

Respondent



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Joan Heusser



101:55

Time to complete



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

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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? *

COVID Vaccine Weekly Learning Sessions (for facility staff)

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

- ☐ Rural
- ☐ Urban
- ☒ Both

5. How does this practice promote vaccine acceptance? *

Weekly all-employee COVID Vaccine Virtual Learning Sessions provided employees with education and updates in 3 areas: 1) A facility vaccine update, 2) an update on COVID vaccines (science, developments, updates), and 3) Clinician coaching on addressing vaccine hesitancy and increasing confidence. The purpose is to educate staff on an ongoing basis on current facility vaccine processes and plan, the vaccine itself, and increase staff communication skills and confidence in addressing Veteran vaccine hesitancy and increase vaccine confidence.

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

1. Organized a COVID Vaccine Communication workgroup to address education and marketing about the COVID vaccines. 2. Spoke with Public Affairs and the vaccine communication workgroup and proposed Weekly COVID Vaccine Learning Sessions for all-employees prior to the beginning of the vaccine roll-out in early December, 2020. 3. We planned the agenda for the Learning sessions: 1) Facility update vaccination processes, 2) COVID Vaccine information and updates, 3) Clinician Coaching on communication skills to address vaccine hesitancy and increase vaccine confidence. 4. Our Chief of Public Affairs sent out a recurring calendar invitation for a half-hour lunch Teams meeting to all employees. In all-employee email information messages that were sent out, she included that additional information would be shared at the weekly COVID Learning Session. 5. We posted power point presentations, handouts and fact sheets on the Learning Sessions and the facility COVID Vaccine share point. Originally it was expected that the Learning Sessions would last for a month or two, however, due to continued good attendance, we continued weekly through April, and have decreased to every other week in May 2021.

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

Healthy Living Team: Health Promotion Disease Prevention Program Manager Health Behavior Coordinator Veterans Health Education Coordinator Facility Public Affairs/Communications Director Infection Prevention Nurse COVID Vaccine Pharmacist

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

No additional costs, however it requires time on the part of the presenters to prepare presentations each week for the COVID Vaccine Learning Sessions.

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

Attendance at the COVID Vaccine Learning Sessions: >400 participants initially and >50 attending the sessions currently as of May 2021. We conducted a Teams call survey in April 2021: How confident do you feel addressing vaccine hesitancy among Veterans you work with to increase acceptance? 64 respondents (47%) reported they feel very confident. 63 respondents (47%) reported they feel somewhat confident. 8 respondents (6%) reported they do not feel confident. If you have interactions with Veterans, have you asked about and encouraged getting the COVID vaccine? 82 respondents (61%) said Yes 12 respondents (9%) said No 40 respondents (30%) said that they do not interact with Veterans. We did not do a pre-survey or mid-point survey and would recommend this in hind-sight.

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

Potential risk/barrier: Low attendance would be a potential risk. Public Affairs sent out a recurring calendar invitation and in all-employee COVID vaccine emails, she would regular add that more information would be available at the weekly COVID Vaccine Learning Sessions. We made sure the vaccine updates had pertinent and current information, addressed new developments, safety, efficacy, concerns, etc., regarding the vaccine.