

COVID-19 VACCINE CLINIC SURVEY RESULTS

Timiskaming Health Unit

2021-06-30



Services de santé du
TIMISKAMING
Health Unit

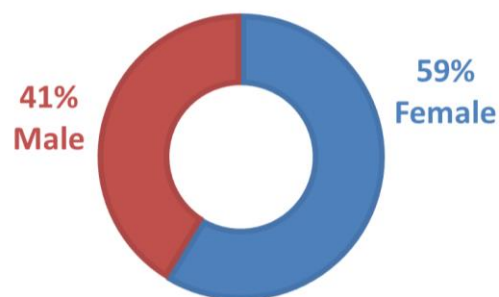
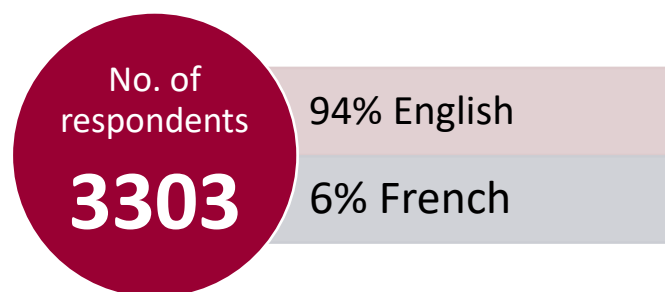
About the Survey

The purpose of the COVID-19 Vaccine Clinic survey was to receive feedback from the community about their experience at any of Timiskaming Health Unit's (THU) COVID-19 Vaccine Clinics. Specifically to help us to learn what worked well and identify areas for improvement. The input gathered from this survey guided improvements for ongoing COVID-19 vaccination clinics and can be applied to future mass immunization efforts.

The bilingual electronic survey was launched in the THU area the week of March 22, 2021; the survey was available for participants on SurveyMonkey. This report is a final public report building on an initial report of April 26th, 2021 and represents data collected between March 22nd, 2021 and June 30th, 2021 during which time THU hosted 89 mass clinics & 45 pop up clinics across the district, vaccinated 63% and 65% of THU residents with at least one dose and both doses, respectively, and administered 19, 252 and 15, 061 first and second doses, respectively.

It is important to note that THU staff reviewed preliminary survey findings regularly so that real-time changes could be made to improve the local COVID-19 vaccine clinic program. Furthermore, comparison of results between the first report and final report were not made due to the negligible differences observed in trends between the two.

Survey Completion¹



Survey Audience

Respondents by Age²

- 80+ years → 2%
- 70-79 years → 11%
- 60-69 years → 18%
- 50-59 years → 17%
- 40-49 years → 16%
- 30-39 years → 17%
- 19-29 years → 16%
- <18 years → 3%

Respondents by Income³

- ≥ \$150,000 → 15%
- \$100,000 - \$149,999 → 15%
- \$70,000 - \$99,999 → 13%
- \$50,000 - \$69,999 → 11%
- \$30,000 - \$49,999 → 12%
- 0 - \$29,999 → 9%
- Did not know → 6%

