



# Perception, Trust, and Knowledge of the COVID-19 Vaccine Amongst Saban Community Clinic Patients

Nisha Choothakan BS<sup>1</sup>, Manisha Ati FNP-C<sup>2</sup>

<sup>1</sup> David Geffen School of Medicine at UCLA, <sup>2</sup> Saban Community Clinic



## Background

Coronavirus Disease (COVID-19) has placed a significant burden on various communities throughout the United States. By the end of June 2021, about 47% of individuals in the U.S. had been fully vaccinated for (COVID-19)<sup>1</sup>—about 33% away from the target goal of 80% and perceived herd immunity. Though COVID-19 vaccination numbers rose exponentially at the beginning of its widespread distribution in February, rates slowly begun to plateau shortly after.

The Saban Community Clinic (SCC) is a federally qualified health center that serves the greater Los Angeles area and has dedicated much of its efforts to providing COVID-19 vaccines to its patients and surrounding community. Since February 2021, the SCC has vaccinated over 3,000 individuals. In addition to the vaccination appointments the SCC offers each day, the clinic has also partnered with the Los Angeles Department of Public Health and LAUSD to offer mobile vaccine clinics. The goal of this project is to better understand patients' perception of the COVID-19 vaccine. This data can then be utilized to improve SCC vaccine outreach efforts and thus increase community vaccination rates.

## Methods

- Cross-sectional approach utilizing mixed qualitative and quantitative methods to assess patient perception, trust, and knowledge of the COVID-19 vaccine
- 3 surveys (1 survey for each vaccination status – non-vaccinated, 1<sup>st</sup> dose, fully vaccinated) created then translated to Spanish
- 106 surveys were collected – of the 106, 20 non-vaccinated, 53 received 1<sup>st</sup> dose, and 33 fully vaccinated
- SCC data obtained and individuals who declined the COVID-19 vaccine were contacted for phone interviews – a total of 101 participants were contacted
- Outreach to other vaccination groups were done at the mobile vaccine clinics

## Table Legend

- = Assess COVID-19 **PERCEPTION**
- = Assess **TRUST**
- = Assess COVID-19 **KNOWLEDGE**

## Results

|  | Non-vaccinated  | 1 <sup>st</sup> dose ONLY   | Fully vaccinated  |
|--|---|---|---|
| What concerns do you (or did you) have about the COVID-19 vaccine?               | <ul style="list-style-type: none"><li>• Harmful/side effects</li><li>• Safety</li><li>• Multiple vaccines</li></ul> | <ul style="list-style-type: none"><li>• Harmful/side effects</li><li>• No concerns</li><li>• Safety</li></ul> | <ul style="list-style-type: none"><li>• Harmful/side effects</li><li>• Safety</li><li>• No concerns</li></ul> |
| Do you personally know anyone who became seriously ill/died because of COVID-19? | 25% YES   | 39.6% YES   | 51.5% YES   |
| How concerned are you (or were you) about contracting COVID-19?                  | 40% <b>NOT</b> concerned at all and <b>SOMEWHAT</b> concerned   | 38.5% <b>SOMEWHAT</b> and <b>VERY</b> concerned   | 47% <b>SOMEWHAT</b> concerned   |
| What would (or did) motivate you to get vaccinated?                              | 1, 2. Protect family/friends, Protect community<br>3. Protect own health  | 1. Protect family/friends<br>2. Protect own health<br>3. Protect community                                    | 1 & 2. Protect own health + Family/friends<br>3. Protect Community  |
| How safe do you think the COVID-19 vaccine is?                                   | 52.6% Moderately Safe<br>21.1% Not safe at all  | 49% Moderately Safe<br>35.3% Very Safe  | 48.4% Moderately Safe<br>32.3% Very safe  |
| Do you believe the vaccine benefits outweigh the risks?                          | 40% YES, 60% NO   | 92% YES, 8% NO  | 87.1% YES, 12.9% NO   |

|  | Non-vaccinated                                | 1 <sup>st</sup> dose ONLY                           | Fully vaccinated   |
|--|---|---|--|
| At what place would you have preferred to get the COVID-19 vaccine?  | PCP Office (85%)                              | Location doesn't matter (41.5%), PCP Office (30.2%) | PCP Office (43.8%)                                       |
| What are your top 3 most trusted sources of information about the COVID-19 vaccine?                                | 1. CDC<br>2. PCP<br>3, 3. FDA, family/friends | 1. CDC<br>2. Family & friends<br>3. News sources    | 1. CDC<br>2. Hospital System Websites<br>3. News Sources |
| Do you trust that your government is making decisions in your best interest with respect to the vaccines provided? | 40% YES, 60% NO                               | 72.5% YES, 27.5% NO                                 | 73.3% YES, 26.7% NO                                      |
| Do you trust your health care provider to honestly tell you about the risks and benefits of vaccines?              | 75% YES                                       | 87.8% YES   | 83.9% YES  |
| Have you had a negative past experience in a medical setting?  | 80% NO, 20% YES                               | 92.3% NO, 7.7% YES                                  | 90.6% NO, 9.4% YES                                       |

|   | Non-vaccinated | 1 <sup>st</sup> dose ONLY | Fully vaccinated |
|---|----------------|---------------------------|------------------|
| Do you believe there are other (better) ways to prevent diseases other than with a vaccine? | 55% YES        | 20.4% YES                 | 51.6% YES        |
| Do you believe vaccines strengthen the immune system?                                       | 45% YES        | 80.9% YES                 | 81.3% YES        |
| Do you believe you understand how the vaccine works?  | 55% YES        | 72.5% YES                 | 80% YES          |

## Results (Con.)

| Motivators                       | Ethnicity             |                       |                              |                            |
|----------------------------------|-----------------------|-----------------------|------------------------------|----------------------------|
|                                  | White, Caucasian (20) | Hispanic, Latino (62) | Black, African American (13) | Asian, Asian American (11) |
| Protect my health                | <b>60%</b>            | 61%                   | 62%                          | 73%                        |
| Protect health of family/friends | 45%                   | <b>69%</b>            | <b>69%</b>                   | <b>91%</b>                 |
| Protect health of co-workers     | 25%                   | 29%                   | 15%                          | 73%                        |
| Protect health of community      | 40%                   | 47%                   | 54%                          | 64%                        |
| To get back to work/school       | 30%                   | 27%                   | 23%                          | 55%                        |
| To resume social activities      | 40%                   | 34%                   | 54%                          | 55%                        |
| To resume travel                 | 45%                   | 19%                   | 54%                          | 55%                        |
| Because others encouraged me     | 35%                   | 16%                   | 15%                          | 36%                        |

## Conclusion

### Non-vaccinated recommendations:

- Utilize trust between patient and physician to address concerns
- Incorporate community health workers or individuals from the community to distribute information
- Create/obtain simple explanations that outline COVID-19 vaccination facts, side effects, and how to choose the right vaccine

### Overall outreach recommendations:

- Provide patients with distilled data gathered from CDC as it is a top trusted source regardless of vaccine status
- Tailor outreach efforts to individual identity and needs
- Understand patient past experience may play a large role in decision to get vaccinated
- Create environment that encourages honesty and transparency

Future evaluation should include larger sample sizes, analysis of data from Feb-May 2021 in comparison