

Respondent



14

Catherine Golden



16:40

Time to complete



1. Please provide your name, position title, and contact information. *

Catherine Golden, Program Manager Peer Support Services, 216-791-3800, x66820

2. Is this submission an idea for a Promising Practice or existing Promising Practice? *

☒ Idea for a Promising Practice

☐ Existing Promising Practice

3. What is the name of your Promising Practice? *

Vaccine Acceptance through Peer Support Staff

4. What type of Veterans does this practice serve? *

☐ Rural

☐ Urban

☒ Both

5. How does this practice promote vaccine acceptance? *

Peer Support staff are uniquely poised to aid in tackling vaccine hesitancy among veterans, given their supportive role in veteran care. Often times, veterans are much more transparent and direct with Peer Support staff compared to their medical providers and feel more comfortable with an intervention if a Peer endorses the intervention.

6. What are the specific steps you took, or would take, to implement your practice and the timeline/timeframe for each? *

I noticed some vaccine hesitancy among Peer Support service staff locally (17 at this VA) at the start of the vaccine rollout. I partnered with a psychologist and a Peer in the Infectious Disease clinic, who agreed to provide an educational session specific to the Peers on the COVID vaccine rollout and answered questions that the Peers had about the vaccine. This session not only better prepared the Peers to talk to veterans about their concerns about the vaccine, but it also seemed to increase the Peer staff's comfort level with receiving the vaccine.

7. What departments are involved in implementing your practice? *

Psychology Service -- Peer Support and ID clinic staff

8. What are the costs associated with your practice? *

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9. What primary metric data is tracked and collected to determine your practice's success? *

I did not use a specific metric during my staff meeting where the ID clinic staff educated the Peers locally. However, standard motivational-interviewing metrics could be utilized. Or actual vaccination rates by clinic following Peer education.

10. What are the potential risks or barriers of implementing your practice and the proposed mitigations? *

Risk is limited. Barriers mainly include time for education of this topic. Could occur nationally, by VISN, or locally at each hospital.