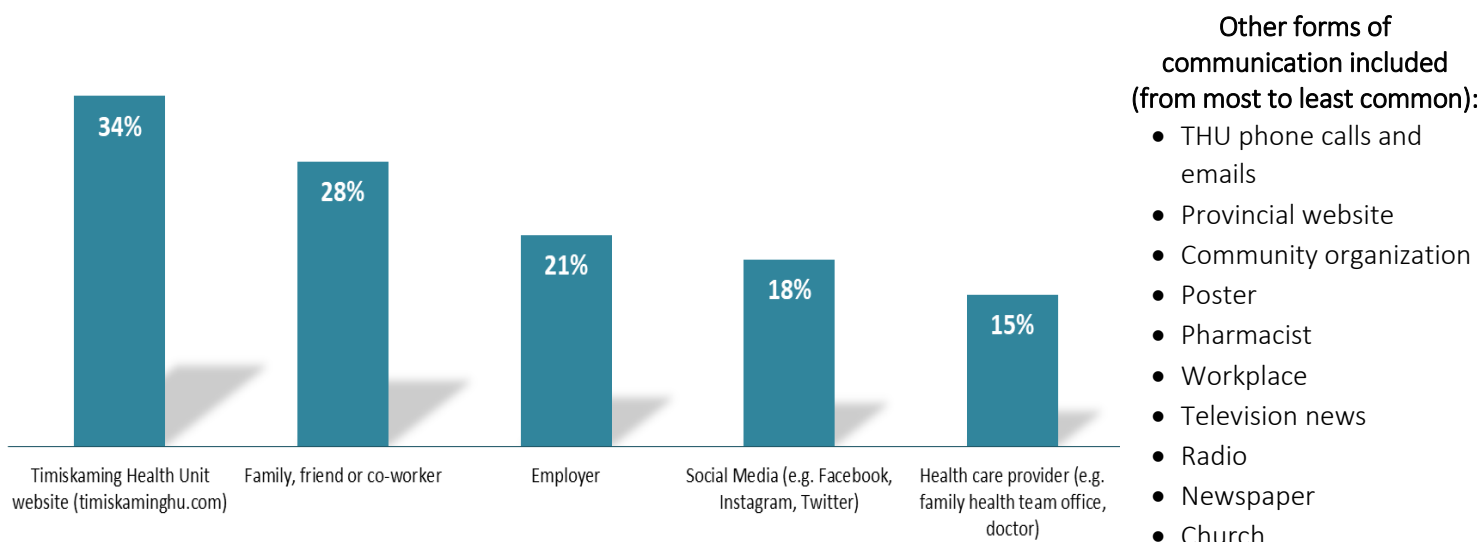
¹ Data extracted for analysis on June 30th, 2021

² Out of 2996 respondents. Clinics were open to 16+ during this time. ~5% of respondents stated they were under the age of 16.

³ Out of 2974 respondents

Survey Results

How Respondents Heard about the Clinics⁴



How Respondents Booked their Appointment⁵



53% of respondents indicated they booked online



29% of respondents indicated they booked by phone



12% of respondents indicated they booked through an organization
i.e. health care provider, community organization or workplace



6% of respondents reported other methods
i.e. walk-in clinics, THU waiting list, by a family member, through their employer, referral from Nurse Practitioner, given an extra dose in clinic (as a worker)

⁴ Out of 3032 respondents

⁵ Out of 3031 respondents

Barriers in Accessing the Clinic⁶

90% of respondents reported no issues or barriers in accessing the clinic

5% reported having to take time off work

2% reported they needed someone else to take them to the clinic and having young children in their care

1% reported long distance to travel

2% reported other factors

i.e. clinic and time of appointment being inconvenient, residing too far from clinic, lack of direction to navigate to clinic, no address being provided.

Organization of Clinic and Services Provided⁷



99% said that the seating provided met their needs



99% said that it was clear how to move through the clinic



99% said that it was easy to enter and exit the building



99% said they received services in the language of their choice



99% said that clinic staff treated them with dignity and respect

⁶ Out of 2914 respondents who provided feedback on what factors made it difficult to access the clinic

⁷ Out of 3016 respondents; *Not all 3016 respondents provided feedback for each section stated above*



99% said clinic staff explained things in a way that was easy to understand



99% said they received clear instructions about what to do after vaccination



95% of respondents reported that available parking space met their needs.



99% of respondents reported their length of time at the clinic as being “good” or “very good”



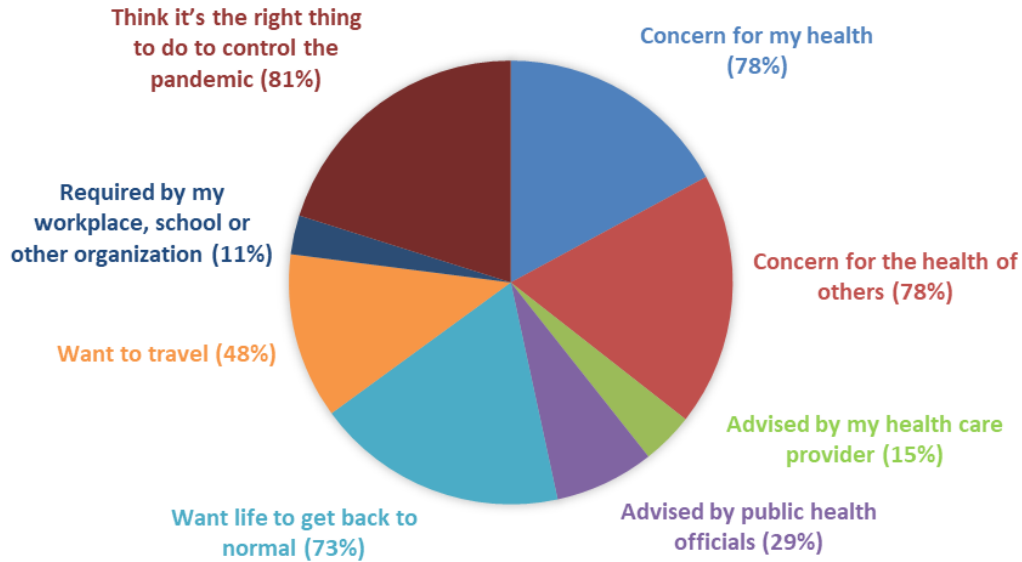
99% of respondents reported clinic safety measures as being “good” or “very good”

Overall Clinic Experience⁸

99% of respondents reported their experience at the clinic as being “good” or “very good”

⁸ 2986 respondents rated their overall experience at the clinic

Reason for Vaccination⁹



3% of respondents provided other reasons for getting vaccinated such as:

- Wanting to see family & friends in the same country, out of country or in nursing homes
- Having a high-risk condition or job & to keep patients/general public safe
- Vaccines work and should be mandatory or strongly advised during a pandemic
- Pregnancy → passing antibodies to infant
- Wanting the pandemic to be over and life to be returned to “normal” as quickly as possible
- Feeling pressured to get vaccinated by government or others in power

Information provided about COVID-19 Vaccine¹⁰

98% of respondents reported that they had all of the information they needed about getting the vaccine

Of those who indicated they did not receive enough information, respondent comments revealed a need for more information relating to the following:

- vaccine efficacy and possible adverse effects
- timely information given on which vaccine will be administered (i.e. in advance of the clinic)
- clarity on eligibility and contraindications to receiving the vaccine
- literature on why a second vaccine is necessary and if mixing vaccines is safe
- differences in the type of vaccines administered

Other comments included: not enough information provided on what would be expected during the appointment, such as an “accept terms and condition” agreement; not knowing how much of the vaccine would be covered by insurance; not enough information on when the second dose will be administered; confusion on how to register for the vaccine or where to go once

⁹ 2997 respondents stated their reasons to get vaccinated. Respondents could select more than one option for reason of vaccination, therefore percentages **do not** add up to 100%

¹⁰ 3003 respondents provided feedback on the information they were given prior to receiving the vaccine.

Qualitative Feedback

Suggestions for how to improve clinics

Respondents shared what they thought could be done to make it easier to get to the clinic, or how to improve promotion of the clinic and appointment booking, and ways to overall improve client experiences at these clinics. A total of **997 (30%)** responses were submitted.¹¹

Positive Feedback

Most of the comments were **positive**; **650** respondents (**65%**) provided comments which affirm the current processes that are in place at the clinics, including expressions of:

- No suggestions for improvement and/or indications of satisfaction with the organization of the clinic and the ease/effectiveness of the appointment booking process (*573 mentions*)
- Appreciation and satisfaction for the staff, nurses and health and safety measures put in place (*63 mentions*)
- Appreciation of the flexibility provided for booking appointments (i.e. phone-in options) and vaccine distribution (i.e. administering vaccines in vehicles for those unable to get out of their cars) (*10 mentions*)
- Improvements in appointment booking & accessing the clinic since their first dose appointment (*4 mentions*)

The following are some representative responses in the words of respondents:

- *“I don't think it could have been easier. This was the most efficient and on time clinic imaginable. Staff were friendly and very helpful.”*
- *“Absolutely amazing work THU! Provided my information to my employer Thursday and received email to book appt Friday, and was able to book for Monday morning! Amazing work to all! A very heartfelt thanks from “essential” workers and community members in general!!”*
- *“The people running this clinic did an excellent job. I'm so thankful that the THU and other health care providers have worked together to make the administration of vaccines in our community run so smoothly.”*
- *“Actually it's my mom appointment for first dose and I am really impressed for management. On Friday there was a lot of snow but there were two workers standing outside to guide you ...and when we entered we felt it was a cinema... everything was well organized and lot of stations...they guided you with what we had to do next. I am originally from India and I am really impressed I will share this idea to my friends on how to manage if you want success during the pandemic...really thank you to Timiskaming health unit and we will see you again”*
- *“L'expérience fût fort bien organisé. Félicitations! C'était rapide, aucune attente et les gens étaient compétents et sympatiques.”*
- *“Bravo à toute l'équipe! Wow très efficace!”*

¹¹ 997 English and French responses were submitted and quantified for overall count and percentages.

Feedback Identifying Challenges

11% of respondents identified concerns or difficulties related to THU's vaccine clinic. Common themes that emerged listed in decreasing order of frequency include:

- Lack of social distancing, adequate safety measures, sanitizing of chairs (31 mentions)
- Difficulty booking appointment due to several issues: i.e. seniors unable to access online system, online interface was confusing to navigate through via Ontario site/lack of clarity following steps, not working due to health cards being renewed, long time for phone booking, long time to hear back, elder couples unable to go to the same clinic for appointments (22 mentions)
- Health care provider did not answer questions about vaccine/provide information prior to vaccine, and clinic did not post enough information prior to vaccination (i.e. what vaccines are available for second dose, which individuals are eligible, code needed for second dose) (13 mentions)
- Certain locations were uncomfortable or too loud (i.e. too cold, too crowded) (11 mentions)
- Clinic locations were difficult to get to (i.e. too far, could not find address) (10 mentions)
- No sense of privacy when administering needle or asking personal questions (7 mentions)
- Had to wait for a long duration outside until appointment time (6 mentions)
- Confusion while navigating to get to the building entry (4 mentions)
- No appointment date or time provided for second dose (3 mentions)
- Pain during the second dose (2 mentions)
- Information given during appointment was confusing (i.e. sheet of possible serious side effects that did not concern the client) (1 mention)
- Workers screening individuals at the main entrance seemed displeased (1 mention)

The following are some representative responses in the words of respondents:

- *"It is important to make sure people waiting in line are social distancing, a women came up behind me in line & did not respect the social distancing protocols even though there are clear markers of where you are to stand in line"*
- *"Some seniors mentioned to me that they don't do anything online so they had difficulty getting appointments made. A notice in the paper or on the radio station to let people know where, when and how they can book would be most helpful for several seniors and others."*
- *"It was very noisy in there with big fans turned on (I understand it was hot and they needed air circulation). It was difficult to hear the person I registered with, the nurse, and the person in the waiting area after - I noticed that people were leaning their heads towards each other, closer, to be able to hear the other person speaking. Everyone was wearing masks, but it made me feel uncomfortable to be more face-to-face close just to hear what people were saying. My hearing is ok, not the best, so I can't imagine what the hard-of-hearing are experiencing with it being so noisy in there."*
- *"Au début il y avait une certaine confusion. On nous disait de téléphoner à l'unité sanitaire. Ce que j'ai fait et j'ai laissé un message deux fois en deux jours."*
- *"I think that as we leave, we need to be told that the vaccine does not take effect immediately. Many people do not understand how vaccinations work and they believe they are safe once they've had the needle."*

Recommendations

Out of the 997 respondents, approximately **17%** provided **recommendations** for improvements, such as:

- Suggestions for evening appointments, weekends, or availability outside of work hours (*23 mentions*)
- Utilizing other sources of communication for updates and promoting clinic (i.e. better advertisement, radio, newspaper, Instagram) (*20 mentions*)
- Free rides/assistance in transportation & instructions for parking, entering & exiting clinic (*19 mentions*)
- Opportunities for more clinics (i.e. clinic in Timiskaming Shores, including walk-in clinics) & improvements in online booking (was not available to book online during the morning, website is not user friendly) (*18 mentions*)
- Better accommodations for the elderly (in registering, transportation, communication barrier), those with mobility issues or those with hearing loss (i.e. larger wheelchairs, printed questions) (*14 mentions*)
- Refreshments/reward upon vaccination or while in line (*13 mentions*)
- Vaccination services provided at different locations (i.e. workplaces, churches) & utilizing different methods (i.e. drive through clinics, mobile clinics) (*10 mentions*)
- Timely updates on website or social media platforms (*8 mentions*)
- Receiving information in French and communication in French (i.e. bilingual people) (*6 mentions*)
- Suggestions to include the address and time of appointment when booking online (*4 mentions*)
- Suggestion for alternative ways to book appointments (for elder populations) (*4 mentions*)
- Clear instructions & information for eligibility, and information regarding appointment cancellation (*5 mentions*)
- Suggestion to keep encouraging people to get vaccinated & creating standby lists to ensure more of the population is getting vaccinated (*4 mentions*)
- Other suggestions: Entertainment in waiting area after vaccine (*3 mentions*); better Wi-Fi connection; childcare to be set up (*3 mentions*); barriers between patients for privacy (*3 mentions*); preferring the second dose vaccine earlier than 4 months (*3 mentions*); out of province first doses information should be in the system prior to second dose appointment (*2 mentions*); suggestion to take in one client at a time or one-way traffic to prevent over crowdedness (*2 mentions*); suggestion to place pylons outside to ensure social distancing (*2 mentions*); suggestion for a clock at the clinic (*2 mentions*); provide card for proof of vaccination (*1 mention*); shelter for workers outside the entrance (*1 mention*); having chairs with arms (*1 mention*); no waiting time after second dose (*1 mention*).

Additional Comments

Participants were asked to share any additional comments about THU's COVID-19 Vaccine program. A total of **378 comments** (38%) were submitted. While each response was unique, many responses were positive with respondents expressing gratitude and appreciation for THU's vaccination clinics and several stated they have no suggestions to make.

The following table is a summary of the themes that emerged:

Theme	Number of Mentions
Expressing appreciation and satisfaction for how THU is running its vaccine clinics (i.e. efficient, organized and smooth process)	236 mentions
Appreciation for professionalism, leadership, kindness of staff	40 mentions
Unsure, No improvements needed, or N/A	40 mentions
Concerns over the long waiting time for second-dose	14 mentions

More information provided by health unit and health practitioner to the population and vulnerable communities (i.e. which vaccines are available, side effects, mixing vaccines, importance of getting vaccinated etc.)	11 mentions
Improvements in clinics needed, such as refreshments, less noise, easier booking processes, entertainment while waiting etc.	8 mentions
Concerns about asking personal information (i.e. income)	8 mentions
Second dose appointment went better than first dose appointment (i.e. more organized, no long waiting times for those with appointments)	3 mentions
Proof of vaccination should be provided	2 mentions
Better communications between provinces regarding a client's vaccine history	2 mentions
Health units and clinics should reach out to clients after vaccination in case of side effects or any other concerns	2 mentions
Bilingual throughout	1 mention

Many respondents put a great deal of thought into their responses. The following is a sample of representative responses to provide context:

- *"There are no words to describe the people who are working so tirelessly throughout this Pandemic and now the vaccine process the better of us all. Thank you all seems so inadequate but a very heartfelt Thank you!"*
- *"The nurse that gave me the shot that night was very kind and knowledgeable. I started crying because I was relieved to get the vaccine - like I was given hope that this will end. She spent an extra few minutes listening to my concerns. Thank you for not rushing me through the process. I needed the professional ear to listen to my concerns and it only took an extra few minutes. Thank you."*
- *"I have had both doses of the Covid-19 vaccine at the Vaccine Clinics. My experience both times was great. The process from beginning to end went so smoothly. All the volunteers were very helpful and friendly. I also found that the clinics were extremely well organized. My hats off to the Timiskaming Health Unit for doing such a fantastic job at their vaccine clinics!!!"*
- *"C'était, à mon avis, une organisation excellente et efficace!"*

Comments expressing challenges worth noting:

- *"Every 2nd-dose clinic should have a choice of vaccines previously given. I was first given Moderna but read on the website that Pfizer was being given at the Englehart Clinic. The clinic had Moderna so I was directed to that vaccine. I didn't care but 3 of my friends didn't register at the clinic because they were afraid to mix and match. Clearer indication of what is available should be noted."*
- *"I did not receive the date of my next vaccine, how do I know when that will be or if there will be enough to get a second vaccine."*
- *"It was difficult to get an answer from a Health Care Provider if I should get the vaccine because of other medications I take."*
- *"I received my 1st shot in Quebec and when I went for my second shot here at home, your system didn't recognize my first shot? Not impressed! So now I have two pieces of paper saying I've received my 1st shot only!"*

Report Prepared by:

Meera Mahmud, Health Data Analyst,
Adrienne Gullekson, Research, Planning and Policy Analyst
Kerry Schubert-Mackey, Director of Community Health
Timiskaming Health Unit

Contact: Kerry Schubert-Mackey, Director of Community Health
schubertmk@timiskaminghu.com

Appendix A

Survey Design and Dissemination

The survey was only available electronically through SurveyMonkey.

Promotion of the survey occurred at the vaccine clinics through the distribution of postcard sized slips with the link and a QR code. In addition, the survey was promoted regularly via THU social media.

Survey Analysis Methodology

Relevant questions of the vaccine clinic survey were analyzed. Closed-ended questions were analyzed to show trends, and NVIVO software was utilized to analyze the quantity of English and French open-ended questions. An inductive content analysis approach was employed for qualitative data and was simply descriptive in nature; feedback was analyzed for common themes which were in turn used to quantify overall responses as positive, identifying challenges or recommendations. French comments were reviewed and translated, while being incorporated in themes, overall frequencies of mentions, and quotes presented in the Qualitative Feedback section.

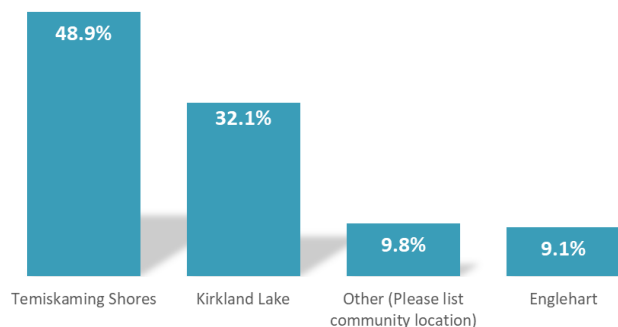
Limitations

1. Certain populations are less likely to have internet access and to respond to the online questionnaire leading to response bias and sampling bias.

Survey Results

Clinic Location

92% of respondents (**n=3036**) provided the location of the clinic they attended. Clinic location breakdown was as follows



Other locations:

Earlton
Virginiatown
New Liskeard Arena
Temagami
Beaver house First Nation
Kirkland Lake Urban Indigenous
In house/at THU
Community Living Timiskaming South/Kirkland Lake
Haileybury
Larder Lake
Elk Lake
Cobalt