

How to use the COVID-19 Trusted Messenger's Learning Module for Clinicians

Goal

To improve knowledge and competency of clinicians to support effective COVID-19 vaccine conversations with patients and communities, including the sharing of credible COVID-19 vaccination information and responding to misinformation.

Key objectives

- To increase understanding of key areas and concerns from patients and communities around COVID 19 vaccination
- Identify steps to take to support trusted messengers and clinicians to increase effectiveness of COVID 19 vaccination conversations
- Explain the importance of trusted messengers and trusted spaces within communities

Components of Learning Module

- Video recordings
- Discussion handout
- Large group or small group breakout for discussion

Training Facilitator Process

The module comprises of nine different topic areas. Each module covers a specific topic. The topics include:



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- 1) *Disproportionate Impact of the COVID-19 Pandemic on BIPOC communities*
- 2) *Context for Native Americans in Rural America*
- 3) *Approaching Vaccine Hesitancy and Misinformation*
- 4) *Context of Historical Trauma from Healthcare Endured by Multigenerational African American Communities*
- 5) *Safe Havens of Trust*
- 6) *Trusted Messengers*
- 7) *Explaining how the COVID-19 Vaccine Works*
- 8) *Context of Vaccine Barriers Amongst Immigrant and Migrant Communities*
- 9) *Asian Community (Karen) Narrative*

- 1) Determine how you will share and view the video. You may choose to go through all nine modules or focus on the topics most pertinent to your audience. Each module is designed to take about 15-20 minutes. Video segments are short, leaving room for discussion.
- 2) Share questions/handout in advance of discussion. Based on group size and training format (in-person versus virtual), decide if discussions should take place as a larger group, or in smaller breakout groups. To create safety and foster greater discussion small groups are recommended with no more than 4 people per group. Prioritize questions or instruct small group to prioritize questions based on time allotted.
- 3) Before each training session begins, establish a group agreement that supports safety, inclusion, and confidentiality. You may choose to involve staff in establishing these at the beginning of the session or develop prior to the session.
- 4) During your introduction, note areas of staff concern. Some areas may include, but are not limited to, sharing of personal views in groups, individual view of COVID-19 vaccination that may not be shared by others, current attitude of workplace around vaccination hesitancy, staff burnout levels, and any other concerns relevant to your work environment.



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- 5) Before the video, break into small groups and talk about pre-film questions in groups.
- 6) Once the video is done, discuss the post-documentary questions in groups. Identify action items that are pertinent to your audience and establish priorities and set timelines for follow-up.
- 7) Share contact information for follow-up questions and reflections after the session.

Things to keep in mind

- **Recognize trauma:** Trauma does not exist solely in one community. Recognize that some staff participating in the training will have also experienced trauma. Honor each person's ability to engage and comfort in speaking in group discussions. There may be experiences and emotions that you are unaware of that are triggered for staff during the session. Give staff permission to step away, if needed, and to return, when ready.
- **The module is not comprehensive:** This Trusted Messenger module highlights many of the topic areas that have emerged for clinicians throughout the COVID-19 pandemic. However, there are many other areas that are not covered by the module. If other questions or topic areas emerge that were not discussed in the module, refer to the National Resource Center for Refugees, Immigrants & Migrants (NRC-RIM) <https://nrcrim.org/> for additional resources.



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