
**Assessment regarding Barriers and Strategies in the COVID-19
Vaccination Process for Adults 60 Years and Over, on Identified Areas
Throughout Puerto Rico**

DEPARTAMENTO DE
SALUD



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Department of Health

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Clarification on inclusive language: In the Spanish version of this document, the masculine grammatical gender will be used to refer to various groups without this implying sexist and exclusionary language.

The Puerto Rico Department of Health has taken all reasonable precautions for verifying the information in this document.

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Introduction/Purpose

The *Puerto Rico COVID-19 Health Literacy Initiative*, under the Auxiliary Secretariat of Planning and Development of the Puerto Rico Department of Health, invites you to participate in this exploratory study whose purpose is to identify the barriers and strategies in the COVID-19 vaccination process in adults 60 years and over. Through it, we are interested in improving access to and knowledge of vaccination against COVID-19 in the study's population, by means of implementing evidence-based health literacy strategies.

All information you provide to us as representative of an entity or organization, will be important for developing educational resources on COVID-19 vaccination, tailored to communities' needs. To participate in this study, you must:

1. Provide services or support in the COVID-19 vaccination process to the population of adults aged 60 and over.
2. Be established in the identified areas in Puerto Rico (Añasco, Cabo Rojo, Cataño, Ceiba, Guánica, Loíza, Luquillo, Maricao, Naguabo, and Salinas).
3. Be 18 years old and over.

This assessment consists of 22 questions distributed in the following sections:

1. General Perception About the COVID-19 Vaccination Process
2. Barriers in the COVID-19 Vaccination Process in Adults 60 Years and Over
3. Health Literacy
4. Participant Profile

The assessment's estimated time of completion is about 20 to 25 minutes.

Informed Consent

Carefully read the following information before accepting your participation in this online assessment.

If you wish to obtain the complete document, you can access it through the following link:

<https://bit.ly/3uQ26Zi>

We request your participation in a brief assessment which aims to identify the barriers and strategies related to the COVID-19 vaccination process in adults 60 years and over, in identified areas throughout Puerto Rico.

For this effort, as an essential part of the data collection strategies, it becomes imperative to consult entities, organizations, and community leaders, associated to the COVID-19 vaccination process in adults 60 years and over.

To participate in this study, you must provide services or support in the COVID-19 vaccination process (for example, doctors who offer guidance on vaccination; healthcare professionals who prepare and/or administer the doses, and offer guidance on the vaccine; customer representatives, among others) provide services or support to the population of adults 60 years and over, be established in the identified areas in Puerto Rico (Añasco, Cabo Rojo, Cataño, Ceiba, Guánica, Loíza, Luquillo, Maricao, Naguabo, and Salinas) and be 18 years and over.

This assessment is completely confidential. Information that might identify you as an entity, organization or community leader will not be published. The responses submitted will be used exclusively by team members of the *Puerto Rico COVID-19 Health Literacy Initiative*. A four-digit identifying number will be used with the purpose of safeguarding the participant's identity and confidentiality. These responses will be safeguarded by the Auxiliary Secretariat of Planning and Development for a period of five years. Subsequently, they will be disposed following the guidelines of the Puerto Rico Department of Health.

You will not incur in any monetary cost, nor will you receive any compensation for your participation.

Your participation is completely voluntary, and you will have the right to abstain or withdraw at any

moment, without penalty. The information gathered during the period prior to withdrawing will not be used in the study.

Should any questions arise, please contact the *Puerto Rico COVID-19 Health Literacy Initiative* at (787) 765-2929 Ext. 3697, or via email through the following addresses:

- Lisa A. Soto-Torres: lisa.soto@salud.pr.gov
- Jesiel M. Díaz-Colón: j.diaz@salud.pr.gov
- Edith Avilés-Pérez: edith.aviles@salud.pr.gov

By selecting “I accept”, you will be indicating that:

1. You have read and understand the Informed Consent.
2. You accept to participate voluntarily.
3. You meet the participation criteria.

By selecting “I do not accept”, you are refusing to participate in this study.

Do you accept the conditions for participating in this study?

