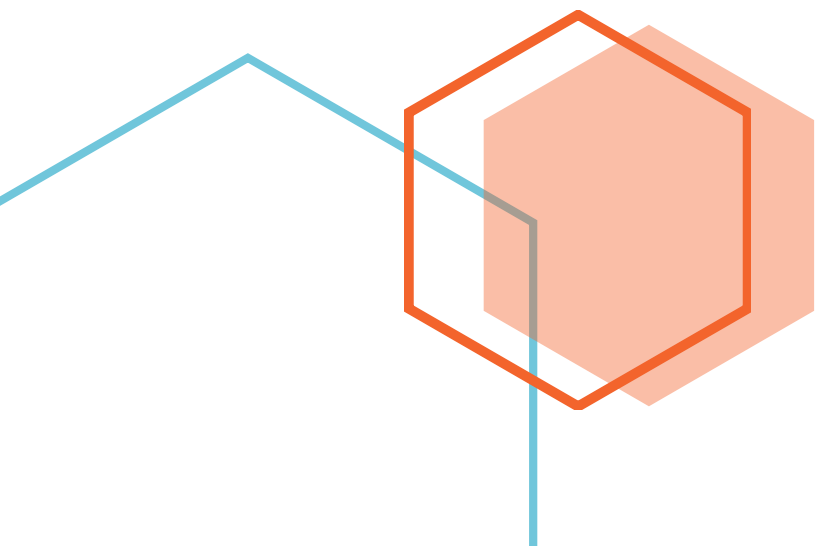




COVID19 Vaccine Site Customer Survey Report

Summary Report from 860 Surveys Conducted
at Nine COVID19 Vaccination Sites in
May and June 2021

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Background

The Mississippi State Department of Health (MSDH) has been responding to the COVID19 pandemic for more than a year. During that time, they have provided public education about the virus and its transmission; COVID19 testing and interpretation; daily updates and surveillance reports; numerous press conferences, social media events and educational sessions; vaccine distribution coordination and vaccinations; and a myriad of other similar and related activities. While the MSDH has conducted internal reviews and after-action reflections to improve processes as they were being developed and implemented, there has been no quality improvement process implemented that is aimed specifically at providing objective, external feedback about the MSDH performance during this time.

In the summer of 2020, a sub-grant between the Mississippi Public Health Association (MPHA) and the Office of Health Protection was approved. Some of the deliverables in that sub-grant was for MPHA to:

- Obtain stakeholder input regarding MSDH performance and actions during the COVID19 pandemic for MSDH quality improvement purposes;
- Conduct selected stakeholder interviews to ascertain the impression of the work of MSDH during the COVID19 pandemic; and,
- Provide a report to the Office of Health Protection on the survey findings.

MPHA identified a group of stakeholders for this work, which is a sample of the individuals who received the COVID19 vaccines at the MSDH sponsored drive-thru sites.

This was not a research project. It was designed to be part of a quality improvement process that is based on a quality Improvement framework of Plan, Do, Check, Act. The MSDH has already planned and implemented its COVID19 activities over the past year. This phase is the “check” phase where feedback is obtained to ascertain the impressions of those who have been the recipients of the implemented activities. Results of the survey can be used to assess MSDH performance in this area as well as to provide information for future planning efforts.



As of the writing of this report, MSDH reports that the total number of vaccinations given is 2,324,022 (1,072,00 individuals are fully vaccinated). The numbers of the first dose of vaccine given at MSDH sites is 402,719; and the second dose is 338,055. Although the state of Mississippi is among the lowest in the country in terms of percentage of population vaccinated, the MSDH has provided leadership in getting vaccines to various populations throughout the state through partnerships with hospitals, long-term care facilities, clinics, pharmacies, churches, community-based organizations, and federal agencies to encourage people to get the vaccine. MSDH has also planned and implemented pop-up clinics at selected locations upon request to get vaccines to communities in the state. MSDH also operates free vaccination sites in locations around the state for anyone 12 years of age or older. Homebound individuals can also email or call MSDH to schedule their vaccine.

MSDH still operates free COVID-19 vaccination sites around the state and in selected communities. According to the MSDH website, the following information is designed to help individuals decide about how and where to make their appointments for a vaccine.

Make an appointment for quicker service online or call the Mississippi COVID-19 Hotline for appointment assistance.

Make an appointment at the vaccination site onsite. Same-day appointments are usually available.

County health departments have hours that vary. Call ahead to see when COVID-19 vaccinations are being offered at a particular location.

