

**Title of Intervention:** A waiting room education intervention

**Intervention Strategies:** Individual Education, Supportive Relationships

**Purpose of the Intervention:** To improve the pneumococcal immunization rate in older adults

**Population:** Patients aged 65 years and older

**Setting:** University ambulatory care clinic; health care facility-based

**Partners:** National Institute on Aging

**Intervention Description:**

- Individual Education: Patients in the waiting room who did not have documented pneumococcal immunization were provided written patient education information.
- Supportive Relationships: Those who did not have documented pneumococcal immunization were approached to confirm the status and were provided counseling in the waiting room.

**Theory:** Not mentioned

**Resources Required:**

- Staff/Volunteers: Health care providers to review charts and provide education and immunization
- Training: Not mentioned
- Technology: Not mentioned
- Space: Waiting room space
- Budget: Not mentioned
- Intervention: Materials for patient education, pneumococcal immunization
- Evaluation: Not mentioned

**Evaluation:**

- Design: Cohort; post-only evaluation
- Methods and Measures:
  - Immunization rates were measured using chart audits

**Outcomes:**

- Short Term Impact: Not measured
- Long Term Impact: The cumulative immunization rate within the study population increased significantly.

**Maintenance:** Not mentioned

**Lessons Learned:** There is a need to educate patients about the immunization and remind health care providers to offer it. Awareness can be increased further through reminders and the annual influenza immunization campaign in the media.

**Citation(s):**

Elangovan, S., K. J. Kallail, et al. (1996). "Improving pneumococcal vaccination rates in an elderly population by patient education in an outpatient clinic." *J Am Board Fam Pract* 9(6): 411-3.