- I accept
- I do not accept

Instructions

- This assessment will be administered online using the Microsoft Forms software.
- It is recommended that once you begin, you complete the assessment, since your answers will not be saved if the questionnaire is not completed and submitted.
- This assessment is designed for community leaders or entities/organizations associated with the COVID-19 vaccination process in adults 60 years and over.
- The questions must be answered considering your experience about what you have observed and perceived from the COVID-19 vaccination process in adults 60 years and over.
- Read the following questions carefully before selecting your answer.
- You must confirm that you have read the “*Informed Consent*” prior to begin responding to the assessment.
- You must complete all the required questions.
- If you have any questions or comments, you may contact:
 - Lisa A. Soto-Torres (lisa.soto@salud.pr.gov)
 - Jesiel M Díaz-Colón (j.diaz@salud.pr.gov)
 - Edith Avilés-Pérez (edith.aviles@salud.pr.gov)

Required Questions

1. For the purpose of this assessment, how do you identify yourself?
 - Entity (Community-based organizations, municipalities, among others)
 - Individual (Community leader, among others)

2. Do the duties performed in the entity/organization you represent are associated to the COVID-19 vaccination process in adults 60 years and over?

*Note: When selecting “Yes”, you are confirming that the entity/organization supports, coordinates, performs, and/or is related to the vaccination process against COVID-19 in adults 60 years old or over.

 - Yes
 - No

3. Does the role you perform in the community you represent is associated to the COVID-19 vaccination process in adults 60 years and over?

*Note: When selecting “Yes”, you are confirming that you support, coordinate, perform, and/or are related to the vaccination process against COVID-19 in adults 60 years old or over.

 - Yes
 - No

*Note: The next two questions are for internal purposes only.

4. Write the name of the entity/organization you represent in the space provided.

5. Write your email address in the space provided. *Note: The email address must be the same in which you received the assessment.

General Perception on the COVID-19 Vaccination Process for Adults 60 Years and Over

On the following section, we aim to explore the accessibility of the COVID-19 vaccination process in the municipality, entity/organization where the participant works.

6. Based on your experience, how easily can the COVID-19 vaccination process be accessed in the municipality, entity, or community you support or work for?

Very difficult

Difficult

Easy

Very easy

7. Which of the following COVID-19 vaccination efforts are taking place in the municipality, entity, or community you support or work for? Choose all that apply. If you select “Other”, please specify.

Educational campaigns about the vaccination process

Home vaccination services

Mobile vaccination units

Transportation services

Vaccination clinics in communities

Vaccine distributions

Other: _____

Barriers in the COVID-19 Vaccination Process for Adults 60 Years and Over

In the following section, we aim to identify possible barriers that affect the COVID-19 vaccination process for adults 60 years and over in the municipalities selected for this study. This section is divided in three (3) sub-sections: Behavioral Barriers, Structural Barriers, and Informational Barriers.

Behavioral Barriers

For the purpose of this assessment, behavioral barriers are those beliefs or perceptions from adults 60 years and over that may affect the decision or interest on the COVID-19 vaccination process.

This is also related to resistance and mistrust.

8. Have you perceived or received any resistance from an adult 60 years and over regarding the COVID-19 vaccination process? We refer to resistance as the delay in the approval or refusal of vaccines, despite availability of vaccine services.

Yes

No

9. In the last 12 months, how frequently have you received any resistance to COVID-19 vaccination from adults 60 years and over?

Never

Almost never

Sometimes/Occasionally

Almost every time

Always

10. Based on your knowledge and experience, which of the following elements relate to the resistance in adults 60 years and over regarding the COVID-19 vaccination process? Choose all that apply. If you select “Other”, please specify.

- Concerns about vaccine effectiveness
- Fear of needles
- Political ideologies
- Preexisting conditions
- Religious beliefs
- Trust in Government
- Vaccine safety
- Values or human rights
- Worries about future side effects of the vaccine
- None of the above
- Other: _____

Structural Barriers

For the purpose of this assessment, structural barriers are systemic problems that can limit the access to the COVID-19 vaccination process on adults 60 years and over. This relates to the availability and distribution of the COVID-19 vaccine.

11. Which of the following elements can affect the decision from adults 60 years and over to vaccinate? Choose those that apply. If you select “Other”, please specify.

- Distance from the vaccination site
- Employment flexibility (coordinating time for receiving the vaccine and to rest due to possible side effects)
- Having a companion when going to the vaccination site
- Having transportation to the vaccination site
- Health insurance coverage for the vaccine

- Informal caregiving (voluntary family member care, for example: adult 60 years and over taking care of another person)
- Preference regarding vaccination site (pharmacy, health fair, hospital, among others)
- Process for vaccine appointment
- Vaccine costs
- Vaccine manufacturer (Pfizer, Moderna, Jansen)
- Waiting time in the vaccination site
- Other: _____

Informational Barriers

Informational barriers are based on information sources that can persuade the decision of the adult 60 years and over regarding the COVID-19 vaccination process.

12. Based on your knowledge and experience, which of the following affect the decision from adults 60 years and over to vaccinate against COVID-19? Choose those that apply. If you select “Other”, please specify.