MSDH is also conducting local, short-term COVID-19 vaccination sites in selected communities. Vaccinations will be available for anyone 12 years and older. No documentation or identification is required. Second doses of the vaccine will be available locally three weeks later.

Process

At the time that this survey was planned, the Mississippi State Department of Health (MSDH) had eighteen drive-thru vaccine sites open in an effort to offer timely and efficient access to the COVID19 vaccine. These drive-thru sites were implemented in partnership with the Mississippi Army National Guard, as well as various other volunteers (such as nursing students). After consultation with the MSDH vaccine managers, eight



of the sites were selected as the sample sites for this survey. The following sites and numbers of surveys were included in this sample.

Oktibbeha County, Starkville – May 3, 2021

Smith Wills Stadium, Jackson- May 6, 2021

Lake Forest Convention Center, Hattiesburg- May 6, 2021

McComb - May 14, 2021

Desoto County – May 18, 2021

Biloxi – May 18, 2021

Tupelo – May 28, 2021

Lauderdale County, Meridian – May 28, 2021

Leflore Convention Center, Greenwood, – June 2, 2021

A survey was developed and submitted to the MSDH for review and approval. A copy of the final approved survey is included in Attachment A.

MPHA representatives were physically present at a sample of the MSDH sponsored drive-thru vaccine sites to request individuals who are waiting the 15 minutes post vaccination to respond to a short survey about their experience. Potential respondents were advised that this survey is for quality improvement purposes only, and they may opt out of answering the questions. They were also informed that any services they receive by the MSDH will not be affected by their decision to participate. Individuals could either complete the survey themselves and return it to the MPHA representative onsite or they could verbally respond to the questions asked by the MPHA representative. No names, addresses, email addresses, or phone numbers were requested. Confidentiality of the respondents was maintained in that MPHA representatives did not have any access to that information nor were participants asked for any personal identifying information.

The initial plan for data gathering was to collect approximately 100 surveys at each site, for a total of 900 surveys. However, when the survey process began, some of the sites were experiencing a downturn in the number of appointments. The total number of surveys collected was 860. Four were determined during data analysis to be incomplete, so 856 were used in the final analysis.

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The distribution of surveys by site are noted in the following table, along with the number of vaccines that were given on that same day, so as to compare the percentage of total surveys by site. Overall, 49% of the total number of individuals receiving vaccines responded to the surveys.

Date	Site	Number of Vaccine Doses Given	Number of Surveys Completed	Percent of Vaccine Recipients Surveyed
05/03/21	Oktibbeha	317	111	35%
05/06/21	Smith Wills/Jackson	267	108	40%
05/06/21	Lake Forest/Hattiesburg	286	106	37%
05/14/21	McComb	166	101	61%
05/18/21	DeSoto	144	90	63%
05/18/21	Biloxi	202	101	50%
05/28/21	Tupelo	172	95	55%
05/28/21	Lauderdale/Meridian	146	99	68%
06/02/21	Leflore Convention Center/Greenwood	65	45	70%
Totals		1, 765	856	49%
** Four Surveys unusable due to incomplete data 860-4=856 total useable surveys for analysis				



Description of the Sample

The sample of 856 can be described according to their responses to the demographics questions. The summary is as follows.

By Race/Ethnicity:

Race/Ethnicity	Numbers
Black/African American	359
White/Caucasian	404
Asian	33
Hispanic	37
American Indian	1
Multi-racial	16
Unknown	6
Total	856

By Age Range:

18-29 = 292
 30-49 = 271
 50-69= 219
 70 or over = 45
 No response= 29

By Gender:

Male= 356
 Female = 486
 Prefer Not to Answer = 14



Vaccine Appointment Specific Question Summary

In terms of the questions specifically related to the vaccine, the summary follows.

Vaccine Dose:

First dose = 197
Second dose = 645
No response = 14

Method of Making Appointment:

Online myself = 529
By phone myself = 101
Someone did it for me = 221**
No response = 5

** Includes those made automatically by the online system for the second dose.

Length of Time to Get Appointment:

More than 2 months = 32
1-2 months = 30
About a month = 72
Less than a month = 629 (included walk-ins same day)
Unsure = 86 **

** Unsure respondents included those who did not make their own appointment.

Quality of the Vaccine Administration Process

Five questions in the survey related to the vaccine administration process. Four of the questions were specific, with the final question being open-ended. A summary of the responses to those questions is noted below.

How pleased were you with the vaccination process?

