



**REPORT ON COUNTRY-
SPECIFIC SESSIONS OF
TRAINING OF TRAINERS
WORKSHOP**

DELIVERABLE 5.2



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1 Objective

In 2019, the WHO declared vaccine hesitancy as one of the top ten public health threats ([Ten threats to global health in 2019 \(who.int\)](#)). Data from the recent Vaccine Confidence Survey (2022) shows that, in comparison to the survey performed in 2020, vaccine confidence among the general public has decreased in many Eastern and Central European countries ([State of Vaccine Confidence in the European Union 2022](#)). However, the study also shows that vaccine confidence remains high among healthcare professionals.

Healthcare providers remain the most trusted source of information about vaccines for the general public ([Special Eurobarometer](#); [Wellcome Global Monitor](#)). Therefore, healthcare providers play a major role in supporting vaccination campaigns and reaching a good vaccination coverage. However, research performed under the umbrella of the EU Joint Action on Vaccination ([D4.3-In-service-vaccinology-training-module.pdf \(eu-jav.com\)](#)), as well as the related [IMMUNION WP4 survey](#), has stressed that many healthcare providers do not feel confident to answer questions about vaccines and/or lack specific knowledge about vaccines.

The vast majority of healthcare providers indicate that they are willing to follow training on vaccinology and would benefit from extra support (such as FAQ modules, trustworthy websites, support from the government etc.). To meet the needs of healthcare providers, WP5 of the IMMUNION project focuses on providing vaccinology and communication training in different formats.

Specifically, WP5 lead, the University of Antwerp (UAntwerp), developed a **Train the Trainers Workshop** to improve vaccine confidence, focusing on knowledge and communication about vaccines. The workshop, organised online on 21 June 2022, was held in English and was open to participants from across the EU. This EU train-the-trainers workshop has been used as the basis for 3 tailored **country sessions** in Romania, Latvia and Greece. This report outlines the outcomes of the 3 country sessions.

In parallel, UAntwerp has also delivered three special **vaccinology sessions** during international events, organised by members of the Coalition for Vaccination. The goal of these sessions was to bring attention to vaccinology and to increase confidence and knowledge of healthcare providers on communication about/and vaccination. The target audience were members of the Coalition for Vaccination, including healthcare providers who are not administering vaccines or are not confronted with vaccination/vaccine hesitancy issues on a daily basis. Special attention was given to tailoring the session to the needs of the audience through an extended Q&A module. A report bringing together the key outcomes of these sessions will be made available in early 2023, and all recordings will be published on the [Coalition website](#).

These workshops and sessions are based on an **all-in curriculum** ([available as part of EU-JAV outcomes](#)). The curriculum contains information about vaccines that (future) healthcare providers need in terms of knowledge, practical skills and communication. The curriculum was initially drafted under the EU-JAV (4.3 - UAntwerp), but has then further been revised by the IMMUNION Scientific Advisory Board, which consists of members of the Coalition for Vaccination, who helped to further improve the curriculum with a special focus on the communication module (IMMUNION Milestone 5.1). The curriculum was used to **tailor** the general/country Training of Trainers sessions and the special vaccinology sessions at international events to the needs of the targeted healthcare providers.

2 Summary

This report describes the output of the **three country Train the Trainer sessions** that were organised in WP5 of the IMMUNION project. The country sessions were organised in Romania, Latvia and Greece.

The general Train the Trainer session was built based on the **all-in curriculum** that was developed under the umbrella of the EU Joint Action on Vaccination and the IMMUNION project (Milestone 5.1). In a cascading effect, the content of the country sessions was based on the **general Train the Trainers session** ([IMMUNION D5.1](#) – recording [available here](#)), which mainly focused on:

- The role of the healthcare provider in the vaccination process
- The importance of communication
- Vaccine confidence in Europe
- Communication training (practical)

All trainers of the country sessions were given the opportunity to participate in and/or view the [recording](#) of the general Train the Trainers session online. Country partners were furthermore provided with a [background document](#), containing a lot of relevant information and resources, as well as the presentations that were given during the general Train the Trainer session. The content was tailored to the needs of the invited healthcare providers, as evaluated by the country partners organising the country sessions, and translated into the local languages.

The sessions were expertly organised by the country partners. The **participation** rate was impressive and well beyond the targets. Initially aiming to involve at least 20 participants, the sessions in Romania, Latvia and Greece respectively included 25, 121 and 70 participants. Not all participants were trainers of healthcare professionals. However, improving knowledge and confidence of professionals who communicate directly with patients about vaccination is also very important, and these professionals can also help to train their colleagues/junior staff/students more informally. Overall, the training was very well perceived and met the expectations of the attending (trainers of) healthcare providers.

Questions asked after the training mainly focused on the role of the healthcare provider, discussing that giving information about vaccines should be a team effort, and the limited time healthcare providers have to look for information and to engage with their patients on the topic of vaccination. Another major concern was also how to debunk misinformation that is spread by other healthcare providers in a respectful way.

Across the three sessions, **over 85% of participants felt more confident to train other healthcare providers** on the topic of vaccination and communication about vaccines after following the training.

Detailed reports from each country are provided in the following sections.

3 Country session Romania

3.1 Introduction

The country session is based on an all-in curriculum (IMMUNION Milestone 5.1) and on the report of the general train the trainer session (IMMUNION Deliverable 5.1).

The curriculum contains information about vaccines that (future) healthcare providers need in terms of knowledge, practical skills and communication.

First, an executive summary of the general session was provided in the local language, then an in-depth application of the theory and communication tools, taking into account cultural habits, was presented.

3.2 Attendance list

A total of 25 trainers attended the training. Please note that the number of participants was likely higher, because we were unable to report participants that were following the training ‘together’ in the same room but logging in with one account only, as we only have information from the account that logged into the meeting.

3.3 Practical information

Language: Romanian

Timing: 30/09/2022, 11-13h EEST

Format: online meeting Google Workspace

Registration: free of charge (Google Registration form)

3.4 Programme

Chairs: *Dr. Camelia Claiici & Dr. Gratiana Chicin*

Introduction (15 min) – session opening and situation of the initiative within WP5 of IMMUNION

Camelia Claiici *INSP*

Vaccine confidence in Europe (25 min)

Gratiana Chicin *INSP*

Role of the HCP in the vaccination process and the importance of communication (20 min)

Petru Milos *INSP*

Vaccine hesitancy HCP (25 min)

Roxana Lupu, *INSP*

Communication and teaching about vaccines (25min)

- How to communicate about vaccines



- Communication examples

Mihaela Noditi, *INSP*

Q&A (10min)

Closing

3.5 Summary

An invitation campaign was set up to invite trainers to the Train the Trainers country session, using different networks (professional associations, cross-project working groups) and outreach tools (email). We reached 23 registrations, but 25 participants actually attended the training (not accounting for people who were following together from one account), including the 5 trainers/speakers.

The session started with an introduction by the Project coordinator from IMMUNION partner INSP. **Camelia Clai** presented the Train the Trainers initiative within the broader scope of the IMMUNION project. **Gratiana Chicin** (INSP Romania) explained the definition of vaccine hesitancy, the concept of the vaccine hesitancy continuum and the determinants of vaccine hesitancy. It was further stressed that vaccine hesitancy is not new and is a universal health threat. After that, data on vaccine confidence in Europe was discussed. Finally, the impact of misinformation and social media was discussed. **Petru Milos** (INSP Romania) explained the role of the healthcare provider in the vaccination process, emphasizing that healthcare providers are the most trusted source of information about vaccination and that a recommendation from a healthcare provider is a strong facilitator of vaccine uptake. **Roxana Lupu** (INSP) provided data on how healthcare providers influence vaccine uptake and what difference they can make. The need for training of healthcare providers was discussed based on data from two EU-JAV surveys, showing that (1) many healthcare providers do not feel confident to answer questions about vaccines, (2) there is a lack of vaccinology in their basic training and (3) the vast majority of healthcare providers are willing to follow extra training.

Mihaela Noditi (INSP) provided the module on communication and teaching about vaccines. This session consisted of theory and some practical examples. The session focused on countering science denialism, explained debunking as a way to combat misinformation and discussed pro-active prevention/inoculation/motivational interviewing as important techniques to improve vaccine confidence in private interactions (scientific consensus, recommendations of the doctor, community protection).

After the session, a **Q&A** was organized. Several issues were discussed, such as the limited time healthcare providers have to look up information, communication about vaccines being a team effort, how to respectfully debunk misinformation from other healthcare providers and how to use storytelling to support data. The **pre- and post-training surveys** showed that overall the training was perceived very positively. The right target audience attended the training. A total of **91,95% of attendees felt more confident to train other healthcare providers after participating in the training**. Please note that not all participants filled out the pre- and post-training surveys. Materials for the workshop are available in Romanian in Annex 7.1. Presentations are available upon request.

Link to recording: [IMMUNION Train the Trainer Session: Romania - YouTube](#)



3.6 Content of the training and additional resources

1. Title: Opening and country session context

Speaker: Camelia CLAICI

Speaker's information

Camelia Claici (MD, PhD) works as a public Health Epidemiologist at the National Institute of Public Health (INSP) since 2010. She has been involved in international projects on vaccine hesitancy, training and communication, such as the EU Joint Action on Vaccination. Camelia Claici leads contributions to the IMMUNION project as the Evaluation of the project Work Package lead (2021-2023).

Highlights of the presentation

Camelia Claici provided an overview of the IMMUNION project and its activities, with a specific emphasis on the training activities organized in WP5 of the project, in which the Train the Trainer session is situated.

Resources

- [IMMUNION website](#)
- [Vaccine communication toolbox](#) | IMMUNION
- Strengthening Education And Knowledge On Immunization ([SEKI](#))
- [Council Recommendation of 7 December 2018 on strengthened cooperation against vaccine-preventable diseases](#)

2. Title: Vaccine confidence in Europe

Speaker: Gratiana CHICIN

Speaker's information

Gratiana Chicin (MD, PhD) works as a Communicable Diseases Head of department at the National Institute of Public Health (INSP) since 2010. She has been previously involved in international projects on vaccine hesitancy, training and communication, such as the EU Joint Action on Vaccination. Gratiana Chicin is currently involved in the coordination of the National Programme on Vaccination.

