

Webinar Recap for February 8th, 2021

LTC+ Acting on Pandemic Learning Together

TOPIC

Vaccine rollout

KEY AREA(S)

Pandemic Response

SPEAKER(S)

- **Jacques Ricard**, Physician / Medical Advisor, Québec Ministry of Health and Social Services
- **Lucie Tremblay**, Director of Nursing Cares, CIUSSS du Centre-Ouest-de-l'Île-de-Montréal
- **Mary Boutette**, Chief Operating Officer, The Perley and Rideau Veterans' Health Centre
- **Erin Beaudoin**, Chief Motivator, CEO Eden Gardens

SESSION OBJECTIVE(S)

- Learn from several long-term care homes across the country on their vaccine rollout strategies
- Offer COVID-19 Vaccine Preparedness Resources for Long-term Care and Retirement Homes
- Share LTC+: Acting on Pandemic Learning Together program updates and next steps

SUMMARY

Eden Gardens

- The 130-resident population at Eden Gardens LTC home was administered the Moderna vaccine within a 5-hour time period by 8 nurses deployed to the LTC facility by the local public health unit.
- Staff and designated essential caregivers received the Pfizer vaccine and were responsible for making their own appointments with the local public health unit for vaccination outside of work hours.
- Presently, all staff, designated caregivers and residents are awaiting the second dose of the COVID-19 vaccine; likely to be administered within the proposed 42-day window.
- To mitigate vaccine refusal, staff and residents received education regarding the COVID-19 vaccine, were engaged in conversations, and offered educational articles, which were also made accessible on social media.
- Some staff and residents refused to be vaccinated, which was mostly attributable to fear of the vaccine's safety due to its rapid development, lack of evidence, and misinformation from social media.

A lesson learned was to reduce the amount of external public health nurses in the LTC facility for vaccination, or to have internal staff wait with residents for the 15-minute monitoring period post-vaccination as the experience was often too stimulating for

resident's suffering from dementia and led to some responsive behaviours. Another key takeaway was to vaccinate residents at a slower pace and to remember that "they don't live at our workplace, we work at their home".

The Perley and Rideau Veterans' Health Centre

- 96% of residents, as well as willing staff and designated caregivers, were administered both the Pfizer and Biotech vaccine. Residents were vaccinated on-site by LTC staff, whereas staff and caregivers were vaccinated off-site, through a local hospital and public health unit.
- Their approach to vaccine rollout was based on the following behavioural science principles: to make the vaccine easy to receive, normalizing COVID-19 vaccination, and encouraging vaccination through personal-values. This included leveraging social media, established communication channels, peer champions, involvement of pharmacy providers, and their pre-established vaccination opt-in program.
- A takeaway noted for the second dose of the vaccine would be that the literature demonstrates stronger, common side effects (i.e. low-grade fever, body ache, fatigue, sore arm), so to anticipate an uptake in staff sick calls and those testing positive for COVID-19 afterwards.

CIUSSS du Centre-Ouest-de-l'Île-de-Montréal

- The region was part of a pilot project responsible for immunizing residents in December 2020. One LTC home in the pilot project had a rapid vaccine rollout and was given only 10 days to prepare to receive 2,225 doses of the COVID-19 vaccine for their 305 residents and staff working in the region.
- During the pilot project, the Pfizer vaccine was administered to residents on site by LTC staff over a 3-day period starting on December 14th, 2020, and staff were immunized over a 7-day period.
- Due to the rapid and unique nature of their vaccine rollout, staff underwent quick training, which included simulations by pharmacists regarding dry ice manipulation. Pharmacists were heavily involved in the vaccine rollout and were responsible for conserving and managing the vaccines, and undertaking follow-ups.
- An important lesson learned from their pilot project is that there are currently many unknowns, which makes planning a challenge and creates a need for flexibility and agility. For example, one such challenge is the short notice given as to when and how many doses will be delivered to a given facility. A second takeaway would be to undergo some risk management and build more enthusiasm among staff and residents regarding vaccination; particularly given that there are no policies in place to enforce vaccination.
- Factors that played a part in vaccine refusal included, fears around the vaccine being developed too quickly, uncertainty of being guaranteed to receive a second dose within 42 days, and general concern due to public opinion or misinformation spread on social media.
- The health region now has 8,800 vaccinated residents and staff using both the Pfizer and Moderna vaccine.

RESOURCES SHARED

Listed below are the resources mentioned during the webinar:

- [Reimagining Care for Older Adults Report](#)
- [COVID-19 Vaccine Preparedness Resources for Long-term Care and Retirement Homes](#)

WEBINAR RECORDING

[Watch the full webinar here!](#)

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