- Community-based organizations
- Community leaders
- Family or friends
- Government
- Healthcare professionals (nurses, doctors, medical technologists, among others)
- Human behavior professionals (psychologists, social workers, among others)
- Media (press, radio, television, among others)
- Religious community
- Social media (Facebook, Instagram, Tik Tok, among others)
- None of the above
- Other: _____

13. Based on your knowledge and experience, how reliable are the information sources used by adults 60 years and over about the COVID-19 vaccination process?

- Not reliable at all
- Not that reliable
- Reliable
- Highly reliable

14. Based on your knowledge and experience, how much do you agree or disagree that adults 60 years and over would want to receive a new vaccine dose?

- Highly disagree
- Disagree
- Agree
- Strongly agree

Health Literacy

In this section, we aim to evaluate your perception and receptivity to health literacy strategies, and the efforts related to these strategies regarding the COVID-19 vaccination process. Health literacy is the process for obtaining knowledge, motivation, and individual competencies for understanding and accessing information, expressing opinions and decision making regarding the COVID-19 vaccination process.

15. Based on your knowledge and experience, how important is health literacy in the municipality, entity, or community in which you work for?

- Not important at all
- Not that important
- Moderately important
- Important
- Highly important

16. Select the three most effective strategies for increasing the number of vaccinated adults 60 years and over in your municipality, entity, or community you support or work for. If you select “Other”, please specify.

- Educational talks about the COVID-19 vaccine
- Individual counseling by healthcare providers (health insurance, doctors, among others)
- Informational and educational videos
- Media campaigns (radio, television, press, among others)
- Pamphlets, posters, or flyers
- Peer-lead educational workshops (in other words, led by other adults 60 years and over)
- Social media campaigns (Facebook, Instagram, among others)
- We have not implemented these types of strategies
- Other: _____

17. From the three options previously selected, which do you consider is the most effective? If you selected “Other”, please specify.

- Educational talks about the COVID-19 vaccine
- Individual counseling by healthcare providers (health insurance, doctors, among others)
- Informational and educational videos
- Media campaigns (radio, television, press, among others)
- Pamphlets, posters, or flyers
- Peer-lead educational workshops (in other words, led by other adults 60 years and over)
- Social media campaigns (Facebook, Instagram, among others)
- Other: _____

18. From the previously presented strategies, which of the following has been the least effective?

- Educational talks about the COVID-19 vaccine
- Individual counseling by healthcare providers (health insurance, doctors, among others)
- Informational and educational videos
- Media campaigns (radio, television, press, among others)
- Pamphlets, posters, or flyers
- Peer-lead educational workshops (in other words, led by other adults 60 years and over)
- Social media campaigns (Facebook, Instagram, among others)
- Other: _____

19. Based on your previous response, why is this strategy the least effective? Write your answer below.

20. Mention other possible health literacy strategies (if any) that can be integrated in the municipality, entity, or community you support or work for. Write your answer below.

21. If a health literacy plan is available, does the municipality, entity, or community you support or work for will implement it?

- Yes
- No

Explain your answer below.

Participant Profile

This section aims to create a profile from those who participated in this study. In other words, we intend to jointly describe the characteristics of the entities and community leaders that participated in this study.

22. In which municipality do you collaborate or provide support in the COVID-19 vaccination process? Write your answer below.

23. Which type of entity or organization do you represent? Choose all that apply. If you select “Other”, please specify.

- Community-based organization
- Federal Government entity
- Municipal Government entity
- Private for-profit organization
- Private non-profit organization
- State Government entity
- Other: _____

24. Which of the following relates to your duties or participation in the COVID-19 vaccination process? Choose all that apply. If you select “Other”, please specify.

- Administer the vaccine
- Coordinate appointments
- Counseling
- Data registration
- Planning of vaccination processes
- Provide transportation to/from the vaccination site
- Other: _____

25. Approximately, how much time have you been associated or directly involved in the COVID-19 vaccination process for adults 60 years and over?

- Less than three (3) months
- Between three (3) and six (6) months
- Between six (6) and nine (9) months
- Between nine (9) and twelve (12) months
- More than one (1) year

26. Apart from providing services related to the COVID-19 vaccination process for adults 60 years and over, to which other populations (if any) do you provide services? Choose all that apply. If you select “Other”, please specify.

- Domestic violence survivors
- Infant/Children
- People dealing with substance abuse
- People experiencing homelessness
- People from the LGTBTIQ+ community
- People with disabilities
- All of the above
- None of the above
- Other: _____