Highlights of the presentation

Gratiana Chicin explained the definition of vaccine hesitancy, the concept of the vaccine hesitancy continuum and the determinants of vaccine hesitancy. It was further stressed that vaccine hesitancy is not new and is a universal health threat. After that, data on vaccine confidence in Europe were discussed. Finally, the impact of misinformation and social media was discussed.

Resources

- [Strategic Advisory Group of Experts on Immunization](#) (who.int)
- [State of Vaccine Confidence in the EU and the UK](#) (2020)

3. Title: Role of the HCP in the vaccination process and the importance of communication

Speaker: Ion-Petru MILOS

Speaker's information



Ion-Petru MILOS (MD) has worked as a Public Health and Management specialist at the National Institute of Public Health (INSP) since 2010. He was involved in international projects on vaccine hesitancy, training and communication, such as the EU Joint Action on Vaccination. Ion-Petru Milos is currently involved in the Health Promotion and Evaluation National Programme.

Highlights of the presentation

Ion-Petru Milos explained the role of the healthcare provider in the vaccination process, emphasizing that healthcare providers are the most trusted source for information about vaccination and that a recommendation from a healthcare provider is a strong facilitator of vaccine uptake.

Resources

- [Communicating with health workers about COVID-19 vaccination](#) (WHO)
- [Communicating with patients about COVID-19 vaccination](#) (WHO)

4. Title: Vaccine hesitancy and Health Literacy

Speaker: Roxana LUPU

Speaker's information

Roxana Lupu (MD) works as a Communicable Diseases (CD) Epidemiologist at the National Institute of Public Health (INSP) since 2015. She is currently involved in CD Surveillance and Control National Programme.

Highlights of the presentation

Roxana Lupu provided data on how healthcare providers influence vaccine uptake and what difference they can make. The need for training of healthcare providers was discussed based on data from two EU JAV surveys, showing that (1) many healthcare providers do not feel confident to answer questions about vaccines, (2) there is a lack of vaccinology in their basic training and (3) the vast majority of healthcare providers is willing to follow extra training.

Resources

- [EU Joint Action on Vaccination](#)
- [Eurobarometer 488 – Europeans' attitudes towards vaccination](#) (2019)
- [Eurobarometer 505 - Europeans' attitudes towards vaccination](#) (2022)

5. Title: Communication and teaching about vaccines

Speaker: Mihaela NODITI

Speaker's information

Mihaela Noditi (MD, PhD) works as the Head of Timisoara Regional Centre of Public Health at the National Institute of Public Health (INSP) since 2010. She previously worked as Environmental Hygiene specialist and she was authorized in 2008 by the Ministry of Health as a Trainer in the field of Health Promotion.

Highlights of the presentation

Mihaela Noditi (INSP) provided the communication and teaching about vaccines module. This session consisted of theory and some practical examples. The session focused on countering science denialism, explained debunking as a way to combat misinformation and discussed pro-active

prevention/inoculation/motivational interviewing as important techniques to improve vaccine confidence in private interactions (scientific consensus, recommendations of the doctor, community protection).

Resources

- WHO Guidance Document on [How to respond to vocal vaccine deniers](#) (WHO)
- [Home - EPSA](#) (European Pharmaceutical Students' Association)

3.7 Questions and answers

After the session, a Q&A was organized. Several issues were discussed, such as communication about vaccines being a team effort, the limited time healthcare providers have to look up information and how to debunk misinformation from other healthcare providers.

The expert panel, consisting of the speakers, discussed the following topics raised by the audience:

- A lot of training materials, especially for communicating, are applicable to a wide audience. Communicating about vaccines should be a team effort. In that regard, all members of the team should be properly trained.
- What would be the best technique to counter misinformation spread by other healthcare providers? Expertise does not play a big role anymore, so it is about the content that we spread.
- Healthcare providers have limited time to look for information. An additional role of professional organizations could be to offer training materials, tailored to the needs of the first line healthcare providers (narrowing down information to most important issues, relevant for a specific target group, translated in the native language).

3.8 Pre- and post-training surveys

3.8.1 Pre-training survey

Number of responses: 21

Questions & description of responses:

There was a total of 21 responses. The original data of the surveys can be made available upon request. Below are included the questions of the survey and a summary of the answers by the participants.

You have registered for the IMMUNION Train-The-Trainers country workshop on the 30 of September 2022 (11-13h EEST). We would like to ask you to fill out the questions in this survey before the start of the training. This will allow us to tailor the training to your expectations. Filling out the survey will take less than a minute of your time. Thank you in advance and happy to meet you during the training.

How did you learn about the Train-the-Trainers workshop?

#	Answer	%	Count
1	Project coordinator	28,57%	6
2	Member of the project	23,81%	5

3	Workplace/colleague	47,62	10
	Total	100%	21

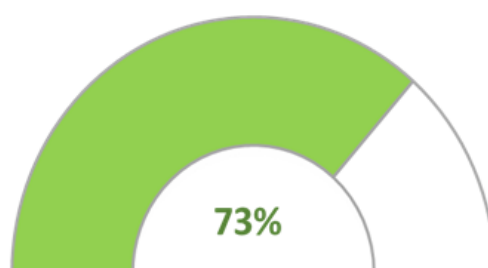
Do you have any prior experience in training healthcare providers or health students? If yes, please specify.

#	Answer	%	Count
1	Yes	42.86%	9
2	No	57.14%	12
	Total	100%	21

Do you feel confident to train healthcare providers on the topic of vaccine communication? Y/N/sometimes

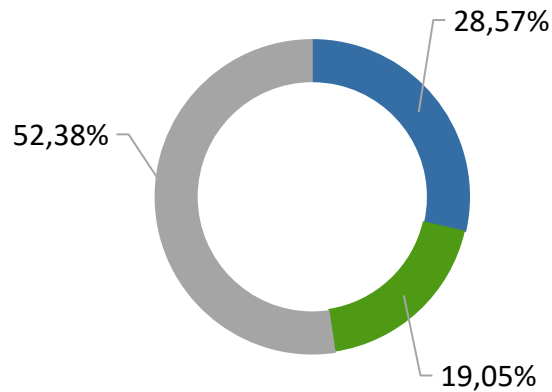
#	Answer	%	Count
1	Yes	47.62%	10
2	No	0%	0
3	Sometimes	52.38%	11
	Total	100%	21

On a scale from 0-100%, how confident do you feel?



Does your current knowledge about vaccination originate from your standard education, or from extra courses/workshops/experience that you attended after your standard education?

- Standard education
- Extra course or workshop
- Experience
- Other / None of the above



■ Standard education ■ Extra course or workshop ■ Experience

What are your expectations regarding the Train-the-Trainers workshop?

#	Answer	Count
1	New Information	4
2	Better Knowledge	7
3	Proper Communication	6
4	Improved Confidence	4
	Total	21

Thank you for taking the time to answer the questions.

Please note that we will send you another short survey after the workshop. We would very much appreciate if you could fill out the Train-the-Trainers post-workshop survey as well, as it will enable us to evaluate the training.

Please note that a recording of the training will be available after the workshop on the website of the Coalition for Vaccination - IMMUNION (coalitionforvaccination.com).

We are happy to meet you during the workshop!

3.8.2 Post-training survey

Number of responses: 19

Questions & description of responses:

There was a total of 19 responses. The original data of the surveys can be made available upon request. Below, you find the questions of the survey and a summary of the answers by the participants.

You recently joined us for the IMMUNION Train-the-Trainers workshop (30/09/2022). We hope you enjoyed the training and we would be very grateful if you could fill out the following questions to evaluate the workshop. Filling out the survey will take less than 1 minute of your time.

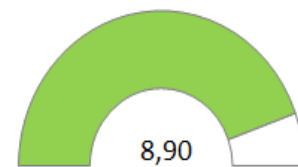
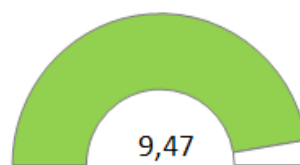
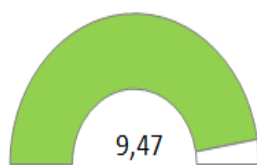
On a scale from 1-10, how would you evaluate the following items about the Train-the-Trainers workshop? (10 = best score)

- *Content of the workshop*
- *Timing of the workshop (11-13h)*
- *Duration of the workshop (2h)*

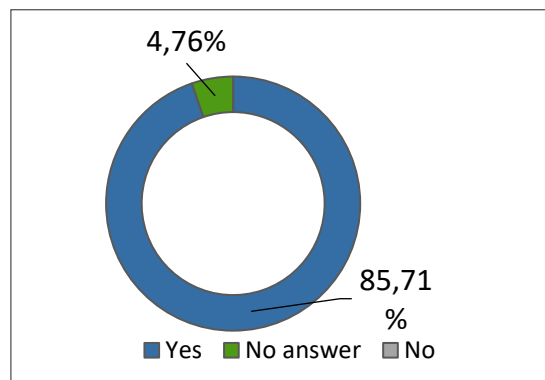
Duration of the workshop (2h)

Timing of the workshop (11:00-13:00)

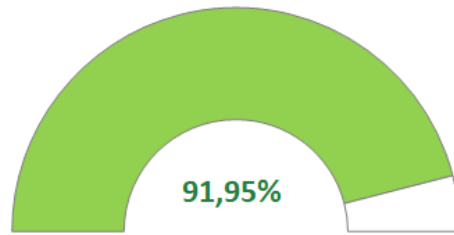
Content of the workshop



After following the Train-the-Trainers workshop, do you feel MORE confident to train healthcare providers on the topic of vaccine communication? Y/N/no answer



On a scale from 0-100%, how confident do you feel?



Was there anything missing in this training to fully meet your expectations?

In summary to this question: Overall, the participants were very positive about the training. Some participants indicated they would have liked more practical examples and less theory.

Thank you for joining us during the Train-the-Trainers workshop and for filling out both the pre- and post-workshop survey. The recording of the workshop will be available soon at the Coalition for Vaccination website: IMMUNION (coalitionforvaccination.com).

3.9 Conclusion

Overall, the training was perceived very positively. The right target audience attended. Based on the pre- and post-training surveys, participants on average recorded an increase in confidence of 28,95% (confidence before the training – 73.00%; confidence after the training – 91.95%). Please note that not all participants filled out the pre- and post-training surveys.

