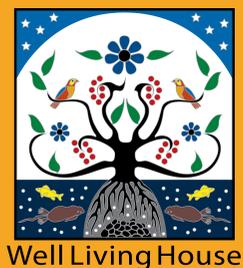


# Evaluation Summary Report

## We Count COVID-19: WBIIH-Auduzhe Vaccine Clinic May 1st, 2021

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# Background & Overview

The “We Count COVID-19: Demonstrating an Integrated and Indigenous Led Public Health Approach to First Nations, Inuit, and Métis (FNIM) COVID-19 Case Identification and Response in Urban and Related Homelands” project, led by Dr. Janet Smylie and community partners, Seventh Generation Midwives Toronto (SGMT) and Native Men’s Residence (Na-Me-Res), focuses on the rapid implementation of a demonstration project to address data gaps and bolster public health responses in an urban COVID-19 epicentre (Toronto). With support from a local reference group which includes more than 20 urban Indigenous and allied health and social service providers (see Appendix 1 for list of local organizations on the project reference group), the **overarching goal** of We Count COVID-19 is: *to work in partnership with local urban health and social service providers to rapidly design, implement, evaluate, and share an Indigenous community-led and situated FNIM-specific COVID-19 case identification and public health follow-up demonstration program in Toronto.*

Audzhe Mino NeseWINong (*Anishnabeek*: Place of Healthy Breathing), a community-led comprehensive Indigenous-specific COVID-19 response clinic that supports Indigenous individuals and families impacted by COVID-19 in Toronto, was established, and opened on October 16, 2020. The clinic offers rapid testing, case management, Indigenous-specific contact tracing, as well as outreach services for those who are experiencing or at risk of COVID-19. In early 2021, the Audzhe Mino NeseWINong clinic partnered with University of Toronto Waakibiness-Bryce Institute for Indigenous Health (WBIH) and Sunnybrook Hospital to expand and start offering COVID-19 vaccinations, in addition to COVID-19 testing, case management, contact tracing, and outreach services.

Audzhe Mino NeseWINong and WBIH organized a series of vaccination clinics in early May and June 2021. The first WBIH-Audzhe Mino NeseWINong partnered vaccination clinic took place on May 1st, 2021 at the University of Toronto, where a total of 410 FNIM were vaccinated. To date, 8,057 vaccinations have been administered to the FNIM community in Toronto by Audzhe Mino NeseWINong and partner clinics.

## Methods

### Data Collection & Analysis

Individuals who were vaccinated at the WBIH-Audzhe Mino NeseWINong partnered clinic were given the opportunity to provide feedback about their experience through a COVID-19 vaccination clinic feedback survey. Of the 410 who were vaccinated, a total of 224 individuals participated in the COVID-19 vaccination clinic feedback survey (55% response rate). The vaccination clinic feedback survey comprised of 8 questions about their experience accessing an Indigenous-led vaccine clinic, the communication and information shared by organizing staff and clinicians before and during the vaccine event, and the participants’ preferences for an Indigenous-specific vaccination clinic (survey tool can be found in Appendix 2).

