

South Carolina COVID-19 Vaccination Toolkit For Residents and Staff

This toolkit provides an overview of a quality improvement process to administer the COVID-19 vaccine to residents and staff in your facility with actionable steps using evidence-based tools. Adequate COVID-19 vaccination coverage is critical during this challenging time.

Area for Improvement ➡ **COVID-19 vaccination of residents and staff**

Root Cause Analysis

Common reasons for declining the COVID-19 vaccine voiced by staff, residents, and families

- Mistrust, fear of the unknown, fear of the shortened development process
- Belief that COVID-19 is not a serious illness
- Belief that the vaccine is not effective or will cause illness/side effects
- Fear of injections
- Lack of access to the vaccine or inconvenience of administration
- Diverse cultures and belief systems; history of abuse of the African American community by the U.S. medical system
- High staff turnover

Set a Goal ➡ **Administer COVID-19 vaccine to 90% of residents and staff.**

Strategies for Improvement

Many of the strategies to increase influenza vaccination coverage in staff that were included in CCME's December email, *What's Happening in Long-term Care*, will also apply to improving COVID-19 vaccination coverage in staff and residents. If you would like to receive this information from the December issue, please email us [here](#).

The South Carolina Department of Health and Environmental Control (DHEC) maintains up-to-date information for providers about the COVID-19 vaccine. Click [here](#) for state and federal guidance.

In collaboration with senior leadership, review and highlight strategies that are applicable to your facility and staff. Use them to develop an action plan.

Barriers	Strategies to Overcome Barriers
<p><u>Beliefs of Staff, Residents, and Families:</u></p> <ul style="list-style-type: none"> • COVID-19 vaccine is too new and unproven • Mistrust and fear of the unknown • Not wanting to be first in line, "I don't want to be a guinea pig!" 	<ul style="list-style-type: none"> • Use this motivational video of a South Carolina nursing home administrator that was created to increase staff acceptance. • Show staff and residents this video of Vice President-elect Kamala Harris receiving the COVID-19 vaccine and talking about its importance. • Use these CDC slides, FAQ's posters, stickers, video, and social media with your staff to educate and build confidence. For the specific section for Long-Term Care Facilities (LTCF), click here. • Review CDC's Importance of COVID-19 vaccination for residents in LTCF facilities. • Review the CMS set of toolkits for vaccine policies and guidance.

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<ul style="list-style-type: none"> • Not a serious illness/not a risk for young or healthy people • Not effective • Potential for side effects, both long-term and short-term • Fear of injections 	<ul style="list-style-type: none"> • View the COVID Vaccination Training Modules developed by the CDC for health care providers. The training includes information about COVID-19 vaccine emergency use authorizations, vaccine safety, and general information. • Publicize a “vaccine day” in combination with education. • Emphasize that vaccination protects employees, their loved ones, and those they work with. • Encourage employees to set an example; remind them that their action and recommendation carries a lot of weight in others’ decisions to get vaccinated. • Encourage employees via e-mail, posters, an employee newsletter, and any other communication tools used in your workplace to get the vaccine. • Offer vaccine at multiple times and locations convenient to all workers on all shifts. • Track and report vaccination rates to staff and supervisors. • Remind unvaccinated employees with e-mails, letters, encouragement from supervisors, and telephone calls. • Provide contests or incentives to get vaccinated (small gift cards, raffles, pizza party, etc.). • Vaccinate the medical director and all managers in front of the staff to foster team building to increase trust and cooperation. Team building may lead to increased compliance with organizational goals including vaccination.
<p>Obtaining consent and working with families</p>	<ul style="list-style-type: none"> • For LTCFs participating in the Federal Pharmacy Partnership for Long-term Care Program, pharmacies will work directly with LTCFs to ensure staff and residents who receive the vaccine also receive an Emergency Use Authorization (EUA) fact sheet before vaccination. • Develop talking points to standardize communication • Communicate with families using a newsletter message from the administrator. • Make individual phone calls to families.
<p>High staff turnover</p>	<ul style="list-style-type: none"> • Offer vaccination education multiple times. • Offer opportunities to be vaccinated at multiple times and locations convenient to all workers on all shifts. • Establish a written vaccination policy for employees.
<p>Diverse cultures</p>	<ul style="list-style-type: none"> • Access guidance from the HHS National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care. • Provide educational materials in multiple languages. • Show staff this video of Vice President-elect Kamala Harris receiving the COVID-19 vaccine and talking about its importance.

South Carolina COVID-19 Vaccination Toolkit For Residents and Staff

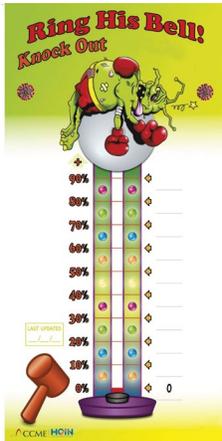
This information sheet provides a quick road map to reliable sources of information on the new COVID-19 vaccinations.

Topics	Contents	Resources
COVID-19 Vaccination-Overview	Eight important things to know about COVID-19 vaccination planning. Detailed information on development, planning, administration, and safety of COVID-19 vaccines.	Centers for Disease Control and Prevention https://www.cdc.gov/coronavirus/2019-ncov/vaccines/faq.html
COVID-19 Vaccination Program Interim Operational Guidance for Jurisdictions Playbook	The playbook describes how each state and territory will operationalize COVID-19 vaccination.	Centers for Disease Control and Prevention https://www.cdc.gov/vaccines/covid-19/covid19-vaccination-guidance.html
Toolkit on State Actions to Mitigate COVID-19 Prevalence in Nursing Homes. Updated every two weeks.	The toolkit catalogs state-level solutions to protect nursing home residents during the COVID-19 pandemic. The vaccination section provides national- and state-based resources and programs designed to increase vaccine use against influenza, pneumococcal infection, and COVID-19.	Centers for Medicare & Medicaid Services https://www.cms.gov/files/document/covid-toolkit-states-mitigate-covid-19-nursing-homes.pdf
COVID-19 Vaccine Training Module for Health Care Providers	Information for health care providers about COVID-19 vaccines storage, handling, administration, and reporting.	Centers for Disease Control and Prevention https://www2.cdc.gov/vaccines/ed/covid19/

South Carolina COVID-19 Vaccination Toolkit For Residents and Staff

Measurement

Measuring vaccine acceptance and administration is an important component of a comprehensive vaccination program. Measurement helps to identify areas of low vaccination and target future interventions.



Download this Excel spreadsheet, [COVID Vaccine Administration Roster](#), to record vaccinations. There is one tab to record staff vaccinations and one tab for resident vaccinations. This will allow you to populate these two downloadable posters, [Ring His Bell! Knock Out COVID-19 \(for residents\)](#) and [Ring His Bell! Knock Out COVID-19 \(for staff\)](#).

National Healthcare Safety Network (NHSN) – The CDC launched new modules in NHSN for nursing homes to voluntarily report weekly aggregate data on the number of health care workers who have received the COVID-19 vaccine. Click [here](#) for more information and training materials.

Celebrate Success

Celebrate when staff make progress toward the goal of 90% of staff and residents getting vaccinated. Use incentives, pizza parties, posters, raffles, small gift cards, and other rewards for excellence. Ensure that senior leadership demonstrates gratitude and encouragement both during and following your campaign.

Track and make public the COVID-19 cases within your facility as they begin to decline following vaccination. Be sure to reward and praise staff, residents, and families. Compare your rates to other facilities and acknowledge what 90% vaccination coverage can do to prevent new infections.