4 Country session Latvia

4.1 Introduction

The objective of the Train the Trainer session is to support trainers of healthcare providers and health students by offering training on vaccine confidence and communication. The training is designed to provide knowledge and tools to trainers, who can then carry this content forward in their trainings of healthcare providers and/or healthcare students, which will result in a better knowledge and confidence of (future) healthcare providers to communicate about vaccines and to deal with questions about vaccination.

4.2 Attendance list

121 participants took part in the training. Since the number of participants was bigger than the number of applications received through the application form, it can be concluded that some of the participants gained access to the training through personal contacts from other participants. The invitation letter and registration form are available in the annexes section (Annex 7.2). The participants came from the following backgrounds:

- 27 nurses
- 20 physician assistants
- 25 family doctors
- 4 epidemiologists
- 4 infectious disease specialists
- 6 lecturers and assistant professors
- 4 students
- 3 pharmacists
- 23 doctors of various other professions and employees of the healthcare system
- another 5 participants had not applied through the application form, therefore it was not possible to determine their profession.

4.3 Practical information

Language: Latvian

Timing: November 28 2022 14:00–17.00 (EET time)

Format: online webinar (Zoom)

Registration: online (Microsoft Forms)

4.4 Programme

Moderator: *Eva Johansone, Latvian Television journalist*

Introduction (3 min)

Eva Johansone, moderator



14.00 – 14.30 Specificity of vaccination communication. Lessons learned from the global practice of Covid-19. Communication models and methods used in vaccination communication planning. (30min)

Vita Savicka

Lecturer at Riga Stradiņš University, head of the master's study program "Health Communication" at Riga Stradiņš University

14.30 – 15.00 Results of the survey on the role of the health care professional in making the decision about vaccination. (30min)

Aija Bukova-Žideļūna

Associate professor of the Department of Public Health and Epidemiology at Riga Stradiņš University, head of the master's program "Health Communication".

15.00 – 15.30 Possible reasons for people's resistance to vaccination. How to solve vaccination issues together? (30min)

Mārīte Kūla

Head of the Epidemiological Service of the Liepāja Regional Hospital, pediatrician, pediatric infectious disease specialist

15.30 – 16.00 How to distinguish reliable information resources from unreliable ones. Information resources – where to find reliable information about vaccines, vaccination and how to communicate with the patient about vaccination. (30min)

Ievai Voita

Doctor-resident in infectiology at Pauls Stradiņš Clinical University Hospital

16.00 – 16.30 The most common myths, half-truths and stigma in the field of vaccination. Disinformation and how to refute it? Practical recommendations. (30min)

Angelika Krūmiņa

Professor of the Department of Infectious Diseases at Rīga Stradiņš University

Closing

Eva Johansone

4.5 Summary

The approach to set up the meeting, make up the programme, invite speakers and participants was as follows:

To make up the programme and to choose speakers, at first CDPC tried to invite Latvian participants who attended the IMMUNION Train-the-trainers session on June 21, 2022. Only one participant agreed to be a trainer in the country training – Professor Angelika Krūmiņa. Other participants refused on the ground of being busy, mainly due to other events or – in case of doctors – due to the active start of COVID-19 and influenza vaccination season. Then other experts were invited, to cover both the theoretical and practical parts of the training. The theoretical part was covered by experts in health communication from the main medical university of Latvia – Riga Stradiņš University – and the practical part was covered by practicing physicians working in the main hospitals in Latvia. Those trainers who did not attend the Train-the-trainers session on June 21 were asked to watch the recording of the training on YouTube.

The content of the presentations:



First, one hour of the training was devoted to theoretical information on health communication and vaccine communication, communication models and methods used in vaccination communication planning and the role of the health care professional in making the decision about vaccination. The rest of the training was devoted to more practical questions as possible reasons for people's resistance to vaccination and possible solutions to this problem. A considerable part of the programme was dedicated to debunking of myths and fighting stigma, as well as on how to distinguish reliable information resources from unreliable ones, where to find reliable information about vaccines, vaccination and how to communicate with the patient about.

Several questions were asked and answered after each presentation, mainly regarding communication issues (please see article 4.7).

Link to recording: [IMMUNION Train the Trainer session: Latvia - YouTube](#)

Presentation hand-outs are available in the annexes section (Annex 7.2)

4.6 Content of the training and additional resource

- 1. Title: Specificity of vaccination communication. Lessons learned from the global practice of Covid-19. Communication models and methods used in vaccination communication planning.**

Speaker: Vita Savicka

Speaker's information

Lecturer, head of the Rīga Stradiņš University Master's study program "Health Communication"

Highlights

- Human behaviour is a complex system influenced by personal, social and other factors that may be unrelated to acquired knowledge of vaccine safety.
- The models used in behaviour change communication help to explain why a person adopts a particular course of action and continues to do so.
- If we cannot achieve individual behaviour change through public awareness campaigns, then we must use behaviour change communication that works at 3 levels - 1. individual, community, 2. partnerships, alliances, organizations, 3. policy and social agreement. There are two concepts that cover all these levels: social marketing and social behaviour change communication.
- If a person does not believe in vaccines, then they will focus on messages that include information about their side effects, ignoring information that makes claims about the safety and effectiveness of vaccines. The greater the agreement with one's own beliefs, the more difficult it is to convince otherwise.
- Social marketing implies that we can sell behaviour just like any commercial product or commodity using the 4 traditional P's of marketing – product, price, place, promotion.
- Vaccine hesitancy (reluctance to vaccinate) is affected by 3C:
 - Confidence in the low effectiveness and safety of vaccines, mistrust of scientists, public policy makers and healthcare professionals
 - Complacency – the desire to protect oneself from the risk caused by possible side effects
 - Convenience – creating barriers to avoid vaccination

- 2. Title: Results of the survey on the role of the health care professional in making the decision about vaccination.**

Speaker: Aija Bukova-Žideļūna

Speaker's information

Docent of the Department of Public Health and Epidemiology at Riga Stradiņš University, head of the Rīga Stradiņš University Master's study program "Health Communication"

Highlights

- In the Eurobarometer survey (European barometer 488 (2019)–European's attitudes towards vaccination), more than half of Latvian respondents have had their last vaccination due to the recommendations of a family doctor or other healthcare specialist. And 79% of respondents would seek answers to questions about vaccination from a doctor.
- Those who support vaccination are less likely to seek information compared to those who have concerns or do not plan to get vaccinated.
- Those who trust healthcare professionals and the information they provide are less likely to look elsewhere for information.
- Clear, simple, understandable, and appropriate language promotes the perception and understanding of the content, as well as the ability to evaluate the information provided. It is important to adapt and match the information to a specific situation, including in relation to previous vaccination experience and attitudes towards vaccination.
- Diverse forms of information are required – written, oral, visual. Trustworthy information should be available also in different sources.
- Questions about vaccination that people are most interested in:
 - one vs. combined vaccine,
 - technical information on production and delivery,
 - need for assignment,
 - vaccination schedule,
 - vaccine ingredients and safety,
 - vaccine preventable diseases,
 - risks and benefits.

3. Title: Possible reasons for people's resistance to vaccination. How to solve vaccination issues together?

Speaker: Mārīte Kūla

Speaker's information

Head of the Epidemiological Service of the Liepāja Regional Hospital, pediatrician, pediatric infectious disease specialist

Highlights

- Possible reasons for people's resistance to vaccination:
 - person/patient opinion:
 - the patient has not thought/asked about the purpose of vaccination or has not had experience of contracting a vaccine-preventable infection;
 - has not delved into vaccination issues and not interested in the spread of various infectious diseases;
 - believes that the facts of the spread of infectious diseases and the role of vaccination are exaggerated or believes that vaccination is based on commercial motives;
 - believes that infectious diseases do not threaten them, and vaccination will worsen health condition;



- personal/patient knowledge is insufficient:
 - has not received an answer (or believes he has not received an answer) about the importance of vaccination, vaccine-controllable infectious diseases, their course, consequences, complications, reactions and side effects after vaccination;
 - the prevailing myths about vaccination in society are not discussed;
- the role of medical staff:
 - personal attitude of medical staff towards vaccination and knowledge of vaccine-controllable infections, vaccine action, effect, reactions, side effects;
 - the ability/skill to understandably explain vaccination-related issues;
 - limited time that medical staff can devote to an individual conversation about vaccination;
- How to solve vaccination issues together?
 - Education of medical workers on vaccination issues;
 - An individual, leisurely conversation between a patient and a medical staff:
 - about vaccines, risk groups, sources of information etc.;
 - allow the patient to think before making a decision, invite other family members to participate in the conversation;
 - explain to the patient that he/she is responsible for the decision to vaccinate or not, explain the importance of the decision regarding the vaccination of the child;
 - do not condemn if the decision is pending or negative for vaccination;
 - offer to re-discuss vaccination topics or answer questions again, encourage the patient that he can change his decision.

**4. Title: How to distinguish reliable information resources from unreliable ones.
Information resources – where to find reliable information about vaccines, vaccination and how to communicate with the patient about vaccination.**

Speaker: Ieva Voita

Speaker's information

Doctor-resident in infectiology at Pauls Stradiņš Clinical University Hospital

Highlights

- Many reliable information resources about vaccination are available but misinformation spreads quickly in media because widely well-connected antivaccination community is sharing content which is also further shared in media by influencers who have many followers;
- Pre-emptive interventions are needed before people are exposed to misinformation and reactive interventions are needed if misinformation is already circulating somewhere (making correct information stickier than misinformation);
- Different communication about vaccination should be used for different target groups. The type of communication also varies depending on the type of vaccine;
- Emotions and biases are involved when a patient is deciding pro or against vaccination, therefore a healthcare provider has to hear out a patient and respond empathetically, but while providing evidence-based information;
- Information about vaccines, vaccination given by health authorities and health care professionals should be consistent;
- Vaccination manuals should include more information on vaccination communication (how a healthcare provider can successfully communicate with the patient about vaccination);

Resources

- Lorini C, Santomauro F, Donzellini M, Capecci L, Bechini A, Boccalini S, Bonanni P, Bonaccorsi G. Health literacy and vaccination: A systematic review. *Hum Vaccin Immunother*. 2018 Feb 1;14(2):478-488. doi: 10.1080/21645515.2017.1392423.
- WHO. Vaccination and trust. WHO's recommendations on building and restoring confidence in vaccines and vaccination, both in ongoing work and during crises, 2017. Available: <https://www.who.int/publications/i/item/vaccination-and-trust>
- ECDC Technical. Countering online vaccine misinformation in the EU/EEA, 2021. <https://www.ecdc.europa.eu/sites/default/files/documents/Countering-online-vaccine-misinformation-in-the-EU-EEA.pdf>
- Vaccine Misinformation Management Guide, 2020. <https://vaccinemisinformation.guide/>
- The Debunking Handbook 2020. <https://skepticalscience.com/debunking-handbook-2020-downloads-translations.html>
- ECDC. Leaflet - Evaluating Internet sources of immunisation information, 2015. <https://www.ecdc.europa.eu/en/publications-data/leaflet-evaluating-internet-sources-immunisation-information>
- Pan American Health Organization. Communicating about Vaccine Safety: Guidelines to help health workers communicate with parents, caregivers, and patients, 2020. <https://iris.paho.org/handle/10665.2/53167>

5. The most common myths, half-truths and stigma in the field of vaccination. Disinformation and how to refute it? Practical recommendations.

