to [FloridaVFC@FLhealth.gov](mailto:FloridaVFC@FLhealth.gov) with your VFC PIN and the word “incident” in the subject line. Review of these documents will determine liability and vaccine viability. During review of the incident, the provider’s PIN will be unable to place vaccine orders.

### **Replacing VFC Program Wasted Vaccine**

Instances of wasted or expired vaccine will be reviewed on a case-by-case basis. If negligence is determined, the VFC Program will send the enrollee a letter informing them of the number and type of wasted doses to be replaced and the possible need for patient recall. The provider will purchase the replacement doses from the private supplier of their choosing and submit all invoices/packaging slips to the VFC Program at [FloridaVFC@FLhealth.gov](mailto:FloridaVFC@FLhealth.gov). Additionally, the provider is required to replace the vaccine by adjusting their inventory within Florida SHOTS upon receipt of vaccines using the adjustment reason of “Payback VFC Vaccine.”