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ADVANCING INTEGRATED HEALTHCARE

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# Welcome

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**NURSE CARE MANAGER/COORDINATOR BEST PRACTICE SHARING MEETING  
JULY 20, 2021**

# Agenda

<b>Topic</b> <i>Presenter(s)</i>	<b>Duration</b>
<b>Welcome &amp; Review of Agenda</b> <i>Susanne Campbell</i>	5 minutes
<b>A Guide to Discussing the COVID-19 Vaccine in Our Communities</b> <i>Nwando Ofokansi, Health Equity Zone Project Officer, RIDOH</i>	55 minutes
<b>CTC-RI Strategic Planning</b> <i>Jim Berson, Fio Partners Consulting</i>	30 minutes

# Confidence Boost!



## A Guide to Discussing the COVID-19 Vaccine in Our Communities





# Introduction

Nwando Ofokansi, she/they  
Health Equity Zone Project Officer  
Rhode Island Department of Health (RIDOH)



# Objectives

By the end of the workshop, participants will be able to:

- Describe why people may have low confidence in COVID-19 vaccines
- Provide fact-based responses to common misconceptions about the COVID-19 vaccines
- Identify useful strategies in effectively communicating with others about COVID-19 vaccines





# Community Agreements

- Listen actively
- Participate
- Ask questions
- Disagree respectfully
- Trust intent
- Acknowledge impact





# Poll Questions!

1. Have you done COVID-19 vaccine outreach (formally or informally)?
2. On a scale of 1-5, with 1 being not at all and 5 being very confident, how confident do you feel about having conversations about the COVID-19 vaccines?







# Icebreaker

What is something you believed as a child?

Please put your response in the chat!





# Common Beliefs about the COVID-19 Vaccines

In the chat, share some common beliefs that you have heard about the COVID-19 vaccines.



# Common Beliefs about the COVID-19 Vaccines

- Rushed development
- Hasn't been around long enough to know long term effects
- Side effects are worse than COVID-19
- Causes infertility
- Ploy against communities of color
- Microchip
- Magnetizes people
- Natural immunity (don't need it)



# The Facts about the COVID-19 Vaccines

- Rushed development  
No steps were skipped in the testing and approval process
- Hasn't been around long enough to know long term effects  
In development since 1990s and previously used for Zika, rabies, and more
- Side effects are worse than COVID-19  
Severe side effects are rare; The odds of getting very sick from COVID-19 is greater
- Causes infertility  
There is no evidence of increased infertility, pregnancy loss, stillbirth, or birth anomalies



# The Facts about the COVID-19 Vaccines

- Ploy against communities of color  
Because COVID-19 disproportionately impacted certain communities, those communities were the focus for vaccination efforts
- Microchip  
None of the COVID-19 vaccines contain software or microchips. They cannot be used to track people.
- Magnetizes people  
None of the COVID-19 vaccines contain metals or electronics.
- Natural immunity (don't need it)  
It is unclear how long immunity from infection lasts or if it will protect people from different strains of the virus.



# Building Vaccine Confidence



## DOs

- Ask open-ended questions
- Express empathy
- Reframe the cause of low confidence to ensure understanding and elicit change
- Affirm their beliefs and expand on them with facts
- Allow them the time to sit with new information and ideas



## DON'Ts

- **Presume to know an individual's reasons for not getting the vaccine**
- **Express judgement**
- **Bombard people with tons of facts and scientific language**
- **Ridicule or negate a person's beliefs**
- **Expect them to change their minds right away**



OPINION

# Your Friend Doesn't Want the Vaccine. What Do You Say?

By Arnaud Gagneur and Karin Tamerius

May 20, 2021



Albert Teroero

Gagneur, A. and Tamerius, K. (2021 May 20). "Your Friend Doesn't Want the Vaccine. What Do You Say?" *The New York Times*.







# Role Play

As a group, we will participate in or observe a role play:

- One of us will play the role of a community member
- One of us will play the role of a community outreach worker
- The rest of us will observe and provide feedback





## Summary

Our goal is to provide the information and tools that will allow people to make informed choices for themselves. This requires empathy and respect.





# Resources

- RIDOH: “Why Should I Get Vaccinated for COVID-19?”  
[Eng](#) | [Esp](#) | [Port](#) | [Cape Verdean Creole](#) | [Arabic](#) | [Chinese](#) | [French](#) | [Haitian Creole](#) | [Khmer](#) | [Kinyarwanda](#) | [Hmong](#) | [Lao](#)
- RIDOH: COVID-19 Frequently Asked Questions  
[covid.ri.gov/vaccination/covid-19-vaccine-faqs](https://covid.ri.gov/vaccination/covid-19-vaccine-faqs)
- CDC: How to talk about the COVID-19 vaccines with family and friends  
[cdc.gov/coronavirus/2019-ncov/vaccines/talk-about-vaccines.html](https://cdc.gov/coronavirus/2019-ncov/vaccines/talk-about-vaccines.html)





# Poll Question!

On a scale of 1-5, with 1 being not at all and 5 being very confident, how confident do you feel about having conversations about the COVID-19 vaccines?





# Questions and Final Thoughts





THANK YOU!





# “Building Capacity for Comprehensive Primary Care”

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*It is the provision of whole-person, integrated, accessible, and equitable health care by the inter-professional team who are accountable for addressing the majority of an individual’s health and wellness across settings and through sustained relationships with patients, families and communities.*

*National Academy of Sciences (2021)*

# Applications Open!

## Nurse Care Manager/Care Coordinator Standardized Core Curriculum (GLearn) Program

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12-15 week program for Nurse Care Managers and Care Coordinators

- Interactive web-based module
- Weekly facilitated collaborated discussions
- Case Study Capstone Presentation
- Earn up to 18.5 RN CEU's and 18.54 CCM credits

**Applications due July 23<sup>rd</sup>.** More details and application materials can be found here:

<https://www.ctc-ri.org/file/ncm-cc-core-curriculum-training-application-6-14pdf>

# Friendly Reminders

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Date	Deliverable / Meeting
July 23 <sup>rd</sup>	NCM / CC Core Curriculum Applications due
July 28 <sup>th</sup>	Next Practice Reporting/Transformation Meeting: Orientation for CAHPS Survey



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**Thank you**  
**Stay Healthy and Safe**

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NEXT MEETING: AUGUST 17, 2021