Speaker: Prof. Angelika Krūmiņa

Speaker's information

Professor of the Department of Infectious Diseases at Rīga Stradiņš University

Highlights

- The main thinking errors of conspiracy theorists:
 - Dunning–Kruger effect – people with low ability, expertise, or experience regarding vaccines and vaccination tend to overestimate their ability or knowledge about this topic;
 - thinking focuses only on those facts that support negative beliefs about vaccinations, ignoring contrary facts;
 - ignores, denies the facts that speak in favour of vaccination;
 - belief that there is a far-sighted manipulative plan to get all people vaccinated and that some specific superior people are giving the orders for healthcare providers to do so.
- To encourage patients to get vaccinated, healthcare providers need to collaborate and promote vaccination education for patients by providing evidence-based answers to their questions and learning patient-centred, motivational communication.
- Steps for healthcare providers for patient-centred, motivational communication regarding vaccination:
 - treat patients in the conversation as individuals, respect the patient, don't impose your opinion, find out their concerns, show empathy. Be courteous and considerate;
 - listen to patients' problems and wishes and respond to them by providing evidence-based information;
 - use “easy” language, so the patient can fully understand the given information;



- “leave the door open” for future communication if a patient is currently not ready to or do not want to decide on vaccination.

4.7 Questions and answers

Question to Vita Savicka:

What type of communication should not be used for healthcare professionals to talk about vaccination?

Answer from Vita Savicka:

Communication needs to be individual, personal to the particular patient or the specific group. All the necessary information should be provided and easy language should be used, so that everyone can fully understand all the given information. Additional evidence-based resources should be provided by the healthcare professional, where people can find more information. Otherwise, people will look for other sources of information about vaccination which can be misleading and not evidence based.

Question to Vita Savicka:

Maybe we do not need communication campaigns about vaccination, just need to make vaccines less available, so that more people are interested to get vaccination?

Answer from Vita Savicka:

Communication campaigns are necessary as an addition to everyday communication. Vaccine unavailability could be an approach to raise people’s interest about vaccination. However, it could lead to other problems like stop of the vaccination process, people dissatisfaction, etc.

Question to Aija Bukova-Žideļūna:

Which communication channels should healthcare professionals use to communicate about vaccination with society?

Answer from Aija Bukova-Žideļūna:

Society, especially parents, are respecting information received from healthcare professionals. Therefore, every channel, every media where healthcare professional will speak about vaccination will be effective. Notifications about vaccination provided to a patient via phone call, SMS or e-mail by nurse or other healthcare professional could also motivate people to get vaccinated.

Question to Mārīte Kūla:

How to find time for leisurely conversation with the patient about vaccination in the busy work of a family doctor? Which healthcare professional from the family doctor practice should do it?

Answer from Mārīte Kūla:

If a patient is interested to communicate about vaccination, the family doctor should try to find some time for the short discussion. If a patient wants a longer discussion or have specific, more complex questions about vaccination, the family doctor can refer patient to a consultation with an infectious disease specialist.

Question to Angelika Krūmiņa:

How to deal with the ambiguous attitude of healthcare professionals towards vaccination?

Answer from Angelika Krūmiņa:



Every healthcare professional should be a role model for the patient, remembering that the patient has come to the healthcare professional for help, for answers. It means that a healthcare professional should use only evidence-based sources of information about vaccination, be confident in their knowledge of vaccination, and be open to discussing vaccination-related questions with the patient.

Question to Angelika Krūmiņa:

Why is misinformation about vaccines and vaccination so popular, despite the fact that there is also so much evidence-based information available?

Answer from Angelika Krūmiņa:

Misinformation spreads quickly in media because a widely well-connected anti-vaccination community is sharing content which is also further shared in media by influencers who have many followers. Healthcare professionals, when speaking with patients or in media about vaccination, should be confident and knowledgeable, debunking myths about vaccination so that evidence-based information about vaccination overshadows the misinformation.

4.8 Pre- and post-training surveys

4.8.1 Pre-training survey

In order to evaluate the Train the Trainers session, an online pre-training survey was sent to the participants (see below). The questionnaire was sent to those who registered to participate in the training (n-116).

After the pre-training survey following results were obtained:

Total number of responses: **58**.

Pre-training survey questionnaire (online)

Thank you for registering to participate in the online training on vaccination communication organized by CDPC on November 28, 2022 at 14.00–17.00.

We would like to ask you to complete this survey before the training starts. This will allow us to customize the training according to your wishes. Filling out the survey will take 1-2 minutes of your time. Thank you in advance for your answers and we will be glad to see you at the training.

1. How did you find out about this training?

- I received an invitation from CDPC – 50%
- I received information from a colleague – 39,7%
- another answer _____ - 10,3%

2. Do you have previous experience in training healthcare professionals/medical students? If yes, please specify:

- I train medical students – 25,9%
- I train nurses – 13,8%



- I train doctors – 1,7%
- I train dentists – 1,7%
- I train pharmacists – 1,7%
- I train other health professionals – 12,1%
- no such experience – 58,6%

3. Do you feel confident to train healthcare professionals/medical students on the topic of vaccination communication?

- Yes – 31%
- No – 20,7%
- Sometimes – 48,3%

4. On a scale from 1 to 5, how confident do you feel (1 - "I don't feel confident at all" and 5 - "I feel completely confident")?

- 1 – 3.4%
- 2 – 13.8%
- 3 – 44.8%
- 4 – 27.6%
- 5 – 10.3%

5. Is your current knowledge of vaccination mainly derived from your professional education or from additional courses/seminars/professional experience you attended after your education?

- vocational education – 31%
- additional course or seminar – 34,5%
- professional experience – 34,5%
- other / None of the above – 0%

6. What do you expect from this training?

- *To expand knowledge in the specifics of communication, how to properly communicate with the patient about vaccination.*
- *Confidence in my knowledge to communicate more easily.*
- *To acquire skills on how to properly communicate with patients so that they are motivated to take care of themselves*
- *Health and vaccination used for disease prevention.*
- *Using key sentences in practice; gaining confidence in everyday life.*
- *Hear the experiences and recommendations of specialists to improve communication with colleagues and patients on a given topic.*

- *New nuances in the vaccination process, experiences of other colleagues.*
- *Highlights (research-based results on new vaccines), latest insights*
- *Techniques for encouraging patients to get vaccinated and successfully overcoming their concerns/*
- *insecurities/misconceptions.*
- *Useful information and practical handouts for patients and medical staff.*
- *New knowledge, new information (~20 responses)*
- *Information on communication methods for daily work with patients.*
- *I would like to receive insight on how to better communicate with patients on this topic.*
- *How to talk to parents so that they do not postpone vaccination of teenagers. Arguments based on scientific articles. Stories from experience.*
- *How to better address, convince and motivate people of different ages to get vaccinated. (3 answers)*
- *I hope to increase my knowledge for practical work.*
- *I expect from the training how to talk about vaccination with the patient correctly and easily, so that more would be motivated to do so. Of course, the most up-to-date information about them.*
- *Practical recommendations for vaccination motivation.*
- *I want to be able to better refute various myths and fictions about vaccination.*
- *Recommendations for more accurate communication.*
- *Consolidate knowledge, gain more confidence.*
- *I hope to gain knowledge about communication, which will also be useful in working with patients.*
- *Experience of other specialists. Examples of good practice.*

7. Comments, questions

- *It would be good to hear about the news in the organization of vaccination.*
- *Practical solution of problems in the course of work*

Thank you for taking the time to answer the questions. We will be happy to meet you at the training!

4.8.2 Post-training survey

In order to evaluate the Train the Trainers session, post-training survey was sent to the participants (see below). **Number of responses: 59**

Survey after training on vaccination communication (online)

Thank you for participating in the online training on vaccination communication organized by CDPC on November 28, 2022 at 14.00–17.00. We hope that the information obtained during the training was useful to you and we would be very grateful if you could answer the following questions. Filling out the survey will take less than 1 minute of your time.

1. On a scale from 1 to 10, how would you rate the training in the following criteria? (from 1=very poor to 10=excellent)



- Content of the training

- 1 – 0%
- 2– 0%
- 3– 0%
- 4– 0%
- 5– 0%
- 6 – 1.7%
- 7 – 8.5%
- 8 – 15.3%
- 9 – 39%
- 10 – 35.6%

- Time of the training (14.00–17.00)

- 1 – 0%
- 2– 0%
- 3– 1.7%
- 4– 0%
- 5– 0%
- 6 – 1.7%
- 7 – 6.8%
- 8 – 20.3%
- 9 – 28.8%
- 10 – 40.7%

- Duration of the training (3h)

- 1 – 0%
- 2– 0%
- 3– 0%
- 4– 0%
- 5– 1.7%
- 6 – 0%
- 7 – 3.4%



8 – 27.1%
 9 – 22%
 10 – 45.8%

- information provided by the lecturers

1 – 0%
 2 – 0%
 3 – 0%
 4 – 0%
 5 – 0%
 6 – 1.7%
 7 – 6.8%
 8 – 15.3%
 9 – 27.1%
 10 – 50.8%

2. After attending the seminar, do you feel MORE CONFIDENT about your knowledge, competences to train healthcare professionals on vaccination communication issues?