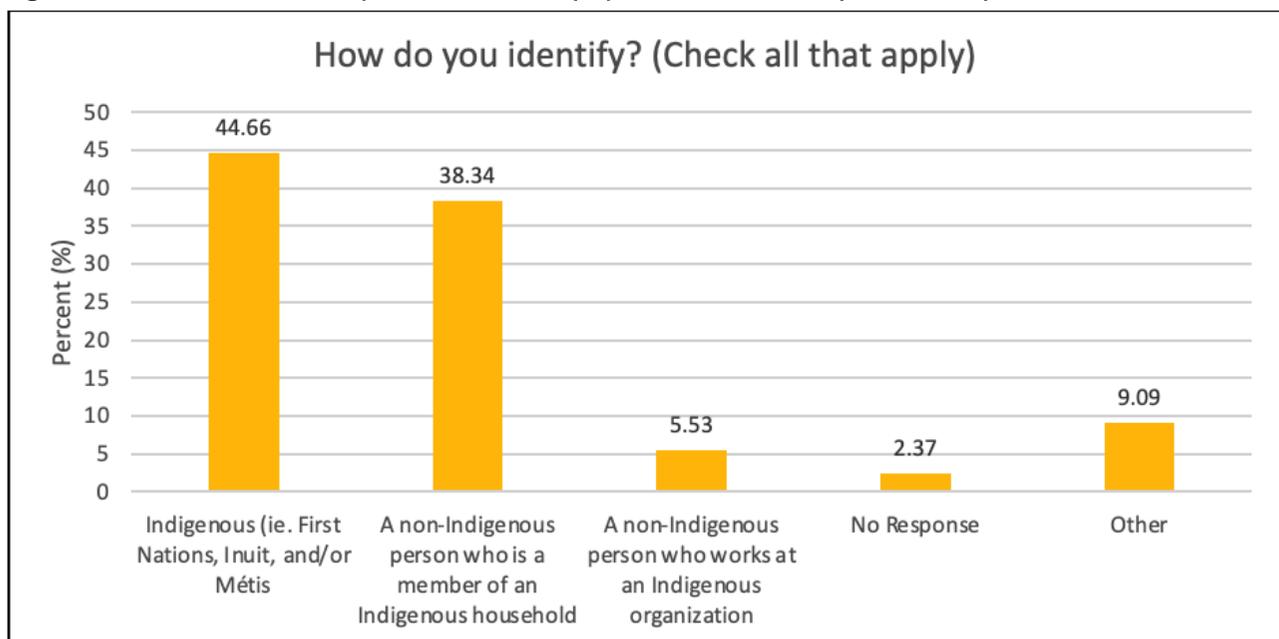
WBIIH and Auduzhe clinical staff administered the surveys to participants after they received their vaccine dose to complete during the 15 or 30-minute observation period. Upon departing the observation area, clients were able to drop off their completed surveys in a lock box that was observed by an WBIIH or Auduzhe staff member. Data was input into Qualtrics and an aggregate summary report specific to the two Auduzhe Mino Nesewinong vaccination clinics was produced.

The feedback surveys also offered space for participants to provide written feedback regarding the function of the clinic, their experiences, and recommendations or suggestions for improvement. All comments were transcribed verbatim, analyzed, and organized into the following two themes: 1) positive feedback; and 2) constructive feedback. Subthemes were produced for each theme.

## Results

Most participants identified as Indigenous (44.66%) or a non-Indigenous person who is a member of an Indigenous household (38.34%). Some participants identified as a non-Indigenous person who works at an Indigenous organization (5.53%) or other (9.09%) (see Figure 1).

Figure 1: Distribution of responses to survey question “how do you identify?”



Most participants reported that they heard about the WBIIH-Auduzhe vaccination clinic through a family/friend (70.66%) or online (10.74%) (see Figure 2). Participants who selected other were given the opportunity to specify. Participants reported, “Métis Nation of Ontario”, “University of Toronto’s Indigenous Centre”, “City of Toronto Indigenous Circle”, “Work”, “Toronto York Métis Council”, and “Social media/online.”

Figure 2: Distribution of responses to survey question “how did you hear about the WBIH-Audzhe COVID-19 clinic?”