Very pleased = 789
Somewhat pleased = 39
Neither pleased nor displeased = 16
Somewhat displeased = 5
Not pleased = 2
No response = 4

Additional comments were requested from those who were not pleased or displeased. The comments (n=4) in those categories included:



- Expected a drive-thru experience but the process had been changed to inside.
- Commented that the wait for the second vaccine was longer than the first and related that to the fact that it was not a drive-thru process.
- Commented that numbers should be given for taking patients in the order in which they arrived.
- Commented that they were not told about side effects.

How long did you wait to get the vaccine once you arrived at the site?

Less than 30 minutes = 809

30 minutes to one hour = 32

More than one hour = 1

Unsure = 5

No response = 8

How courteous were the people at the site today?

Very courteous = 811

Somewhat courteous = 26

Neither courteous nor discourteous = 4

Somewhat discourteous = 2

Not at all courteous = 5

No response = 1

Did you receive the information you needed about the vaccine, including having an opportunity to ask questions?

Yes = 831

No = 4

Unsure = 22

Is there anything else you would like the MSDH to know about your experience with this process?

There were 144 additional comments regarding the respondents perceptions of their vaccine administration experience. Those comments are captured below.

- It was very efficient and fast! Very well run. Finally vaccinated!
- The NG members were great. The station managers were so nice!
- It has been a very good experience. Everybody was kind and the time was perfect.
- Everyone was so kind, and it makes this terrible situation a bit more bearable.
- Appreciate the opportunity to get it with such efficiency.
- So proud of the National Guard.



- Pleased.
- Nice Journey.
- Very well organized.
- Timely and Polite.
- I would like to advise everyone to come and get vaccinated, because it's a very great crew in the Delta.
- Great job.
- Need a better method of keeping track of the order of people coming in for the shots.
- Great experience for me and my kids.
- Great Work!
- Excellent.
- Everyone has been very helpful in making this a very smooth process.
- It was a great experience. Thank you!
- Very easy!
- Very pleased.
- The workers did a great job!
- Thank you for your work!
- The National Guard are extremely courteous and efficient.
- The entire process was very smooth. Everyone was super nice and professional.
- The location was very clean and organized. Way to go!
- I had no problems.
- Everything was good.
- Hospitals and clinics need to take notes and lessons from these people. They were no nice, friendly, and courteous and informative.
- Thank you to the volunteers and military personnel. Great work!
- My visit was speedy and pleasant.
- Fantastic!
- Well run and smooth process. Thank you!
- Very courteous people. Didn't feel a needle. Very professional personnel.
- Keep up the good work!
- Very efficient!
- Did not get an email from the first one; Called and they were very helpful
- Very pleased with the experience!
- Very organized and lovely staff!
- There is nothing to complain about the process. Very well organized. Great!
- The first vaccine process was wonderful. The second one was not too great This one hurt!
- Very positive experience. I was hesitant because I do not like shots, but I am glad I did this.
- Very kind people. Thank you.
- It was easy and great.
- It was a great and easy process.
- Everything was good.



- Perfect!
- Very organized. Friendly workers and very fast process.
- Great experience!
- The setup was great. Easy to get in and out. Process quick. Great job!
- This was a very easy process, and the staff was very nice.
- Very organized and a smooth operation.
- They are awesome!
- I hardly even felt the injection.
- Very impressed with the efficiency at this location.
- Very smooth process.
- Everything was set up great.
- Thanks for being so quick with the process.
- Masks worn by workers but some with exposed noses.
- Very professional. Appreciate everyone's efforts.
- Great services.
- Great team; great work!
- I am pleased with the process.
- Everyone was very kind and professional.
- Very nice people!
- Keep up the good work!
- Thank you for the smooth organized process.
- The NG members were great. The station managers were so nice!
- Great Job! Thanks!
- It has been a very good experience.
- Everything was fine and smooth. Very pleased.
- Everyone was so kind, and it makes this terrible situation a bit more bearable.
- Appreciate the Army!
- Very well pleased.
- Appreciate the opportunity to get it with such efficiency.
- Good process.
- Very satisfied with the process.
- Ya'll were great this time and the first ran smooth.
- Great experience Staff was friendly and helpful.
- Very easy process.
- Everyone was so polite.
- Very well organized.
- My first shot I waited two hours in line. Not today.
- Worked great.
- Simple easy process.
- Everyone was fast and informative.
- Would do it a third time if I could.
- Thanks to everyone for doing this.
- Everyone here doing a great job.
- Very well run operations.