Yes – 86.3%
 No – 5.2%
 No answer – 8.5%

3. On a scale from 1 to 5, how confident do you feel? (from 1 = not at all confident to 5 = completely confident)

1 – 0%
 2 – 0%
 3 – 8.5%
 4 – 67.8%
 5 – 23.7%

4. Do you have any comments, suggestions?

- *Thank you for the useful information received from the experience of academic staff, accurate and succinct information was presented by Vita Savicka, Aija Bukova-Židelūna, I liked those*



topics, will be useful to focus more on in the work with the medical staff on vaccination processes. Thank you very much!

- *THANK YOU!*
- *This type of webinars should be organized more often.*
- *Thank you for informing about such important topics!*
- *Thank you hon. Angelika Krūmiņa for the emotional presentation! Thanks also to the other lecturers.*
- *Thanks for the great tutorials!!!! (several such comments).*
- *The information provided by the lecturers was very interesting, but it was more analysis and research results. I had expected a little more specific recommendations from the training, specific recommendations as to how to communicate with the patient about vaccination issues.*
- *The training was really useful. It was interesting to hear the recommendations of professionals.*
- *Thank you, I would be happy for similar events.*
- *The topic of my master's thesis was Vaccination Inhibiting Factors. Therefore, I had already studied this issue in depth.*
- *Discussion and concrete examples related to practice were missing.*
- *Thanks, very valuable information.*
- *I would like to hear the stories of other countries' experiences in communicating about vaccination. How to address parents and children.*
- *Thanks for the lectures and sharing your opinions!*

Thank you for joining us for training and completing the survey!

The recording of the seminar will soon be available on the CDPC Youtube account and on the website of the Vaccination Coalition IMMUNION coalitionforvaccination.com.

4.9 Conclusion

The training can be considered successful for several reasons. First, more participants listened to the training than originally planned. Instead of the required 20 participants, more than 120 participants joined. This means that the online format is suitable and can ensure that the information reaches a larger audience. Although not all participants were healthcare professionals who train others, the knowledge and confidence of professionals who communicate directly with patients about vaccination is no less important. The lecturers were both knowledgeable and experienced and the design of the programme ensured that all the necessary aspects were well covered, the lecturers divided the sub-topics among themselves in an efficient way. And above all, the training should be considered a success, as 86% of the participants admitted that they felt more confident to communicate with patients about vaccination issues after the training (an increase from 37,9% rating of confidence 4 or 5, to 91,5% after the training). The available training recording will ensure the sustainability of the project, as healthcare professionals will be able to use it to improve their knowledge independently.

5 Country session Greece

5.1 Introduction

Healthcare providers are considered the most appropriate professionals to provide trustworthy information about vaccines and vaccination process for the general public (Special Eurobarometer; Wellcome Global Monitor). Therefore, healthcare providers play a crucial role in supporting vaccination campaigns and reaching a good vaccination coverage. However, in Greece there is a lack of lessons or courses related to vaccinology and communication of vaccination and the need for that was very profound during and after the COVID-19 pandemic.

For meeting the needs of healthcare providers, WP5 of the IMMUNION project focuses on providing vaccine communication training in different formats. In Greece, following the General Train the Trainers session that the University of Antwerp (UAntwerpen) (WP5 leader) has developed based on an all-in curriculum (IMMUNION Milestone 5.1), a workshop was organized online for Greek health professionals on the 2nd of November 2022. The curriculum comprised information about vaccines that (current and future) healthcare providers need in terms of knowledge, practical skills and communication. The workshop was held in Greek and this report summarizes the content and outcomes of this session.

5.2 Attendance list

The number of email addresses that were reached out to was over 200. From these, 70 people participated in the Greek Train the Trainer session.

5.3 Practical information

Language: Greek

Timing: 3 hours (10:00-13:00 local time)

Format: Webinar (online via Zoom platform)

Registration: free of charge, but required prior to the event via Zoom

5.4 Programme

Chair: Pania Karnaki, MHSc Health Promotion Specialist
Director of European and International Programs, Prolepsis Institute

Welcome (10min)
Prof. Athena Linos, MD, PhD, MPH, FACE
Professor of Epidemiology, President of Prolepsis Institute

Introduction: the IMMUNION project (10min)
Dina Zota MSc, PhD
Director of Educational Strategy Development & Health Promotion, Prolepsis Institute

Role of the HCP in the vaccination process and the importance of communication (20min)
Agoritsa Baka, MD, PhD



Pediatrician - ECDC Expert

Vaccine hesitancy in Europe (30min)

Elena Riza, MPH, MSc, PhD

Epidemiologist-Hygienist, EDIP, Laboratory of Hygiene, Epidemiology and Medical Statistics, Medical School, NKUA

Break (10 min)

How to improve health literacy (20min)

Nikole Papaevgeniou, MSc, PhD, including materials from ECDC & WHO

Biologist, Senior Researcher, Prolepsis Institute

Communication about vaccines (60min)

- How to communicate about vaccines
- Communication exercises

Agoritsa Baka, MD, PhD

Pediatrician- ECDC Expert

Q&A (20min)

Closing

Note: the agenda is also provided in the Annexes (Annex 7.3).

5.5 Summary

The Greek Train the Trainers (TtT) session was set to be a webinar, since we expected that it would be more convenient for most of the participants due to their tight schedules and also following the example of the successful organisation of the online General TtT session. Regarding the program of the Greek TtT webinar, we followed the same structure as the General TtT and involved in each section the most relevant speaker for each subject. We did not include the part of the “Tips and tricks for teaching”, since the majority of participants had a great experience in education and we preferred to save this time for discussion with the audience.

Invitation and reminder emails were sent to the registered participants prior to the webinar in order to confirm their participation through online registration (Invitation is provided in Annex 7.3). A couple of days prior to the webinar, the pre-survey together with the Greek TtT Agenda was sent out, again via email. The pre-survey was designed in Google forms.

Speakers were invited in person via telephone contact. The project and the aims of the webinar were explained to the speakers and the briefs of the General TtT were also provided. For each speaker we suggested a specific subject area according to their field of expertise and professional experience. We allowed some days to study the subject area providing to them the respective documents and then, we contacted them again to confirm their participation as speakers.

After confirming the participation of the speakers, we shared with them the presentations (translated into Greek) that have been prepared for the General TtT for adapting them according to their own perception as well as the needs of the Greek audience. The content remained the same for most of the presentations with some minor adaptations, with the exception of the one entitled “Communication about vaccines”. This presentation was prepared in total by the speaker by including some points of the

respective presentation performed in the General TtT also incorporating some interactive elements (through Slido questions).

At the end of the session, the Q & A was enabled for all participants and time was foreseen for questions and answers. All speakers participated in the experts' panel.

Link to recording: [IMMUNION Train the Trainer session: Greece - YouTube](#)

5.6 Content of the training and additional resources

1. Welcome

Speaker: Athena Linos

Speaker's information

Prof. Athena Linos studied Medicine at the University of Athens Medical School (MD degree) and Public Health at Harvard School of Public Health (MPH). She also holds a PhD and a Professorial degree from the University of Athens Medical School in the field of Epidemiology. Over the years, Prof Linos has held various long-term academic positions and has taught courses on Epidemiology, Preventive Medicine and Occupational Health at the Mayo Medical School, the University of Minnesota School of Public Health and Case Western Reserve University. In 1996, she was appointed Associate Professor and in 2004, Professor at the University of Athens Medical School. Prof. Linos has participated in numerous national Committees and Councils regarding public health and occupational health and safety. Since 1990, Prof Athena Linos founded the Institute of Preventive Medicine Environmental and Occupational Health, Prolepsis, she has been coordinating and organizing numerous European and National research and applied programs related to preventive medicine and public health. Her scientific interests include epidemiology and prevention of chronic and occupational diseases. Nutrition and prevention of obesity have also been among her primary research interests. Author and editor of many Greek and English textbooks on public health, Prof Linos has also published extensively in international and Greek peer-reviewed journals and participated in numerous conferences. She is a member of several scientific associations and participates in many international networks for public health. She was Professor and Chair of Dept. of Hygiene, Epidemiology & Medical Statistics at Athens Medical School from 2014 to 2017.

Highlights

Professor Linos provided welcoming remarks.

2. Introduction: the IMMUNION project

Speaker: Dina Zota

Speaker's information

Dina Zota, a psychologist, specialized in health promotion, is the Director of Educational Strategy Development & Health Promotion of Prolepsis. She has a BA in Psychology from the School of Philosophy of the National and Kapodistrian University of Athens, and a MSc in Health Promotion and Education from the School of Medicine of the National and Kapodistrian University of Athens. She also holds a PhD from the Medical School of the University of Athens. Since September 2008, she has been working for the Institute of Preventive Medicine Environmental and Occupational Health, Prolepsis, being involved in EU funded projects, as well as national initiatives concerning the design and implementation of health education and health promotion projects on diverse issues including

physicians' training on medical writing, migrants' immunization, as well as issues such as smoking, obesity, as well as women, migrant and older citizens' health.

Highlights

Dina provided an overview of the IMMUNION project, including the aims and the progress to date.

3. Role of the HCP in the vaccination process and the importance of communication

Speaker: Agoritsa Baka

Speaker's information

Agoritsa Baka is a pediatrician but has been involved in public health for many years working at the Hellenic National Public Health Organization (EODY) and participated in the national response to multiple epidemics and crises (e.g., pandemic 2009, emergence of West Nile and malaria, etc.). Since 2018 he has been working at the European CDC as an expert to prepare public health for the response to threats and crises. In this position he participated in the response to the COVID-19 pandemic from 2020 but also in monkey pox. Dr. Baka was also for many years a collaborating scientist at the Institute of Prevention in the framework of European projects in the field of health.

