



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

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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)¹—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 began 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, 1st dose, fully vaccinated) created then translated to Spanish
- 106 surveys were collected – of the 106, 20 non-vaccinated, 53 received 1st 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 st dose ONLY	Fully vaccinated
What concerns do you (or did you) have about the COVID-19 vaccine?	<ul style="list-style-type: none"> • Harmful/side effects • Safety • Multiple vaccines 	<ul style="list-style-type: none"> • Harmful/side effects • No concerns • Safety 	<ul style="list-style-type: none"> • Harmful/side effects • Safety • No concerns
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% NOT concerned at all and SOMEWHAT concerned	38.5% SOMEWHAT and VERY concerned	47% SOMEWHAT concerned
What would (or did) motivate you to get vaccinated?	1, 2. Protect family/friends, Protect community 3. Protect own health	1. Protect family/friends 2. Protect own health 3. Protect community	1 & 2. Protect own health + Family/friends 3. Protect Community
How safe do you think the COVID-19 vaccine is?	52.6% Moderately Safe 21.1% Not safe at all	49% Moderately Safe 35.3% Very Safe	48.4% Moderately Safe 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 st 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 2. PCP 3, 3. FDA, family/friends	1. CDC 2. Family & friends 3. News sources	1. CDC 2. Hospital System Websites 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 st 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	60%	61%	62%	73%
Protect health of family/friends	45%	69%	69%	91%
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