- Great experience. No pain!
- Keep up the good work!
- Very impressed with how smooth the entire process went.
- It was super easy and efficient.
- Ya'll are awesome. Thank you for helping us to save ourselves and the people.
- Very organized and friendly.
- Was a very easy and quick experience.
- When I received the vaccination card no one wrote my name on the card. Someone needs to be sure that the person receiving the vaccination is identified properly.
- Everything was fast and efficient. Staff were very friendly.
- Very efficient!
- Very positive experience.
- Very positive. Hope more people get their shot.
- Very organized and friendly.
- Thank God it's over. Back to normal in 2 weeks.
- Best experience.
- Everyone was polite.
- Need to give numbers to people in line. People broke in line.
- Smooth as can be.
- Very pleased.
- Everyone has been pleasant.
- Very easy. A pleasant experience.
- This inside was a lot better than a car wait.
- Scheduled online initially; rescheduled by phone.
- Quick and easy. But I wasn't told any possible side effects.
- Everyone has been pleasant.
- I enjoyed the drive thru experience. The man who gave me my vaccination card was especially reassuring and caring to relieve anxiety in anticipation of the shot.
- Most pleasant medical experience I have ever been through.
- Well run. So very easy.
- Everyone was super nice and helpful. Amazing staff.
- I appreciate the easy access to the vaccine and mostly painless procedure.
- Appreciate all you do.
- Called all day on the 18th to get confirmation scheduling. Had to show up at the site where after extremely diligent effort by the staff an appt was set and the second shot given.
- I am glad I took the shot.
- Very fast an organized.
- Very fast and easy process.
- Very efficient and friendly
- Great experience. Very professional personnel.
- The staff was polite and professional.



- I appreciate working in tandem with MSDH regularly.
- The lady at the first tent with braids was super nice; think she was nurse; wore scrubs.
- Great.
- The first vaccine took almost 2 hours for the process; the second dosage was 30 minutes or less.
- Great quick process.
- Very efficient.
- Quick and easy Everyone was very friendly.
- Just wish more would get more credence to science than demagogues.
- Thank everyone for being so nice.
- Very well done process.
- Could use better signage when driving into the site when there is not a person there.
- Process was fast. Everyone was friendly.
- It was quick and easy.
- Thank you for the help.
- Very well organized and executed.
- It was very efficient and fast! Very well run. Finally vaccinated!
- Rescheduling was more difficult than I thought it would be. I have a weird schedule with work. But after it was figured out all was easy and fast actually getting the shot.
- Appreciate your work.
- Very efficient.
- I am so proud of MS and our National Guard.
- Excellent job by MS National Guard. Very fast, friendly and helpful.
- It was very efficient and well run process.

Anecdotal Observations

Although not a formal part of the survey process, the MPHA staff administering the surveys at each site observed the process objectively. The following comments are provided as a result of those observations.

1. There was a great degree of consistency among the sites, in terms of process and role.
2. The National Guard and the MSDH staff appeared to work well together.
3. The resources for the provision of meals for the MSDH staff and the National Guard were appreciated, as stated voluntarily by the workers.
4. The National Guard's presence was more prominent than the MSDH staff, probably due to the presence of their uniforms and the numbers of National Guard present at each site.
5. A few of the respondents commented that they were urged to get the vaccine by their employers because they had recently obtained a new job.



Conclusions

Analysis of the survey data for quality improvement purposes indicated that the MSDH and the National Guard, as well as the various additional volunteers at the nine vaccine sites included in the sample consistently implemented their services according to their plans. There were few, if any, differences in the observed process in each of the nine sites. Additional summary conclusions are noted below.

- The majority of respondents were very pleased with the services they received and the information they were provided (789 and 831, respectively).
- Most of the respondents for this survey were receiving their second vaccination (645), and most of the respondents made their appointments online (529). Most also stated that they received their appointments in less than a month from the time they were requested (629).
- Most of the respondents indicated that they waited less than 30 minutes to receive their vaccine once they arrived at the site (809).
- Most respondents (811) indicated that the people at the site were courteous.
- One hundred forty-four (144) respondents took the time to add additional comments about their experience. 99% of those comments were very positive.

The Mississippi Public Health Association (MPHA) appreciates the opportunity to assist the MSDH with these surveys. MPHA especially thanks Alisa Williams, Steven Jones, Kandace Smith, and Christy Hoover for their assistance in identifying the sites and scheduling the survey visits. MPHA also thanks the site coordinators for their assistance in providing a space to work while the surveys were being conducted. MPHA also thanks Jim Craig, Director of the Office of Health Protection and Senior Deputy for the MSDH for allowing MPHA to provide this service.