Highlights

- Trust towards Health Care Professionals (HCPs)
 - Research indicates patients are more like to vaccinate when their healthcare providers recommend it. HCPs knowledge and attitudes about vaccines has been shown to be an important determinant of their own vaccine uptake, their intention to recommend the vaccine to their patients and the vaccine uptake of their patients.
 - HCPs must feel confident in their own decision to get vaccinated and to recommend vaccination to their patients.
- Trust towards COVID-19 vaccination
 - Trust in medical and scientific experts is a positive predictor of willingness to receive a COVID-19 vaccine.
- The role of the HCP to increase awareness of the patient
- The tailored communication of the HCPs, including their familiarity with a patient's or caregiver's individual health conditions or concerns, and their communication that demonstrates this concern and individual knowledge makes the HCPs trusted. The principles of communicating risks and benefits were also presented in detail.

Resources

- Provided in Annex 7.3

4. Vaccine hesitancy in Europe

Speaker: Elena Riza

Speaker's information

Dr. Eleni Riza is an epidemiologist, Hygienist at the Medical School of the University of Athens. She holds a Master's degree in Public Health from the University of Dundee Scotland-UK, a PhD from the London School of Hygiene & Tropical Medicine, University of London-UK and a master's degree in Global Health and Health Crisis Management from the Medical School of the University of Athens. She has a rich teaching work in Epidemiology, Research Methodology and Public Health and extensive research activity with emphasis on pre-symptomatic screening of gynecological cancer, accessibility

issues of vulnerable groups to health, the interaction of the work environment and health as well as the effects of the climate crisis in the light of the Sustainable Development Goals.

Highlights

- Vaccine hesitancy is complex and context specific, varying across time, place and vaccines. It is influenced by factors such as complacency, convenience, and confidence.
- The vaccine hesitancy continuum was presented, with categories between “accept all” and “refuse all”.
- Vaccine hesitancy depends on determinants classified in different categories related to the vaccine or vaccination itself, individual or social influences and contextual influences.
- Vaccine hesitancy is in the top 10 Global health treats
- The impact of misinformation: the amount of information available is greatly increased, including scientifically valid data and evidence-based recommendations, alongside poor quality data, personal opinions, and misinformation.
- Vaccination can be encouraged through monitoring, well orchestrated efforts together with the help of the HCPs. The HCP plays an important role on the communication of vaccination even before the pandemic. The European Barometer on Europeans’ attitudes towards vaccination concluded that 80% of the respondents would consult a doctor for information on vaccination and doctors are seen as the most trustworthy source for information on vaccination. 2/3 of people accept vaccination based on a doctor’s recommendation.
- HCPs have crucial role to play in maintaining confidence in vaccines but they can be vaccine hesitant themselves.
- The results of pilot testing of Vaccine Training Barometer were presented, showing that only 1/3 HCP feels confident to talk about vaccine. Examples of vaccine education for HCP to restore trust in vaccination were presented, such as summer schools in vaccinology and chatbots for HCPs.

5. How to improve health literacy

Speaker: Nikole Papaevgeniou

Speaker’s information

Dr. Nikole Papaevgeniou is a Biologist graduate of the National and Kapodistrian University of Athens. She holds a Master's Degree in "Applications of Biology in Medicine" from the Medical School of the National and Kapodistrian University of Athens as well as a PhD in Nutrigenomics from the University Friedrich Schiller University of Jena in Germany. She specializes in investigating the role of diet in aging, improving the quality of life as well as in the progression of neurodegenerative diseases (dementia, Alzheimer's disease, Parkinson’s disease). She has participated in the writing of numerous scientific publications and in the submission and processing of research projects. She has been distinguished with scholarships, commendations and awards worldwide. She is working for Prolepsis Institute since 2021 as a Senior Researcher in National and European projects.

Highlights

- The definition of health literacy: Health Literacy is defined as the extent to which individuals have the ability to receive, process, and understand the basic health information and services they need to receive to make the right health decisions.
- Why is health literacy important for HCPs: Health literacy is a strong predictor of health status and contributes to the control of individual and public health resources.

Resources

1. [Let’s talk about protection: enhancing childhood vaccination uptake](#) (ECDC)



2. [Let's talk about hesitancy. Enhancing confidence in vaccination and uptake. A practical guide for public health programme managers and communicators](#) (ECDC)
3. [Vaccine hesitancy among healthcare workers and their patients in Europe](#) (ECDC)
4. [European Vaccine Information Portal](#) (EVIP)
5. [Questions and answers on COVID-19: Vaccines](#) (ECDC)
6. [COVID-19 vaccines and vaccination explained](#) (WHO)

6. Communication about vaccines

Speaker: Agoritsa Baka

Speaker's information

Provided above

Highlights

- Vaccine Hesitancy: People who are hesitant about vaccination are a heterogeneous group. Hesitancy may be expressed by refusing to vaccinate with some vaccines, or by delaying or changing the vaccination schedule, or by accepting the vaccination, but with doubts.
- The 3, 5 and 7Cs models – Conspiracy, Confidence, Constraints, Complacency, Calculation, Compliance and Collective responsibility – can be used as a framework for understanding these concerns and designing strategies to facilitate COVID-19 vaccination acceptance and uptake.
- Free riding theory: When rumours circulate we tend to avoid vaccinations, especially when no immediate consequences or complications are apparent.
- There are four categories of hesitant people: the real hesitant ones, the unresponsive, the deniers and the inaccessible.
- Ways to improve communication skills were also presented such as to avoid criticism, especially towards parents that visit the paediatrician to vaccinate their children and ask questions, and to rephrase the messaging.
- Key messages to communicate vaccination efficiently are based on three determinants: the scientific consent, the physician's opinion and the social provision.

Resources

- [Facilitating vaccination acceptance and uptake in the EU/EEA \(ECDC\)](#)
- https://www.cdc.gov/mmwr/volumes/71/wr/mm7104e2.htm?s_cid=mm7104e2_w
- <https://skepticalscience.com/Debunking-Handbook-now-freely-available-download.html>
- www.ecdc.europa.eu
- [Countering online vaccine misinformation in the EU/EEA](#)
- [EVIP-European Vaccination Information Portal](#)
- Communication guides [Let's Talk about Protection](#) / [Let's Talk about Hesitancy](#)
- [Vaccine hesitancy \(ECDC\)](#)
- [Rapid literature review on motivating hesitant population groups in Europe to vaccinate](#)
- EU Programme for Health Professionals: www.hproimmune.eu
- The vaccine confidence project: vaccineconfidence.org

5.7 Questions and answers

In general, the discussion through the chat and the Q&A was active and attendees were invited to share their thoughts and ask questions. Special attention was given on the differences between countries related to the communication of vaccination. More specifically, attendees highlighted that countries with increased levels of vaccination tend to be the ones with more organized health and social provision



systems and that it would be interesting to study the differences between countries' systems. Speakers shared their knowledge on the topic. Additionally, attendees raised the issue of the need for such initiatives since there are no relevant lessons or courses for professionals that are closely related to the topic. Also, the importance of society's engagement in communicating of vaccination was highlighted by the attendees.

5.8 Pre- and post-training surveys

5.8.1 Pre-training survey

Number of responses: 47 participants

Prior to the training workshop the attendees were asked to respond to a survey the summarized results are presented below.

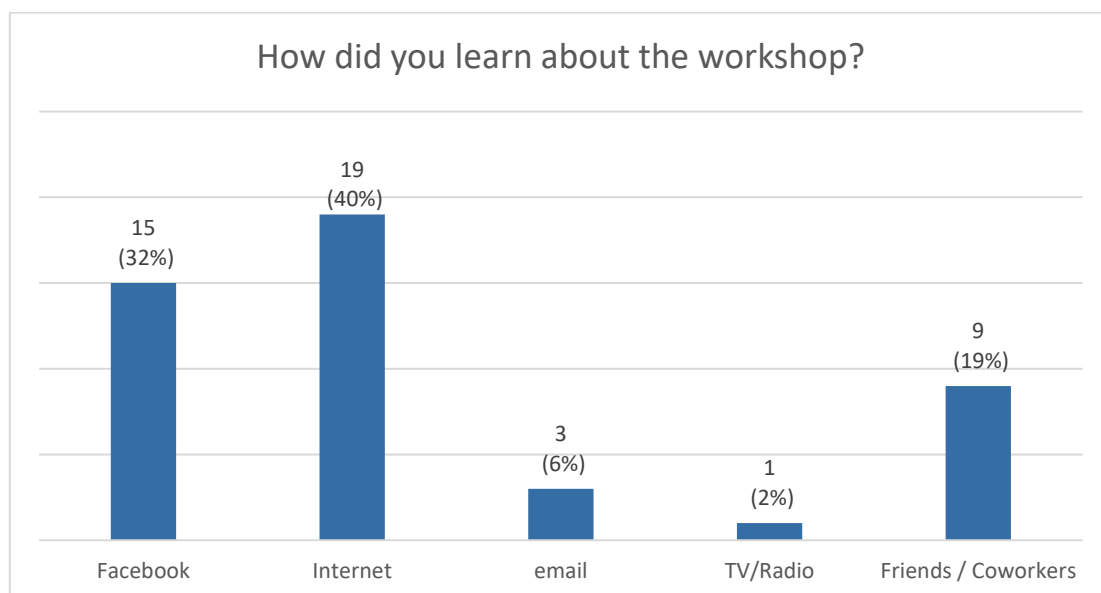


Figure 1. Distribution of the ways the participants learned about the workshop

Most participants (40%) listed the internet as the source of information for the workshop, while a further 32% reported that Facebook was how they got informed (**Figure 1**). Some participants (6%) responded to a promotional email sent by the Institute, while 19% of the participants learned about the training through acquaintances.