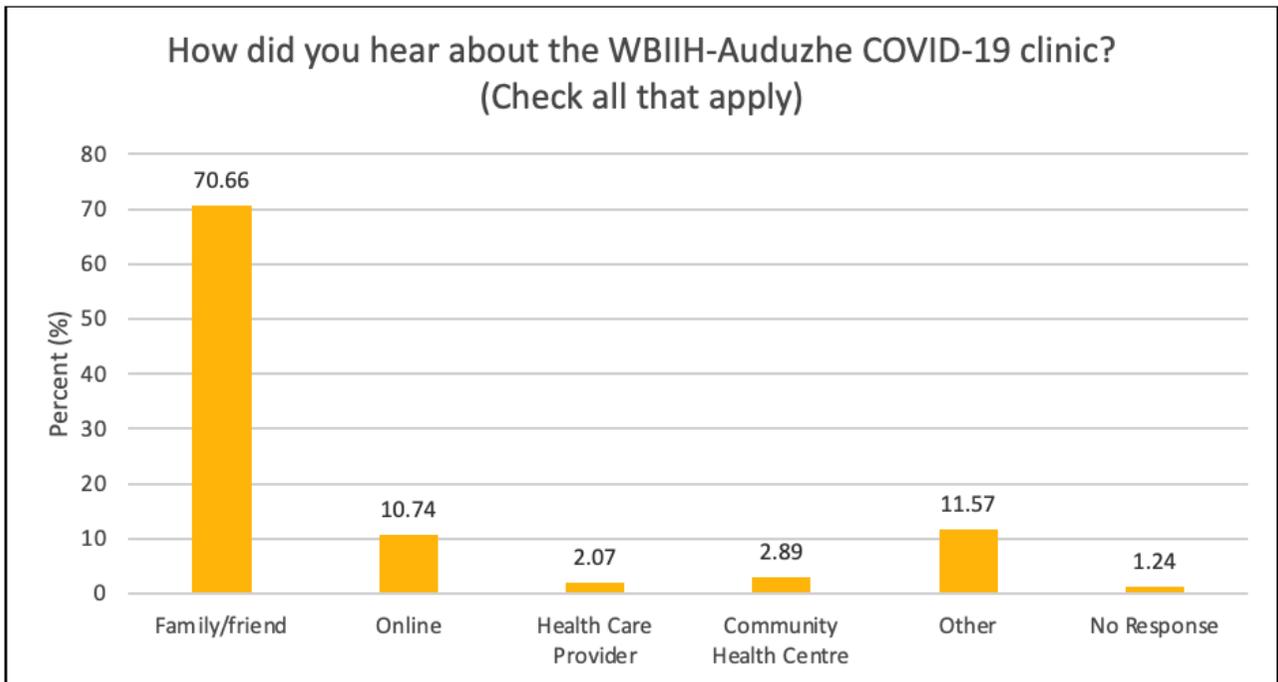
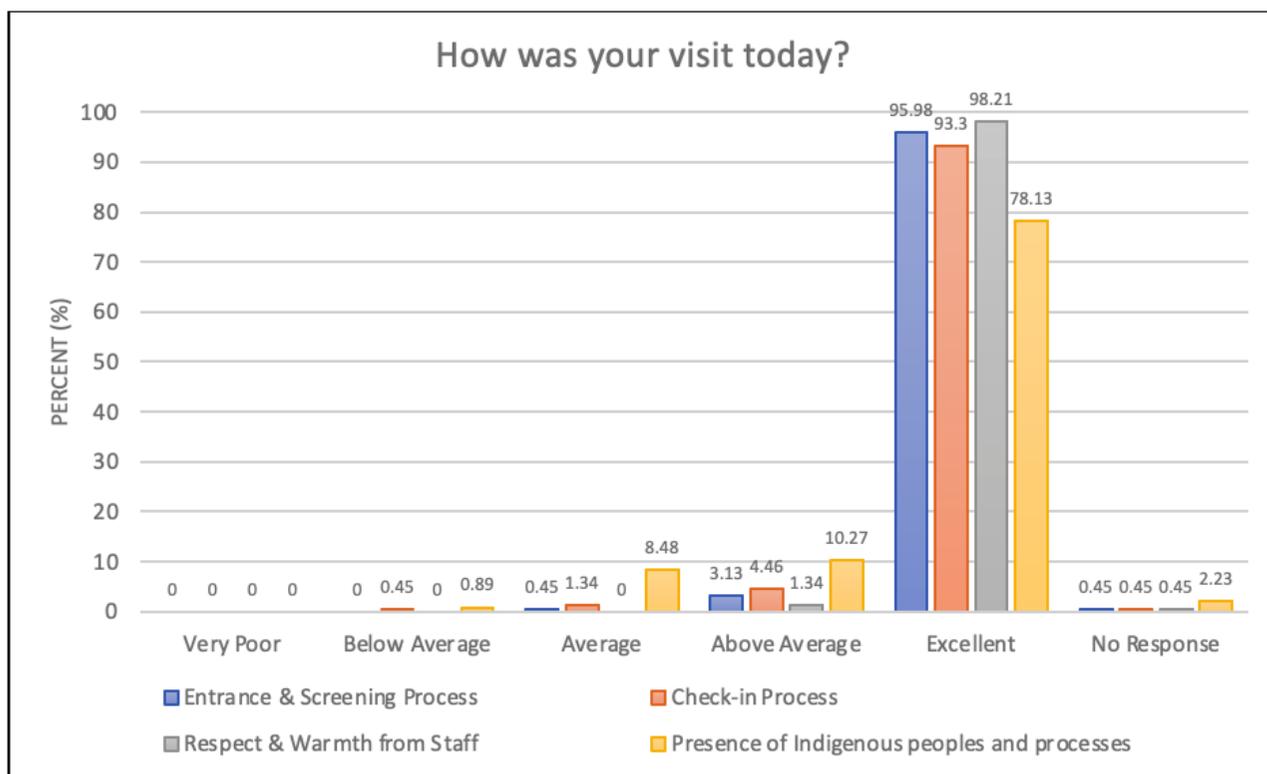


