Talking to Patients About the COVID-19 Vaccine

... and an update on the distribution plan

WE WILL BEGIN AT 6:00PM
COVID-19 in Arizona and the US

**ARIZONA**

743,232 cases
- Confirmed and probable
12,819 deaths

Data updated: 1/28/21

**National Data from CDC**

- 25,301,166 Total Cases
- 423,519 Total Deaths
Agenda

COVID-19 Vaccine Distribution in Arizona
Jennifer Tinney, TAPI Program Manager

Talking to Patients about COVID-19 Vaccine
Dr. Edmond Baker, Equality Health

Discussion
Group

* Un-mute to ask questions & share experiences
* Use the chat box
Mission

We foster community wellness and advocate for good public policy and best immunization practices.

About Us

Public/ private partnership
Over 400 coalition members
Working together can improve outcomes
Calls to Action

- No questions off-limits
- It's okay to interrupt
- If your question isn't answered, ask again
Who’s Eligible?
Arizona COVID-19 Vaccine Prioritization

Phase 1
DECEMBER 2020 - SPRING 2021

1A: Healthcare Workers & Healthcare Support Occupations
1B: Emergency Medical Services Workers
1C: Long-Term Care Facility Staff & Residents

Phase 2
SPRING 2021 - SUMMER 2021

Any Remaining Phase 1 Populations
Additional High-Risk/Critical Populations
General Population

Any Remaining Phase 1 or 2 Populations

General Population

Phase 3
SUMMER 2021 - BEYOND

ARIZONA DEPARTMENT OF HEALTH SERVICES

*Distribution groups and timelines of phases shown are tentative. Local allocators may further subprioritize in each phase based on vaccine supply. This information is subject to change due to future vaccine distribution guidance recommendations, FDA approval of vaccines, and vaccine allocation/availability.
Potential COVID-19 Vaccine Prioritization Overview*

**Phase 1**
DECEMBER 2020 - SPRING 2021

1A: Healthcare Workers
1B: Education and Childcare Providers
   Priority Within 1B
1C: Adults of Any Age with High-Risk Medical Conditions
   Priority Within 1B

**Phase 2**
SPRING 2021 - SUMMER 2021

Any Remaining Phase 1 Populations

Additional High-Risk/Critical Populations

General Population

**Phase 3**
SUMMER 2021 - BEYOND

Any Remaining Phase 1 or 2 Populations

General Population

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**Power and utility workers; food and agriculture-related occupations; transportation and moving material occupations; state and local government workers providing critical services; other essential workers**
POLL

WHAT ARE YOU DOING TO IDENTIFY ELIGIBLE PATIENTS?
The Problem:
Patients may be hesitant to receive COVID-19 Vaccine

- Only **58%** of the general public said they would receive a COVID-19 vaccine

Factors weighing on acceptance

- Are there side effects?
- Does it work?
- Is it safe?
- How much does it cost?

COVID-19 vaccine more acceptable if:

- Healthcare team said it was safe
- No costs to the individual
- It would help get back to school and work
- They could get it easily


| Build Trust | Objective: Share clear, complete, and accurate messages about COVID-19 vaccines and take visible actions to build trust in the vaccine, the vaccinator, and the system in coordination with federal, state, and local agencies and partners. |
| Empower Healthcare Personnel | Objective: Promote confidence among healthcare personnel in their decision to get vaccinated and to recommend vaccination to their patients. |
| Engage Communities & Individuals | Objective: Engage communities in a sustainable, equitable, and inclusive way—using two-way communication to listen, build trust, and increase collaboration. |
Dr. Edmond Baker
EQUITY HEALTH
Patient-Centered Vaccine Conversations

- The role of trust
- Why providers are critical
- Talking with patients
What questions are you hearing?
Are they Safe?

- FDA carefully reviews all safety data from clinical trials.
- FDA authorizes emergency vaccine use only when the expected benefits outweigh potential risks.
- ACIP reviews safety data before recommending any vaccine for use.
- FDA and CDC will continue to monitor the safety of COVID-19 vaccines to make sure even very rare side effects are identified.

“COVID-19 vaccines were tested in large clinical trials to make sure they meet safety standards. Many people were recruited to participate in these trials to see how the vaccines offer protection to people of different ages, races, and ethnicities, as well as those with different medical conditions.”
Were they tested on people like me?

- Probe what they mean by “people like me.”

- Explain that the clinical trials recruited a diverse mix of participants.

- Share any data you have about the percentages of people from communities of color, people with underlying health conditions, and older adults included in the trials.

- Reiterate that no serious safety concerns were identified.

“The first two mRNA vaccines in line for FDA authorization were tested in a diverse group of people. About 30% of U.S. participants were Hispanic, African American, Asian or Native American. About half were older adults. There were no significant safety concerns identified in these or any other groups.”
What about the side effects?

- Explain that they cannot get COVID-19 from the vaccine.
- Explain what the most common side effects from vaccination are, how severe they may be, and that they typically go away on their own within a week.
  - Make sure patients know that a fever is a potential side effect.
- Provide a comparison, if it is appropriate, for the patient (for example, pain after receiving Shingrix for older adults who have received it).

“These side effects are signs that your immune system is doing exactly what it is supposed to do. It is working and building up protection to disease.”

“Most people do not have serious problems after getting a vaccine. We will understand more about mild side effects of the COVID-19 vaccine before we start to use it. However, your arm may be sore, red, or warm to the touch. These symptoms usually go away on their own within a week. Some people report getting a headache, fever, fatigue, or body aches after getting a vaccine.”
Elements of an Effective Vaccine Conversation

- Start from a place of empathy and understanding.
- Assume patients will want to be vaccinated but be prepared for questions.
- Give your strong recommendation.
- Address misinformation by sharing key facts.
- Listen to and respond to patient questions.
- Proactively explain side effects.

“I strongly recommend you get a COVID-19 vaccine once it is widely available…”

“...This shot is especially important for you because of your [job or underlying health condition].”

“...I believe in this vaccine so strongly that I plan to get it as soon as it is available.”
Discussion

What is “stumping” you?

What has been “working” that you want to tell your colleagues about?
POLL

Would you log onto another meeting in 3 weeks?
Thank you.

FOR EVERYTHING YOU DO