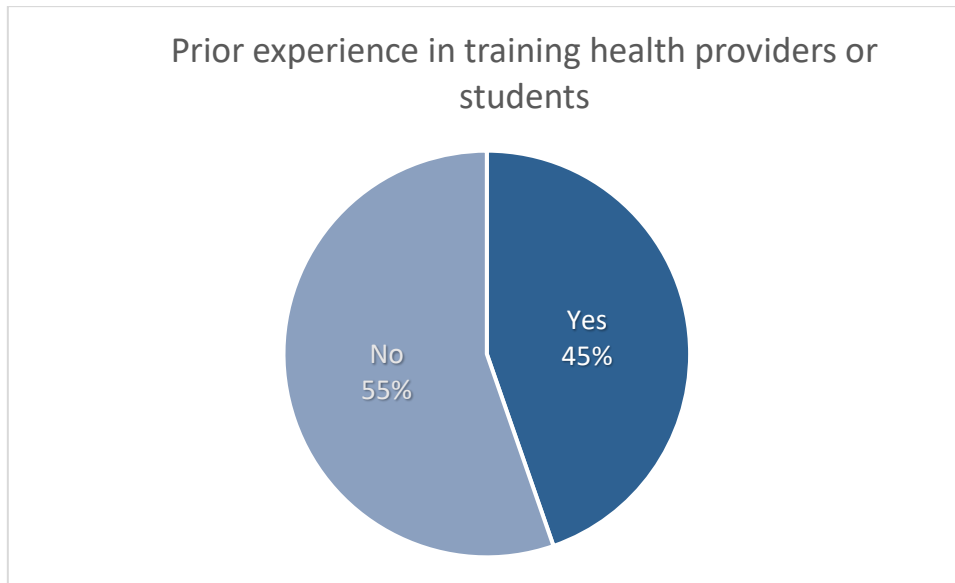


Figure 2. Pie chart of prior experience in health training

A slight majority (55%) of the participants had no prior experience in training health providers or students (**Figure 2**). Of the ones that had prior experience in training (45%), the majority were employed in relevant fields e.g., nurses, or had attended other similar seminars.

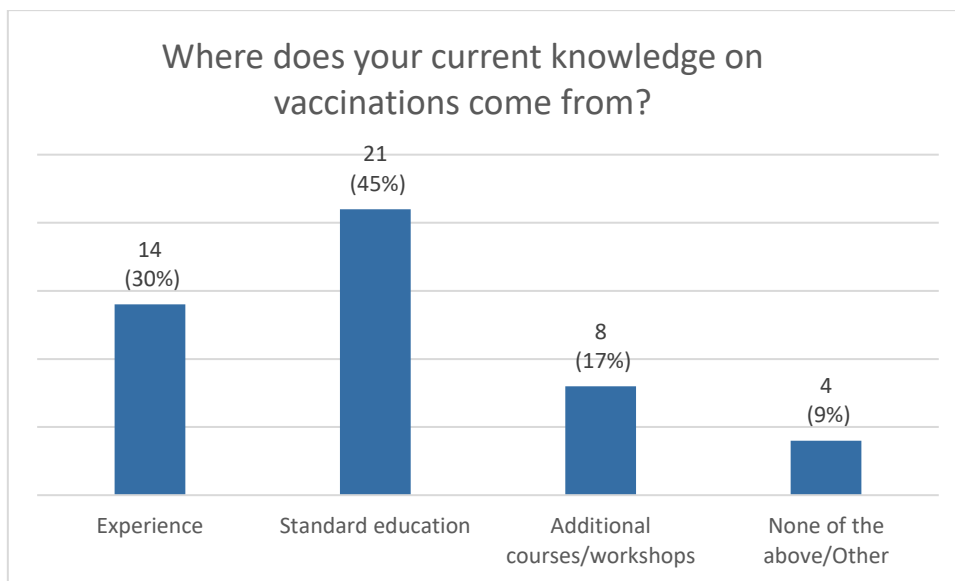


Figure 3. Distribution regarding the current knowledge of the participants

The largest share (45%) of the participants have only been informed on the efficacy of vaccines through their standard education (**Figure 3**). 14 (30%) are informed through their own experience, while only 8 (17%) had taken additional courses or workshops.

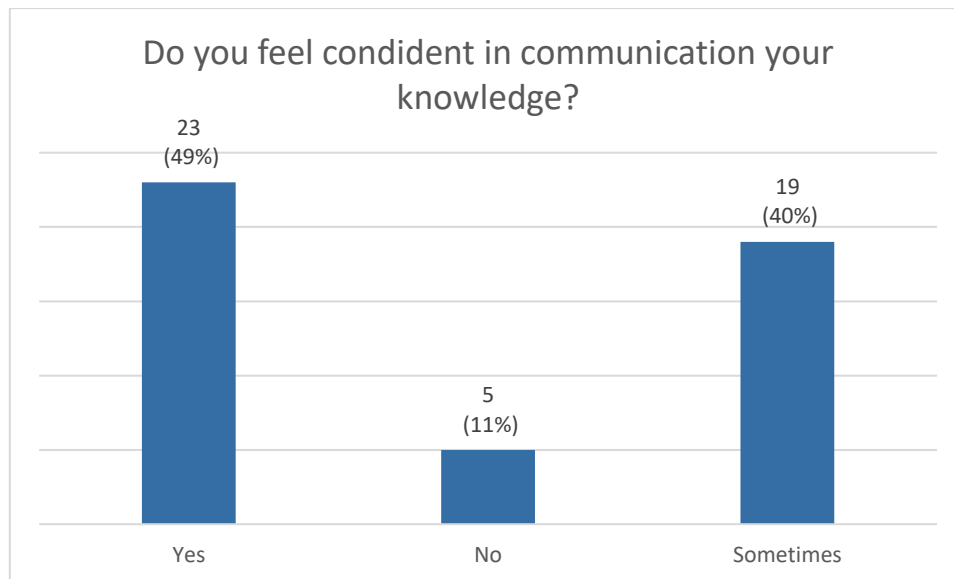


Figure 4. Distribution based on the participants’ confidence in training

Asking whether the participants feel confident in communicating their knowledge, fewer than half (49%) of the participants felt confident in their ability to transmit information (**Figure 4**). It is interesting to note that the set of people that answered “Yes” to this question does not coincide with the one that answered “Yes” to the question in figure 2.

In an additional question “On a scale from 0-100%, how confident do you feel?” The participants rated themselves with an average score of **65.6/100** units.

5.8.2 Post-training survey

Number of responses: 51

After the completion of the workshop, the participants were given questionnaires to evaluate the workshop, and help us improve our ability to host similar actions in the future. 51 attendees completed the survey after the training and the summarized results are presented below.

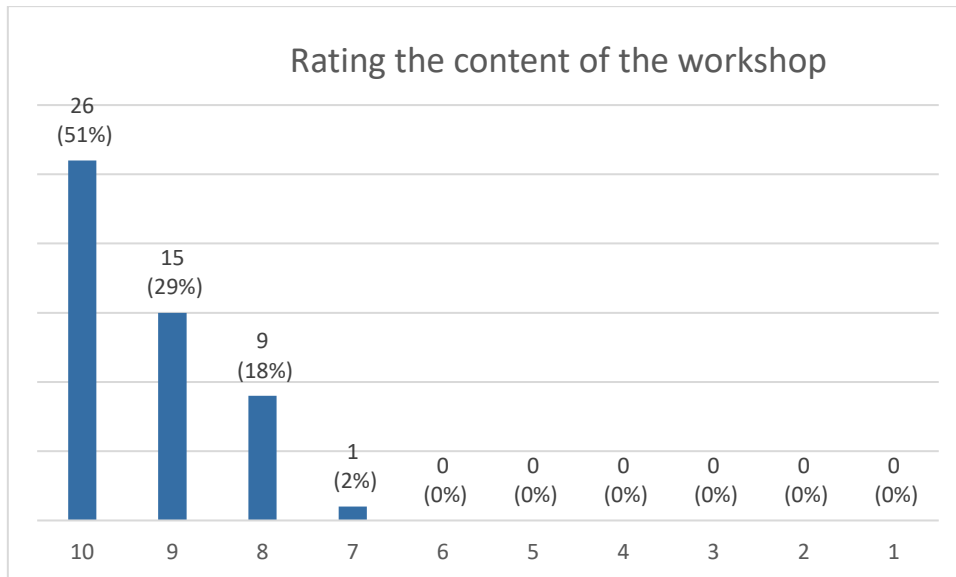


Figure 5. Distribution of the scores given the content of the workshop.

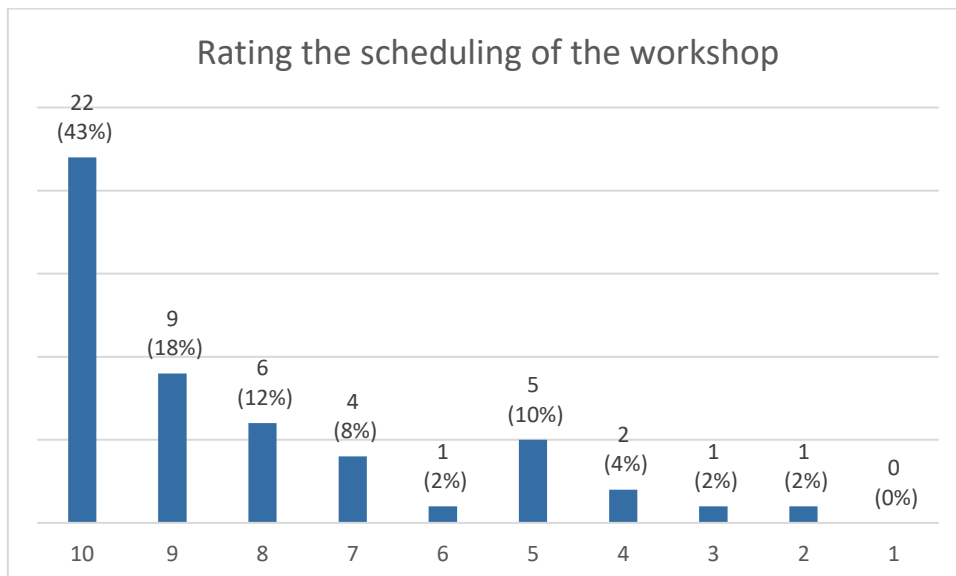


Figure 6. Distribution of the scores given the scheduling of the workshop.