Figure 3: Rated responses to survey question “how was your visit today?”



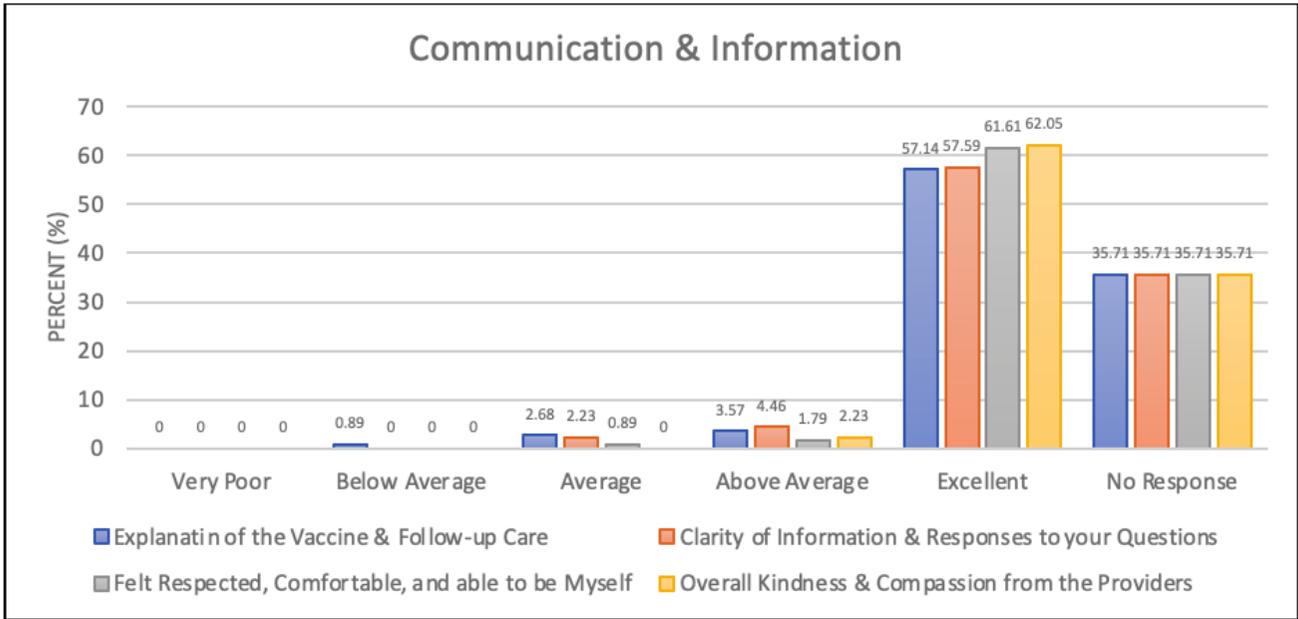
**93%-98% of participants rated their visit as excellent to the following vaccination clinic processes:**

- (1) entrance and screening processes**
- (2) check-in process**
- (3) respect and warmth from staff.**

**Approximately 78% rated their visit as excellent and 10% as above average regarding the presence of Indigenous peoples and processes (see Figure 3).**

