

# COVID-19 Trusted Messenger Discussion Questions for Clinician Audience

## Pre-Questions

- What have been your personal successes and challenges as a clinician in counseling patients and families about the COVID-19 vaccine?
- Based on your experience, how would you rank your comfort level with conversations about the COVID-19 vaccine?

## Themes

### 1. Disproportionate Impact of the COVID-19 Pandemic on BIPOC communities (2:43-4:00)



- What is your understanding of why BIPOC communities have been disproportionately affected by this pandemic?
- What are modifiable risk factors to consider for upcoming pandemics?

**Action Items:** Research examples of structural racism that intersect with clinical medicine and public health.



## 2. Context for Native Americans in Rural America (4:00-5:09, 36:30-37:09; 49:54-50:53)



- What are unique challenges faced by Native Americans in regards to well founded historical context for mistrust and geographic access to healthcare?

**Action Item:** Take some time to learn about the Indigineous history of the land you live on, find Native-led organizations in your area, and create a list of solidarity actions that could go beyond a land acknowledgement. Review this guide on nativegov.org:

<https://nativegov.org/news/beyond-land-acknowledgment-guide/>

## 3. Approaching Vaccine Hesitancy and Misinformation (5:10-6:12; 7:05-9:15; 10:10-10:30; 22:23-24:29; 29:34-29:56)



- What concerns about vaccines did you hear expressed in the film? Which ones have your patients, family and friends expressed?



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- What is your gut reaction to these interactions with patients who are vaccine hesitant? Which internal biases are uncovered in our reactions? How does that impact your response toward the patient?
- How have you addressed vaccine hesitancy in an individualized way?
- What are the parameters you use to determine if a vaccine counseling encounter has been successful?
- Do you have an example of a conversation with a patient who accepted the COVID-19 vaccine (or other vaccine) after initially being hesitant?
- How do you approach misinformation in clinical encounters, on social media and in the community? Which communities are most vulnerable to being targeted by misinformation?

**Action Item:** Partner with a colleague and role play a common conversation around mistrust of the COVID-19 vaccine while practicing skills of listening, validating fears and building trust.

#### 4. Context of Historical Trauma from Healthcare Endured by Multigenerational African American Communities (10:35-12:07)



- What is your knowledge of structural racism within the medical field as it relates to the historical trauma endured by Black people in the United States? How might this inform concerns about vaccine safety within the Black community? How do you approach this with patients? What is your comfort or discomfort with this?



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**Action Item:** Take some time to learn the history of the communities you serve or reflect on your own lived experience and how it might impact communities' trust of COVID-19 vaccine and clinicians.

## 5. Safe Havens of Trust (12:27-12:45; 37:42-39:15; 50:54-51:14; 52:00-53:02)



- Where are safe havens for people?
- How can we offer healthcare in places where people feel safe?

**Action Item:** Create a list of potential trusted spaces in your community and identify some individuals or organizations in these trusted spaces. Consider how your own background affects which spaces you are trusted in and what spaces you place trust in.

## 6. Trusted Messengers (32:25-36:29; 41:35-42:36; 42:52-46:45)



- How do you as a clinician build alliances with people that communities already trust?
- Who are your trusted messengers?

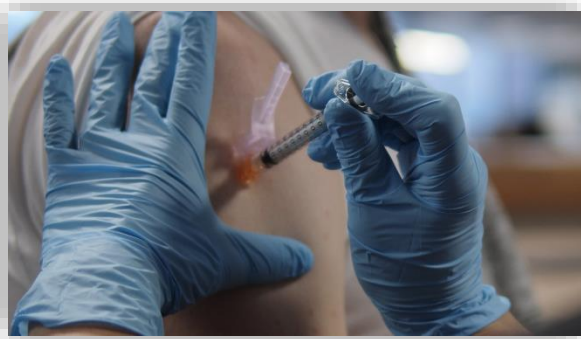


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- Which qualities make certain healthcare providers in the documentary trusted messengers?
- Which communities view you as a trusted messenger and a reliable source of information? What is your sphere of influence?
- How do you address building trust in the absence of racial, ethnic or in-group concordance with the patient or community?

**Action Item:** Brainstorm one community you could reach as a trusted messenger and your action steps to making that connection.

## 7. Explaining how the COVID-19 Vaccine Works (15:04-17:04; 21:45-22:09)



- What are best practices around helping people understand how vaccines work?
- How do you counsel around how the COVID vaccines work in your practice?

**Action Item:** Think about how you can navigate conversations where you don't know all the answers in the context of a pandemic with rapidly evolving recommendations while ensuring the concerns of your patients are heard.



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## 8. Context of Vaccine Barriers Amongst Immigrant and Migrant Communities (18:45--21:45; 25:00-28:48)



- What are unique considerations to include in conversations around vaccine uptake in refugee, immigrant and migrant communities?
- How do you approach counseling patients with refugee, immigrant or migrant status both as a collective member of their group and at the intersection with their unique personal concerns?
- Were you surprised to hear how vaccine hesitancy increases with years in the United States and acculturation? Why do you think that is?

**Action Item:** Brainstorm in your group ways you can deepen your knowledge of the lived experience of migrant groups in your context. Which organizations can you learn from and how can you lend your expertise as a clinician?



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## 9. Asian Community (Karen) Narrative - [Reflections: How COVID Changes Our Lives](#)



- What is the impact of hearing Every's story as a representation of one experience of a Karen refugee family?
- How could Every's voice be elevated in safe havens to offer his perspective to others that are on the spectrum of vaccine hesitancy?

**Action Item:** Consider how you can make space in clinical encounters for patients to share their personal story of the impact of COVID-19 on their family and life including loss.

### Post-Documentary Reflection Question

- This documentary focused on minoritized groups in Minnesota and addressing vaccine hesitancy in those communities. How is this similar or different from the approach in non-minority communities that may have lower vaccination rates? Is building trust dependent on race and cultural concordance or other factors?
- How does the messaging from this film reach other areas of healthcare apart from vaccination uptake?
- What tangible action are you committing to with the lessons learned from this film?
- How do you intend on adapting your counseling practice with patients on the topic of vaccines?



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