

Do We Have Lines in this Play: The Role of Care Management Teams in the Deployment of the COVID-19 Vaccine

PRESENTED BY
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(HE/ HIM/ HIS)

1

Before We Begin ... Let's Do Some Quick Anonymous Polls



At any point, did you/ do you now experience
hesitancy about the COVID-19 vaccine?

- ☐ Yes
☐ No

What factors do you see influencing
individuals the most when it comes to the
COVID-19 vaccine

- ☐ Poor access to reliable vaccine information
☐ Concerns about health and safety
☐ Distrust of healthcare providers
☐ Disbelief about its effectiveness against
variants
☐ Health literacy/ SDoH barriers to care
☐ Disbelief about the severity of the pandemic

2

Learning Objectives

Upon completion of this training, participants will be able to:

1. Demonstrate an understanding of key considerations related to the COVID-19 vaccine
2. Highlight potential key ethical challenges and practice challenges related to the role of Care Management Teams in vaccine distribution
3. Discuss the relevant concerns and impact of vaccine distribution on historically and structurally marginalized populations
4. Review recommendations about areas of opportunity for Care Management Teams to play key roles in support individuals and communities at large during the recovery phase of the pandemic



3

A Few Things to Know About Me



4

COVID-19 Vaccine

Before we begin, it is probably important to consider why distribution of this vaccine in this way is so unique. According to Michaud & Kates (2020):

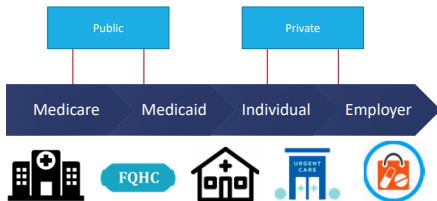
- Most vaccines in circulation require two doses, thus tracking and record maintenance is critical
- Typically ongoing vaccination efforts are primarily targeted at children not adults
- "Government-led vaccine distribution in the timeframe and at the scale being contemplated for COVID-19 has never before been done in the U.S."



5

COVID-19 Vaccine

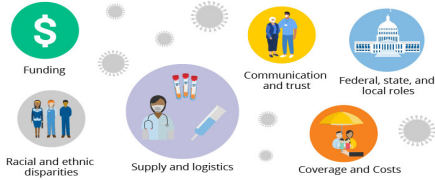
Adding to this complexity, the US healthcare system is a fusion of a myriad of intersecting private and public entities, payers, and stakeholders.



6

COVID-19 Vaccine

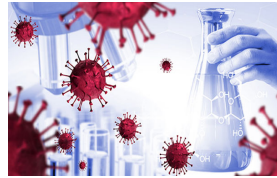
Key Issues for COVID Vaccine Distribution



SOURCE: ADAPTED FROM THE KAISER FAMILY FOUNDATION

7

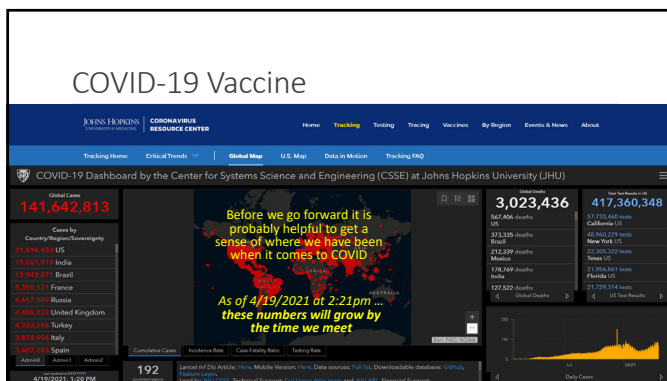
"The explosive spread of COVID-19 is a result of the collapse of *Truth*."



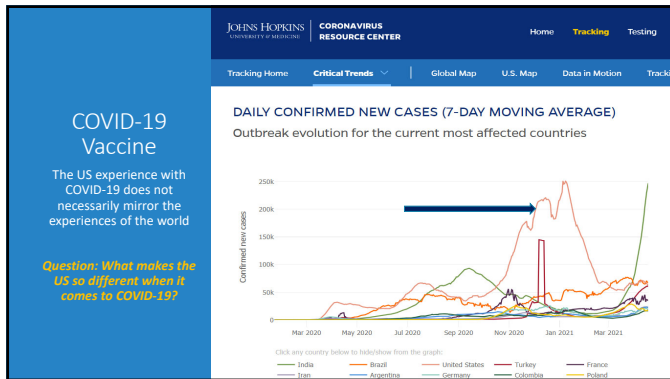
YOUR HUMBLE INSTRUCTOR

8

COVID-19 Vaccine



9



10

“Everybody knows that pestilences have a way of recurring in the world; yet somehow we find it hard to believe in ones that crash down on our heads from a blue sky. *There have been as many plagues as wars in history; yet always plagues and wars take people equally by surprise.*”

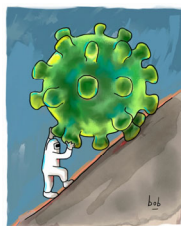
ALBERT CAMUS, THE PLAGUE

11

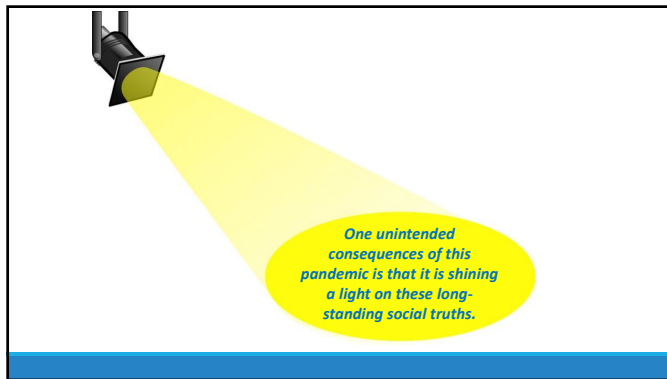
COVID-19 Vaccine

The COVID-19 pandemic has certainly taken us by *surprise* and has been a perfect storm that has effectively drawn focus to:

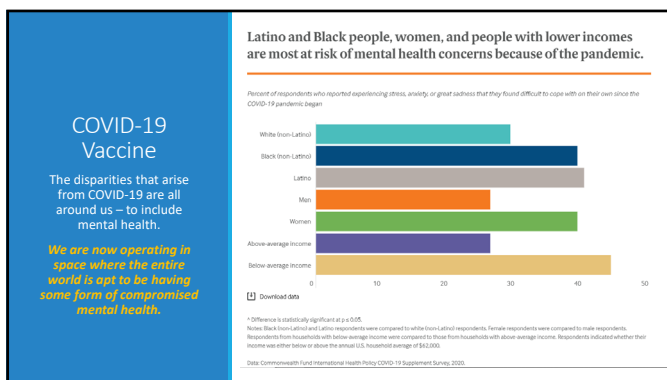
- The structural brokenness of our social safety net
- The fragmentation and disorganization of our healthcare system
- The erosion of trust of our social institutions – to include science and medicine
- A legacy of neglect and exclusion of marginalized populations from systems of care
- The intersection between profound social division and the ethics of public health efforts



12



13



14

COVID-19 Vaccine

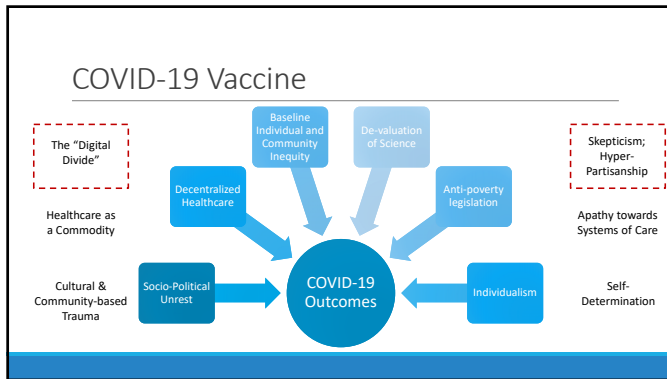
"The physical aspects of the pandemic are really visible," said Lisa Carlson, the immediate past president of the American Public Health Association ... *"We don't have a vaccine for our mental health like we do for our physical health,"* Carlson added. "So, it will take longer to come out of those challenges."

Mental health is one of the biggest pandemic issues we'll face in 2021

By Kristin Rogers, CNN
 Updated 9:17 AM ET Mon January 4, 2021

Add to this that the mental health crisis instigated by COVID-19 is an existential one which can temporarily or permanently alter one's world view and capacity for hope.

15



16



17

COVID-19 Vaccine

"Although researchers have examined the association between COVID-19 outcomes and racial/ethnic ... *no study, to our knowledge, has examined the joint associations of income inequality, racial/ethnic composition, and political attributes of places with COVID-19 outcomes.*"

Source: Liao & Maio, 2021

JAMA Network **Open.**

Original Investigation | Health Policy
Association of Social and Economic Inequality With Coronavirus Disease 2019 Incidence and Mortality Across US Counties

Tom F. Liao, PhD, PhD, Fernando De Maio, PhD

Abstract
IMPORTANCE It is now established that across the United States, minoritized populations have borne a disproportionate burden from coronavirus disease 2019 (COVID-19). However, little is known about the interaction among a county's racial/ethnic composition, its level of income inequality, political factors, and COVID-19 outcomes in the population.

Key Points
Question Are racial/ethnic population composition and economic inequality associated with coronavirus disease 2019 (COVID-19) incidence and mortality?

18

COVID-19 Vaccine

"The distortion of facts undermines public health in several important ways: lower vaccine acceptance—resulting from misperceptions about vaccine safety and efficacy—will result in more transmissions and deaths. Weaker adherence to mask-wearing protocols will likely result in the same."

Source: Rothwell & Desail, 2020

B How misinformation is distorting COVID policies and behaviors

REPORT

How misinformation is distorting COVID policies and behaviors

Jonathan Rothwell and Sonia Desail - Tuesday, December 22, 2020

19

COVID-19 Vaccine

Moving forward toward a solution and resolution to this crisis of humanity will certainly necessitate the closure of division, the formulation of a shared narrative, and the coming together of a divided people.



20

"And indeed it could be said that once the faintest stirring of hope became possible, the dominion of plague was ended."

— ALBERT CAMUS, THE PLAGUE

21

COVID-19 Vaccine

The COVID-19 vaccine is more than a *faint hope*, however the success of vaccine distribution is contingent upon the following:

1. Providing accurate information and combatting misinformation
2. Coordination among community providers to support vaccine distribution and logistics
3. Ensuring low-barrier access for individuals to sign-up for vaccines (i.e. not relying on web-based sign-up)
4. General restoration of public confidence in systems of care



22

COVID-19 Vaccine

While the COVID-19 vaccine is giving many of us lots of hope there are still a slew of logistical challenges that we have to work through to ensure that we can get to the other side of this crisis. Two key areas to talk about today are:

- **Vaccine hesitancy**
 - Which people and populations are expressing vaccine hesitancy and why?
- **Vaccines distribution** (i.e. vaccine provision, barriers to care etc.)
 - What are some barriers to delivering and receiving the vaccine?



Vaccine hesitancy is also a real thing that we need to talk about ... Where does it come from?

23

COVID-19 Vaccine

"But while they have priority around the country, not every eligible health care worker actually wants to get the vaccine. A recent survey by Kaiser Family Foundation found that nearly a third probably or definitely would refuse vaccination."

[Dr. Nikhila Juvvadi, the chief clinical officer at Chicago's Loretto Hospital] Juvvadi says that, in her hospital, a lot of that hesitancy is based on minority groups' deep-rooted mistrust of vaccinations and other large-scale health care programs: "I've heard Tuskegee more times than I can count in the past month — and, you know, it's a valid, valid concern."

Source: *All Things Considered*, 2021

Some Health Care Workers Are Hesitant About Getting COVID-19 Vaccines

January 1, 2021, 1:01 PM EST

Read on to learn more.

UNRECORDED DOCUMENTARY 17 100% PLAYBACK

4 Minute Listen



24

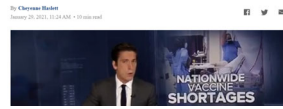
COVID-19 Vaccine

"These tech hurdles are exacerbated in the neighborhoods that need the vaccines the most, often low-income communities of color where computer and internet access aren't easily accessible, community organizers on the ground say. They worry the vaccine inequity gap will only widen as the vaccine rolls out to broader swaths of the public."

Source: Haslett, 2021

Older Americans are trying to get vaccinated. They're up against harsh inequities.

There are flaws in octogenarians navigating a complicated online vaccine system.



25

COVID-19 Vaccine

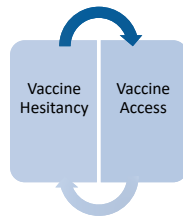
abc NEWS

Racial disparities trouble COVID-19 vaccine rollout

"There's a gap that needs to be closed."

By Meredith Deliso
January 29, 2021, 5:00 AM ET • Updated

"For a community that has years of fear and distrust, and rightfully so, instead of just giving us a vaccine, please provide the education, so it can lessen the fears that individuals may have," she said" (Deliso, 2021).



26

COVID-19 Vaccine

So here we stand in this moment of human history with a boundless array of practical and existential challenges surrounding us:

- Do we have lines in this play – what is the Role of Care Management Teams in this moment?
- What are some ethical elements that we need to keep in focus?
- How do we begin to carve out our footprint in overcoming a pandemic?

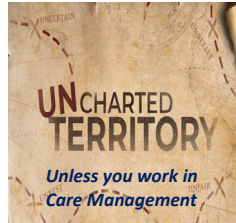


27

COVID-19 Vaccine

In this article in the NEJM, authors Lee and Chen state that in the US "public-private healthcare integration is a state-by-state, county-by-county improvisation" in which patients are dependent upon providers for vaccine information. The authors go on to suggest that to solve the problem of vaccine distribution this collective system has to engage in **4 types of "unfamiliar work"**:

- Earning the trust of people
- Managing demand and immunizing people who are **ready to be vaccinated**
- Engaged communication with the public
- Filling the gaps resulting from a long-standing underinvestment in our public health system



28

COVID-19 Vaccine

Care Management teams routinely serve as **advocates, educators, and gatekeepers**. It is within our wheelhouse to support our patients during this significantly challenging time. We can do this leveraging our knowledge of systems of care and by **educating our patients**:

- Application of a Trauma Informed Care approach
 - Serving as "trusted messengers"
 - Practicing transparency
 - Recommend trusted resources
 - Debunking vaccine myths/rumors
 - Validating fears, anxiety, and concerns
 - Linkage to care: Vaccinations, medical care, mental health
- We can also discuss what to expect (i.e. safety, side-effects) of the vaccine in a meaningful and accurate way.*

COVID-19 Vaccine: Facts You Need to Know
ct.gov/covidvaccine

Fact #1 COVID-19 vaccines will not give you COVID-19. COVID-19 vaccines do not contain any part of the virus and cannot cause you to develop or spread the disease.	Fact #2 Rapid development of COVID-19 vaccines does not mean they are not safe. Regulatory agencies are working closely with vaccine developers to ensure safety and efficacy before the vaccines are approved for use.	Fact #3 COVID-19 vaccines may provide protection against more than one strain. While it is not yet known if COVID-19 vaccines will protect against multiple strains, early data suggests they may.
Fact #4 COVID-19 vaccines will not change your DNA. COVID-19 vaccines use mRNA, which does not enter your DNA. The mRNA is broken down and eliminated by your body.	Fact #5 COVID-19 vaccines have not been linked to infertility or miscarriage. There is no evidence that COVID-19 vaccines are linked to infertility or miscarriage. In fact, many women are getting vaccinated.	Fact #6 We know exactly what is in the COVID-19 vaccines. Pharmaceutical companies have published the ingredients for the COVID-19 vaccines. There is nothing to be afraid of.

FACT SHEET
VAX

29

Transparency in Care: *Vaccines are not 100% AND they are a powerful path to recovery from this pandemic.*



30

"What on earth prompted you to take a hand in this?"
"I don't know. My... my code of morals, perhaps."
"Your code of morals. What code, if I may ask?"
"*Comprehension.*"

— ALBERT CAMUS, THE PLAGUE

31

Q&A

Let's discuss your thoughts and questions!

32



*Thank you for
your time and
attention!*

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33

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34

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35