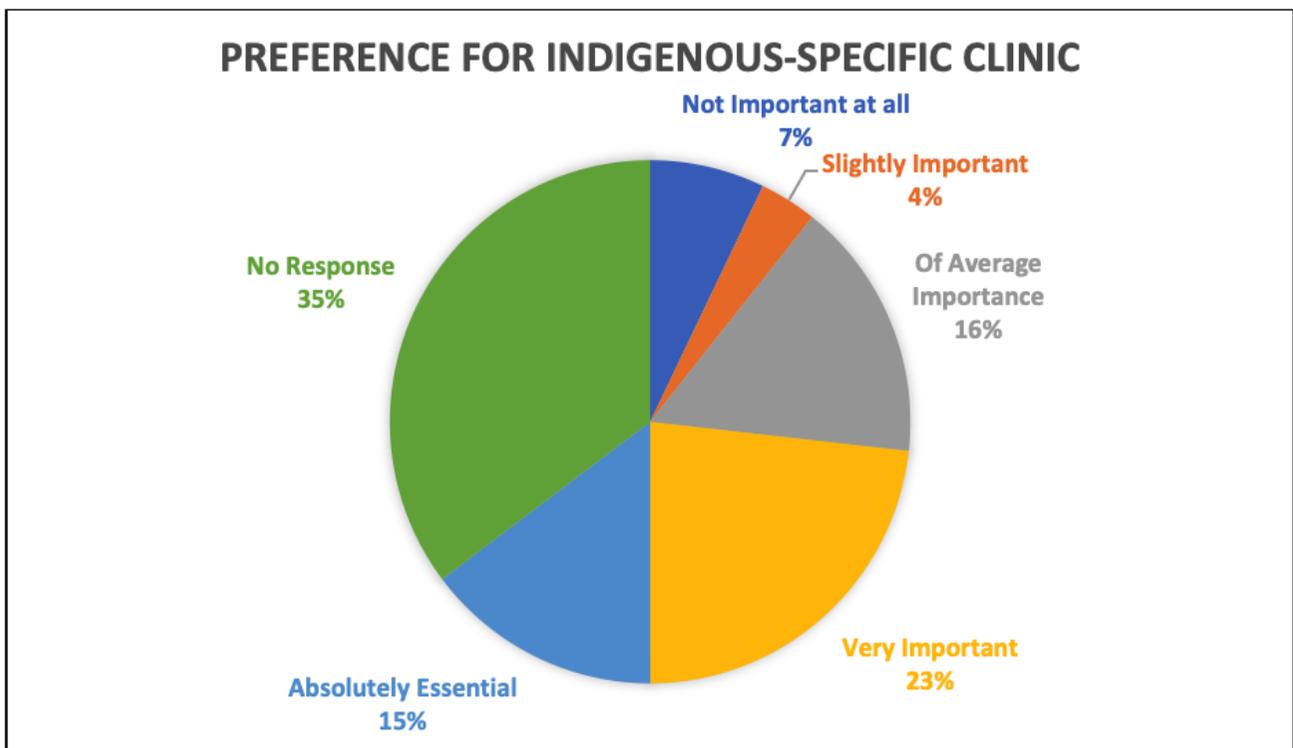
Most participants (57%-62%) rated *excellent* to the following communication and information processes: (1) explanation of vaccine and follow-up care; (2) clarity of information and responses to questions; (3) felt respected, comfortable, and able to be myself; and (4) overall kindness and compassion from the providers. The high non-response rate is due to challenges with the administration of the survey tool, where not all respondents were aware or informed that there were additional survey questions on the back side of the printed survey tool (see Figure 4).

Figure 4: Rated responses to communication and information processes



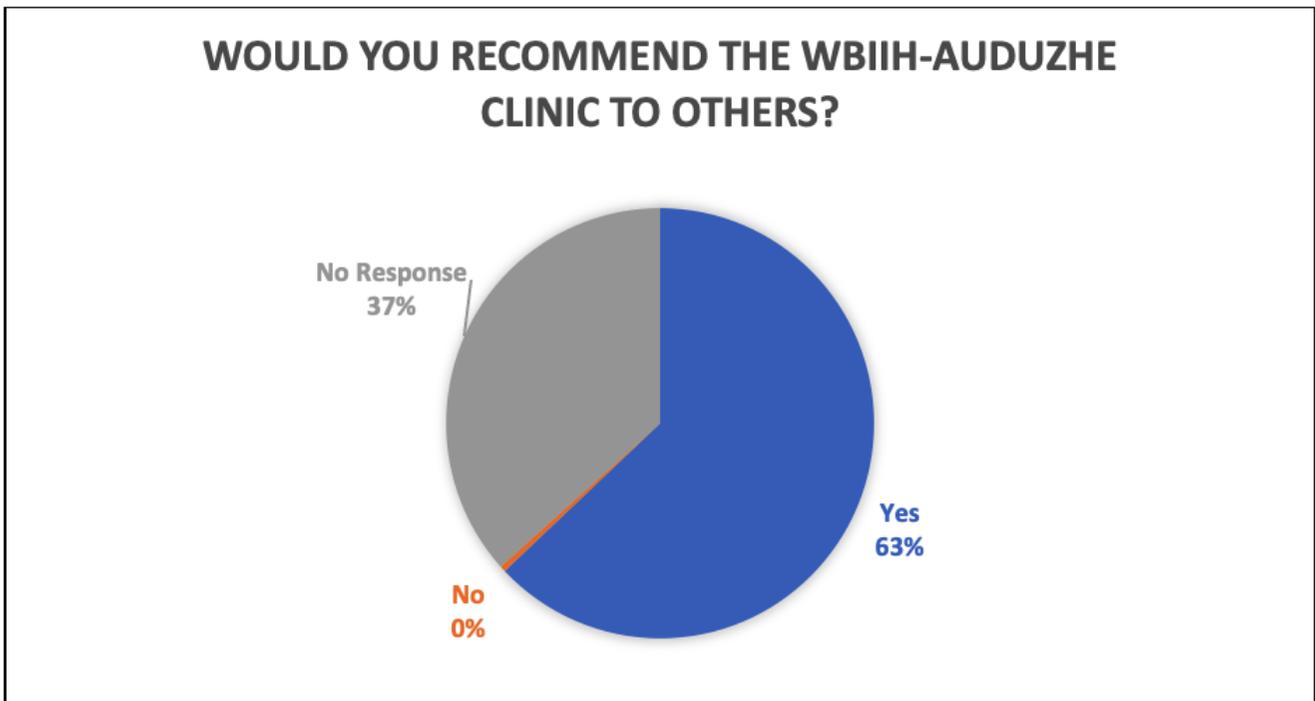
Most participants rated their preference of an Indigenous-specific vaccination clinic as *very important* (23.00%), *absolutely essential* (15.00%), or of *average importance* (16.00%). Similar to the previous question, there was a high non-response rate due to participants being unaware that there were additional questions on the back of the printed survey tool (see Figure 5).

Figure 5: Rated responses to participant preference of an Indigenous-specific vaccination clinic



The majority 63.00%) of participants would recommend the WBIIH-Auduzhe clinic to others. No participants would not recommend the WBIIH-Auduzhe clinic to others. Again, the high non-response rate to this question is due to limitations in the survey administration (see Figure 6).

Figure 6: Responses to survey question “would you recommend the WBIIH-Auduzhe clinic to others?”



## Thematic Analysis

The thematic analysis involved reviewing and organizing all responses to the two open-ended questions on the survey. Positive feedback and constructive feedback were the two overarching themes that emerged from the initial analysis. Further analysis identified four subthemes for positive feedback and five subthemes for constructive feedback.

The most common response from participants was that the clinic was great the way it was and there was no room for improvement. Many participants expressed that the services provided at the clinic were efficient and organized. Participants who had attended multiple WBIIH-Auduzhe partnered clinic described their second visit as better and more efficient than their first visit. Other positive feedback about the clinics included having an overall positive experience through their interaction and communication with staff and the presence of cultural activities.

There was limited constructive feedback provided about the clinic, however most of the feedback that was received was about improving the clinic space and environment. Some participants shared that the clinic was too small, too warm inside, and that it was challenging to physical distance. Other participants identified the need for more advertisement because many people were unaware of the Indigenous-specific vaccination clinics being offered by WBIIH-Auduzhe. In addition, challenges checking into appointments due to being previously vaccinated elsewhere (ie. first dose) were raised. Further recommendations included having more Indigenous presence and cultural activities available, such as smudging.

# Thematic Analysis

## Thematic Overview of Positive Feedback

A sample of responses collected from participants is organized into the following subthemes:

1. No recommended improvement
2. Patient reflections on first vs. second clinic visit
3. Culturally safe environment
4. Efficiency of service(s)
5. Staff Interactions

Subtheme	Participant Responses
No Recommended Improvement	<ul style="list-style-type: none"> <li>• Everything was excellent</li> <li>• No suggestions. Thank you for your service.</li> <li>• Nothing, it was perfect.</li> <li>• You can't, it was wonderful!</li> <li>• Everything was great!</li> <li>• You need not improve. You are there at the top. Well organized.</li> <li>• Everything was perfect. Thank you!</li> <li>• Really the best already! Just keep it up!</li> <li>• No change!</li> <li>• Keep doing what you're doing :)</li> </ul>
Patient Reflections on First Vs. Second Clinic Visit	<ul style="list-style-type: none"> <li>• I think the second time being here was much better. Great set up and easy. Thank you!!</li> <li>• Much quicker for 2nd shot!</li> <li>• Process for 2nd shot was great</li> <li>• First visit the wait was long but today was very quick and efficient, so it seems improvements have already been made!</li> <li>• This round (2nd) shot was much quicker and streamlined compared to the 1st shot. Great improvements made. Well done!</li> </ul>
Culturally Safe Environment	<ul style="list-style-type: none"> <li>• Experience was great- culturally sensitive access is so important</li> <li>• Had a smudge ceremony pre-vaccine and it was really nice</li> </ul>
Efficiency of Services	<ul style="list-style-type: none"> <li>• The process was excellent.</li> <li>• No idea. It was a very efficient process</li> <li>• The clinic was well organized. No complaints.</li> <li>• It was very well organized</li> <li>• Excellent experience, very smooth and seamless</li> <li>• Everything was well done and organized.</li> <li>• Great experience. Extremely organized.</li> </ul>
Staff Interactions	<ul style="list-style-type: none"> <li>• Staff and communication has been excellent, very informative, and compassionate.</li> <li>• Lovely people here!</li> <li>• Everyone was so friendly</li> </ul>

# Thematic Analysis

## Thematic Overview of Constructive Feedback

A sample of responses collected from participants is organized into the following subthemes:

1. Increased advertisements
2. Staff communication
3. Clinic space and environment
4. Technology issues and improvements
5. Increased cultural representation

Subtheme	Participant Responses
Increase Advertisements	<ul style="list-style-type: none"><li>• Didn't even know you existed!! Better advertisement maybe?</li><li>• A lot more communication on how to get info on Indigenous clinic in general</li><li>• Signage outside venue- reminder</li></ul>
Staff Communication	<ul style="list-style-type: none"><li>• Speak a little clearer while wearing the mask</li><li>• Could have provided info on 2nd dose side effects, aftercare</li></ul>
Clinic Space and Environment	<ul style="list-style-type: none"><li>• Increase space between nurse desk and patient chair to ensure patients arm is easily accessible</li><li>• Little candies to help pass the wait time.</li><li>• Privacy screens for those who may not feel super comfortable being looked at by others</li><li>• Too hot in here</li><li>• A bit more physical distancing space in actual vaccination section-very crowded</li></ul>
Technology Issues and Improvements	<ul style="list-style-type: none"><li>• There was some IT issues because my first dose was administered at another site. Helpful if you could make this easier for staff checking us in.</li></ul>
Increase Cultural Representation	<ul style="list-style-type: none"><li>• A smudging would be an option I'd like</li><li>• There was smudging at the first one and it would be good for the second one but I didn't see or smell it anywhere</li><li>• Increase space between nurse desk and patient chair to ensure patients are easily accessible.</li><li>• More obvious Indigenous presence</li><li>• Larger space to allow for more help/resources available to the community</li></ul>

# Thematic Analysis

## Word Cloud of Responses

Feedback provided was overwhelmingly positive. Select feedback highlighting participant's experience and feelings of gratitude has been captured in a word cloud (see Figure 7).

Figure 7: Word cloud of responses to survey question "is there anything else you would like to tell us?"



# Summary & Next Steps

Based on the results of the COVID-19 vaccination clinic feedback survey, the vaccination clinics at Auduzhe and WBIIH were well received by the local FNIM community in Toronto. Participants shared positive feedback about the efficiency of the services provided, the staff, and felt that the Auduzhe-WBIIH clinics created a safe and welcoming environment for the FNIM community. Participants also shared areas for improvement such as increased advertisements and space for clinics, increased cultural representation, and there were recommendations for staff to provide more medical information and resources about the COVID-19 vaccinations and services being offered.



Currently, vaccination clinics are still being offered two days per week and COVID-19 testing clinics are being offered three days per week at Auduzhe Mino Nesewinong. Individuals who come to Auduzhe Mino Nesewinong to get vaccinated, ask questions about the vaccine or discuss vaccine barriers with health care providers can receive a \$25 gift card.

- o We know that finding time to get the information you need to make decisions and to get vaccinated can be difficult, especially in these busy times. Come to the Auduzhe Clinic to get vaccinated, ask questions about the vaccine, and/or discuss any vaccination barriers with a healthcare professional and you will get a \$25.00 gift card. We want you to make safe and informed decisions, so come talk to us about the vaccine! Folks can book their appointment in the following link: <https://healthybreathing.janeapp.com/>

- o Visit our website: <https://www.wecountcovid.com/>

# Appendix 1:

## We Count Covid-19 Reference Group

Toronto Aboriginal Support Services Council (TASCC)  
Toronto Inuit Association  
Toronto and York Métis Council  
City of Toronto Aboriginal Affairs Office  
Nishnawabe Homes  
Toronto Public Health  
Women's College Hospital Centre for Wise Practices  
Provincial Office of Indigenous Affairs  
Indigenous Services Canada  
Partners in Health  
Ontario Ministry of Health and Long-term Care  
Wigwamen Incorporated  
Ryerson University  
Toronto District School Board  
Chiefs of Ontario  
Indigenous Primary Healthcare Council  
Toronto Central Local Health Integration Network  
Anduhyaun Inc.  
Toronto Birth Centre  
George Brown College  
Aboriginal Legal Services  
Gabriel Dumont Housing Inc.  
Native Child and Family Services of Toronto  
Native Canadian Centre of Toronto  
Ontario Aboriginal HIV/AIDS Strategy  
Miziwe Biik Aboriginal Employment and Training  
Thunder Woman Healing Lodge Society  
Centre for Addiction and Mental Health

# Appendix 2:

## Vaccine Clinic Feedback Survey



## TELL US WHAT YOU THINK

Thanks for taking the time to complete the Vaccine Clinic feedback survey. This survey is completely anonymous and will be used to help improve services and evaluate the We Count COVID-19 research project. You can learn more about the research project from the We Count COVID-19 Research Project Information Sheet, available at this site.

If you complete this survey, you will also be agreeing to share your survey responses with the We Count COVID-19 Research Project.

**How did you hear about the WBIH Auduzhe COVID-19 clinic? (circle all that apply)**

Family/Friend    Online    Health Care Provider    Community Health Centre    Other:

\_\_\_\_\_

**How do you identify? (check all that apply)**

Indigenous (ie. First Nations, Inuit and/or Metis)\_\_\_\_\_

A non-Indigenous person who is a member of an Indigenous household\_\_\_\_\_

A non-Indigenous person who works at an Indigenous organization\_\_\_\_\_

# Appendix 2:

## Vaccine Clinic Feedback Survey

For the following section, please check off the appropriate box:

HOW WAS YOUR VISIT TODAY?	VERY POOR	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	EXCELLENT
Entrance & screening process					
Check-in process					
Respect & warmth from our staff					
Presence of Indigenous people and processes					

COMMUNICATION & INFORMATION	VERY POOR	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	EXCELLENT
Explanation of the vaccine & follow-up care					
Clarity of information & responses to your questions					
Felt respected, comfortable and able to be myself					
Overall kindness & compassion from the providers					

PLEASE TURN OVER →

# Appendix 2:

## Vaccine Clinic Feedback Survey

CLINIC PREFERENCE	NOT AT ALL IMPORTANT	SLIGHTLY IMPORTANT	OF AVERAGE IMPORTANCE	VERY IMPORTANT	ABSOLUTELY ESSENTIAL
How important is it to you to get your vaccine at an Indigenous clinic?					

Would you recommend the WBIIH Auduzhe vaccine clinic to others? (circle one)  
Yes or No

How could we improve?

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Is there anything else that you want to tell us?

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*Thank you for participating in the WBIIH Auduzhe client feedback survey!*