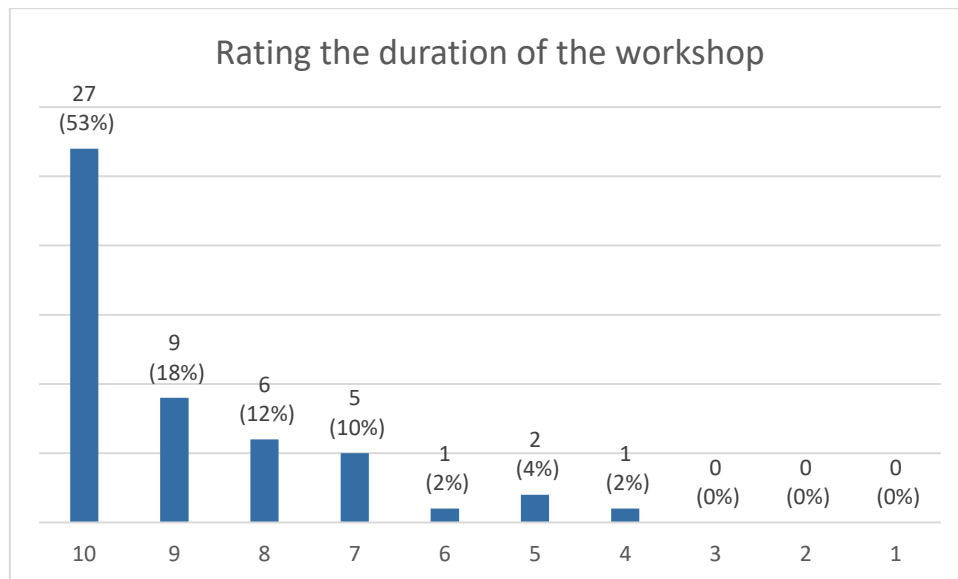


Figure 7. Distribution of the scores given the duration of the workshop.

In the survey, attendees were asked to rate their experience during the workshop along three components (**Figures 5-7**). Most participants (>80%) rated the content and duration of the workshop and slightly fewer (73%) the scheduling of the workshop with at least a score of 8/10 (very good rating).

The content of the workshop was given an average score of 9.3/10, showing that it did appeal to most participants. To almost the same extent, the participants were satisfied with the duration of the workshop giving it an average score of 8.9/10, and slightly fewer were satisfied with the scheduling of the whole activity giving it a score of 8.3/10.

When asked if there was anything missing from this training the majority (87%) answered “no/it was complete”. A few interesting insights arose from this question, for example, “more interactivity”, or “some sort of role-playing” were answers given that could potentially improve the content of the workshop.

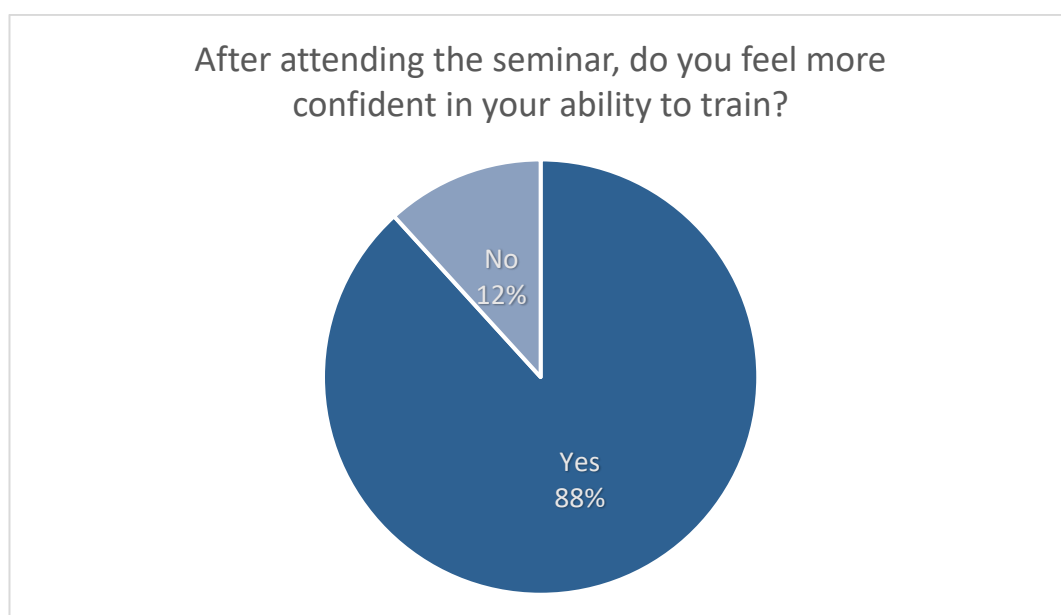


Figure 8. Pie chart showing the percentage of people who feel more confident

Lastly, when we asked the participants whether they feel they improved their ability to train others, 88% answered “Yes”, and just 12% “No” (**Figure 8**).

As the participants were again asked to rate themselves, out of 100, on “how confident they were in their ability to communicate information about vaccinations”, the average score had increased significantly **from 65.6/100 before the training to 82.1/100**.

5.9 Conclusion

Overall, the Greek TtT was perceived very positively. The audience who attended was very relevant to the subject and this fact was obvious during and at the end of the training when attendees participated actively through the chat and the Q&A plug-in of the Zoom platform. Through their remarks, we understood that the training was a very welcomed initiative that should have taken place even before and more often, and that there is also a need for such trainings in the future. Based on the pre- and post-training surveys, 88% of the attendees feel more confident to train other healthcare providers after participating in the training. Specifically, participants on average recorded an increase in confidence of 16.5% (confidence before the training – 65.6%; confidence after the training – 82.1%). Consideration should be taken that not all participants filled out the pre- and post-training surveys.

6 Conclusion

With the organisation of these three country sessions, we believe we meet the objective of creating a general training that can be used in a sustainable, cascading way to train other healthcare providers on the topic of vaccine confidence and communication about vaccination.

The Train the Trainer [session recordings](#) and all [background material](#) will remain available online. This ensures the sustainability of the activities, and also enables other trainers of healthcare providers to make use of the available materials to create tailored trainings.

We will continue to promote and spread information about the available trainings and help to strengthen the Coalition for Vaccination through these valuable resources.



7 Annexes

7.1 Annexes Romania

a) Annex I - Registration form in Romanian



ROMÂNIA
SESIUNEA DE ȚARĂ Train the Trainers
ATELIER DE INSTRUIRE 30.09.2022, 11:00-13:00 EEST

FORMULAR DE ÎNREGISTRARE

Înregistrați-vă online prin acest link sau completați formularul de mai jos și trimiteți înapoi la:

seps.timisoara@insp.gov.ro

1. Email:

.....

2. Nume (oficial, așa cum este tipărit pe pașaport/CI):

3. Prenume:

.....

4.

Țara:.....

5.

Afilieră:.....

6. Rol în organizație:

.....

7. Tipul de formare în care sunteți implicat:

- Formator de studenți din domeniul Sănătății
- Trainer al furnizorilor de servicii medicale în serviciu – asistent medical
- Trainer al furnizorilor de servicii medicale în serviciu – dentist
- Trainer al furnizorilor de servicii medicale în serviciu - medic
- Trainer al furnizorilor de servicii medicale în serviciu - farmacist
- Trainer al furnizorilor de servicii medicale în serviciu – alte

Vă rugăm să rețineți că întâlnirea va fi înregistrată și distribuită pe site-ul IMMUNION.



IMMUNION (“Improving IMMunisation cooperation in the European UNION”) is a 2-year project (2021-2023) co-funded by the European Union Health Programme, in the ultimate goal of increasing vaccine confidence and uptake. IMMUNION will strengthen collaboration between healthcare professionals and other stakeholders, addressing issues of access to accurate, evidence-based information about vaccination.



This project is co-funded by the European Union's Health Programme (2014-2020) under grant agreement No. 101018210.

<https://coalitionforvaccination.com/about/immunion>

b) Annex II - Pre-training questionnaire in Romanian



ROMÂNIA
SESIUNEA DE ȚARĂ Train the Trainers
ATELIER DE INSTRUIRE 30.09.2022, 11:00-13:00 EEST

CHESTIONAR PRE-INSTRUIRE

V-ați înscris la atelierul IMMUNION Train-The-Trainers din 30 septembrie 2022, 11:00-13:00 EEST. Am dori să vă rugăm să completați întrebările din acest sondaj înainte de începerea instruirii. Acest lucru ne va permite să adaptăm formarea la așteptările dumneavoastră. Completarea sondajului va dura mai puțin de un minut din timpul dvs. Vă mulțumim anticipat și vă așteptăm la instruire.

1. Cum ați aflat despre atelierul Train-the-Trainers?
2. Aveți experiență anterioară în pregătirea furnizorilor de servicii medicale sau studenților din domeniul sănătății?
Dacă da, vă rugăm să specificați.
3. Vă simțiți încrezător să instruiți furnizorii de servicii medicale pe tema comunicării vaccinurilor?
4. Da/Nu/uneori
5. Pe o scală de la 0-100%, cât de încrezător vă simțiți?
6. Cunoștințele dvs. actuale despre vaccinare provin din educația dvs. standard sau din cursurile/atelierele/experiența suplimentare urmate după educația standard?
 - Educația standard
 - Cursurile/atelierele suplimentare
 - Experiența
 - Alte
 - Nici una dintre cele de mai sus
7. Care sunt așteptările dumneavoastră cu privire la atelierul Train-the-Trainers?

Vă mulțumim pentru timpul acordat pentru a răspunde la întrebări.

Vă rugăm să rețineți că vă vom trimite un alt scurt sondaj după atelier. Am aprecia foarte mult dacă ați putea completa și chestionarul post-atelier Train-the-Trainers, deoarece ne va permite să evaluăm formarea.

Vă rugăm să rețineți că întâlnirea va fi înregistrată și distribuită pe site-ul IMMUNION.

IMMUNION ("Improving IMMunisation cooperation in the European UNION") is a 2-year project (2021-2023) co-funded by the European Union Health Programme, in the ultimate goal of increasing vaccine confidence and uptake. IMMUNION will strengthen collaboration between healthcare professionals and other stakeholders, addressing issues of access to accurate, evidence-based information about vaccination.



This project is co-funded by the European Union's Health Programme (2014-2020) under grant agreement No. 101018210.

<https://coalitionforvaccination.com/about/immunion>

c) Annex III - Post-training survey in Romanian



ROMÂNIA
SESIUNEA DE ȚARĂ Train the Trainers
ATELIER DE INSTRUIRE 30.09.2022, 11:00-13:00 EEST

SONDAJ POST-INSTRUIRE

Ați participat recent la atelierul IMMUNION Train-the-Trainers (30.09.2022). Sperăm că v-a plăcut instruirea și v-am fi foarte recunoscători dacă ați putea completa următoarele întrebări pentru a evalua atelierul. Completarea sondajului va dura mai puțin de 1 minut din timpul dvs.

1. