

# COVID-19 VACCINE CLINIC SURVEY RESULTS

Timiskaming Health Unit

2021-04-26



Services de santé du  
**TIMISKAMING**  
Health Unit

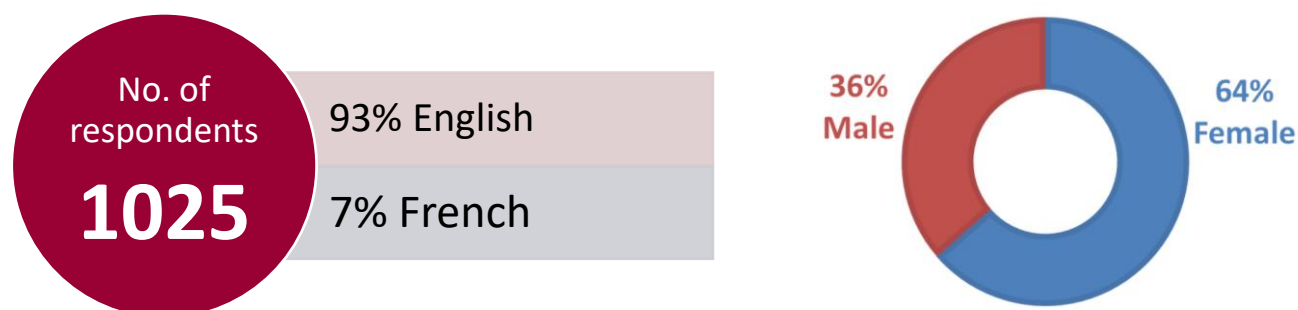
# About the Survey

The purpose of the COVID-19 Vaccine Clinic survey is to receive feedback from the community about their experience at any of Timiskaming Health Unit's (THU) COVID-19 Vaccine Clinics.

Participant feedback will help us to learn what is working well at our clinics and identify areas for improvement. The input gathered from this survey will guide improvements for ongoing COVID-19 vaccination clinics and future mass immunization efforts.

The electronic survey, which is available in English and French, was launched in the THU area the week of March 22, 2021. The survey is on-going and is available for participants on SurveyMonkey.

## Survey Completion<sup>1</sup>



## Survey Audience

### Respondents by Age<sup>2</sup>



### Respondents by Income<sup>3</sup>



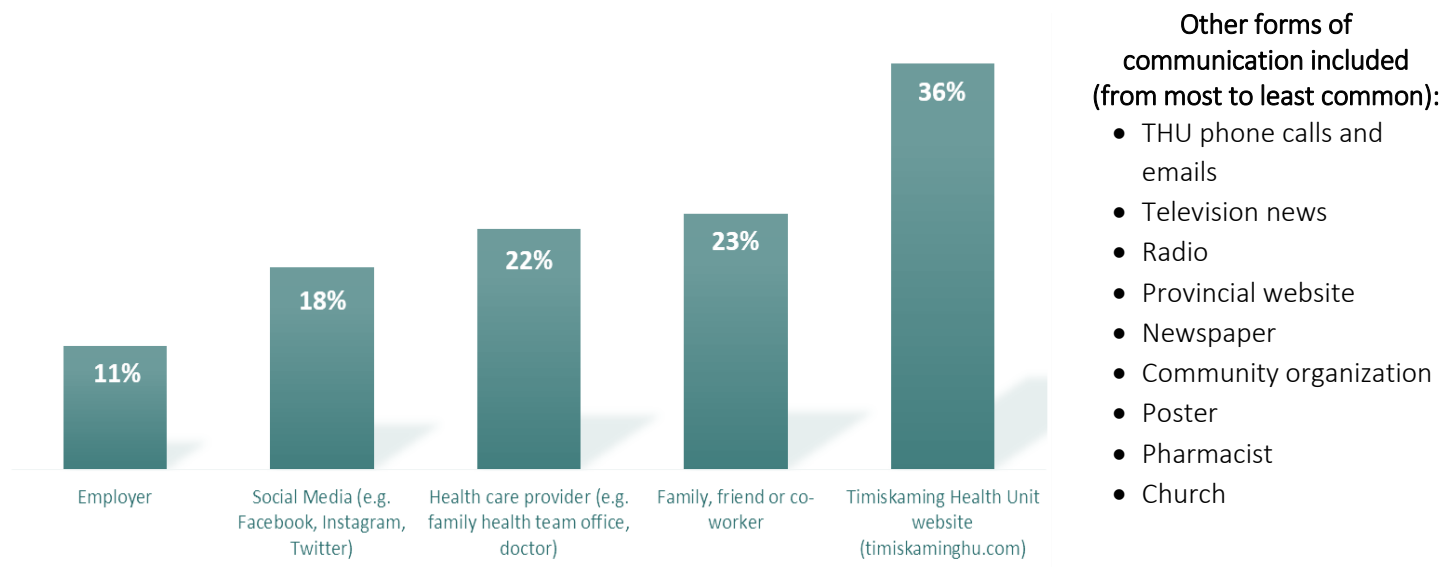
<sup>1</sup> Data extracted for analysis on April 26<sup>th</sup>, 2021

<sup>2</sup> Out of 916 respondents. Clinics were only open to certain eligible groups including age bands during this time.

<sup>3</sup> Out of 904 respondents

# Survey Results

## How Respondents Heard about the Clinics<sup>4</sup>



## How Respondents Booked their Appointment<sup>5</sup>



**57%** of respondents indicated they booked online



**20%** of respondents indicated they booked by phone



**19%** of respondents indicated they booked through an organization  
i.e. health care provider, community organization or workplace



**3%** of respondents reported other methods  
i.e. arranged via THU clinic, THU waiting list, by a family member, referral from Nurse Practitioner, given an extra dose in clinic (as a worker)

<sup>4</sup> Out of 933 respondents

<sup>5</sup> Out of 930 respondents

## Barriers in Accessing the Clinic<sup>6</sup>

**93%** of  
respondents  
reported **no** issues  
or barriers in  
accessing the clinic

**3%** reported having to take time off work

**1%** reported they needed someone else to take them to the clinic

**1%** reported having young children in their care

**Less than 1%** reported other factors

i.e. cost of transportation, clinic and time of appointment being inconvenient, lack of direction to navigate to clinic, no address being provided.

## Organization of Clinic and Services Provided<sup>7</sup>



**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

<sup>6</sup> Out of 898 respondents who provided feedback on what factors made it difficult to access the clinic

<sup>7</sup> Out of 924 respondents; *Not all 924 respondents provided feedback for each section stated above*



**98%** 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”



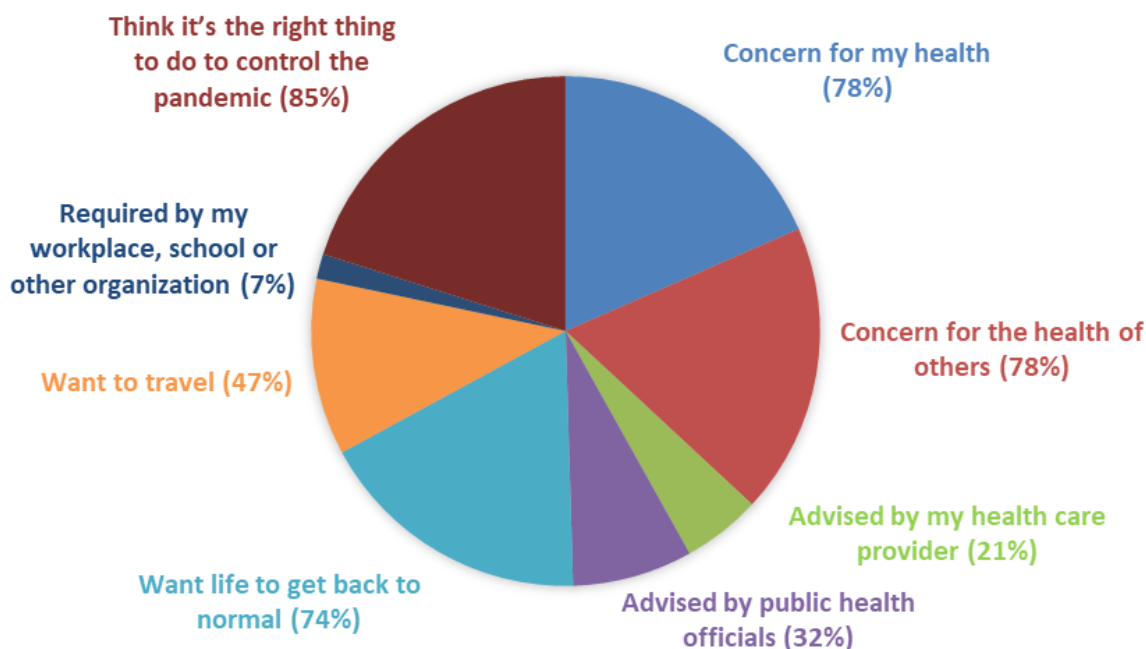
**99%** of respondents reported clinic safety measures as being “good” or “very good”

### Overall Clinic Experience<sup>8</sup>

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

<sup>8</sup> 914 respondents rated their overall experience at the clinic

## Reason for Vaccination<sup>9</sup>



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 job & to keep patients/general public safe
- Vaccine should be mandatory or strongly advised during a pandemic
- Having family members who are at high-risk or are vulnerable due to their jobs
- Pregnancy → passing antibodies to infant
- Wanting the pandemic to be over as quickly as possible

## Information provided about COVID-19 Vaccine<sup>10</sup>

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

Of those who indicated not enough information, respondent comments revealed a need for more information to

- address vaccine efficacy and possible adverse effects
- give timely information on which vaccine will be administered (i.e. in advance of the clinic)
- clarify eligibility and contraindications to receiving the vaccine

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; not enough information on when the second dose will be administered; confusion on how to register for the vaccine or where to go once registered.

<sup>9</sup> 920 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%

<sup>10</sup> 918 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 **430 (41%)** responses were submitted.<sup>11</sup>

## Positive Feedback

Most of the comments were **positive**; **297** respondents (**69%**) 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 (*256 mentions*)
- Appreciation and satisfaction for the staff & nurses (*35 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) (*6 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."*
- *"My wife and I were totally impressed with the organization of the clinic, well done! I suspect there were a lot of volunteers, two thumbs up! Was a very positive experience."*
- *"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."*
- *"I live in Temagami and traveled to Liskeard for my shot. It was one of the only times I have traveled out of town for over a year. The way this clinic was ran was impressive everything went quick and everyone there was more than helpful."*
- *"C'était bien organisé avec des gens professionnels."*
- *"Bravo à toute l'équipe! Wow très efficace!"*

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<sup>11</sup> 430 English and French responses were submitted and quantified for overall count and percentages. Please refer to Appendix A for detailed description of methodology.

## Feedback Identifying Challenges

**14% 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 (15 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 (13 mentions)
- Certain locations were uncomfortable (i.e. too cold, too crowded) (8 mentions)
- Clinic locations were difficult to get to (i.e. too far, could not find address) (8 mentions)
- Health care provider did not answer questions about vaccine/provide information prior to vaccine (5 mentions)
- No sense of privacy when administering needle or asking personal questions (4 mentions)
- Confusion while navigating to get to the building entry (4 mentions)
- No appointment date or time provided for second dose (2 mentions)
- Had to wait outside until appointment time (1 mention)

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

- *"There is also no privacy to get the needle. Private questions are asked ..... Honest answers may not happen because there's someone you know sitting 6 feet away... Should answer all questions online ahead of time and just have them ask if they're still correct or something."*
- *"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."*
- *"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 430 respondents, approximately **13%** provided **recommendations** for improvements, such as:

- Free rides/assistance in transportation & instructions for parking or entering clinic (6 mentions)
- Timely updates on website or social media platforms (6 mentions)
- Better accommodations for those with mobility issues (i.e. larger wheelchairs) (7 mentions)
- Suggestions to include the address and time of appointment when booking online (4 mentions)
- Suggestions for evening appointments, or availability outside of work hours (4 mentions)
- Utilizing other sources of communication for updates and promoting clinic (i.e. radio, newspaper) (4 mentions)
- Suggestion for alternative ways to book appointments (for elder populations) (4 mentions)
- Vaccination services provided at different locations (i.e. workplaces, churches) (4 mentions)



- Opportunities for more clinics (i.e. clinic in Timiskaming Shores) and bookings on the website (not available to book online during the morning) (4 mentions)
- Other suggestions: Day care to be set up (1 mention) ; preferring the second dose vaccine earlier than 4 months (3 mentions) ; suggestion to take in one client at a time or one-way traffic to prevent over crowdedness (1 mention) ; suggestion for a clock at the clinic (2 mentions) ; provide card for proof of vaccination (1 mention); suggestion to keep encouraging people to get vaccinated (1 mention)

### Additional Comments

Participants were asked to share any additional comments about THU's COVID-19 Vaccine program. A total of **190 comments** (18%) 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 more than once:

Theme	Number of Mentions
Expressing appreciation and satisfaction for how THU is running its vaccine clinics (i.e. efficient, organized and smooth process)	136 mentions
Appreciation for professionalism, leadership, kindness of staff	15 mentions
Unsure, No improvements needed, or N/A	12 mentions
Concerns over the long waiting time for second-dose	10 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!"*
- *"My daughter has anxiety & they talked her through getting it done to make it as easy as possible for her."*
- *"Extremely impressed from arrival to leaving. Entire process very well organized, seamless! All staff were cordial, informative, and caring! Really appreciated that my wife & I received our vaccinations together since my wife has Alzheimer's. We feel extremely fortunate to have received our vaccinations this early. Keep up the good work!!! Thank you."*
- *"C'était, à mon avis, une organisation excellente et efficace!"*

### Comments expressing challenges worth noting:

- *"Concern about the 4 month waiting time for the 2nd dose for those over 80 when the vaccine manufacturers recommend 28 days."*
- *"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."*

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## Appendix A

### Survey Design and Dissemination

The survey is only available electronically administered through SurveyMonkey.

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

### Survey Analysis Methodology

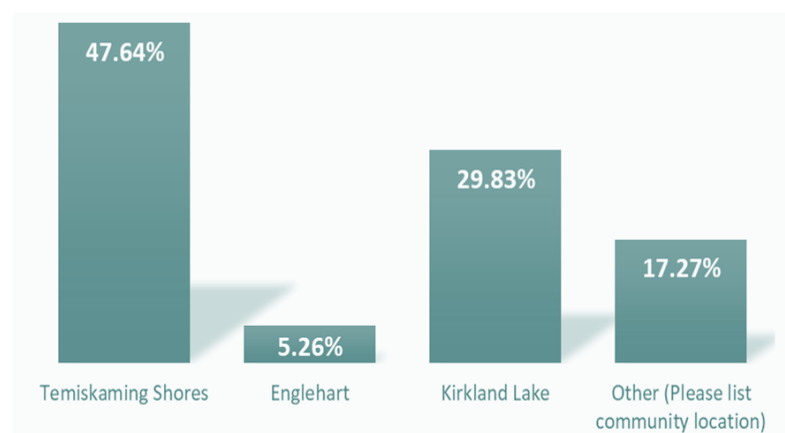
Relevant questions of the vaccine clinic survey were analyzed. Closed-ended questions were analyzed to show trends, and NVIVO software was utilized to analyze the quantity of English and French open-ended questions. French comments were also reviewed by another reviewer.

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 also incorporated in the themes, overall frequencies of mentions, and quotes presented in the Qualitative Feedback section.

### Survey Results

#### Clinic Location

**91%** of respondents (**n=932**) 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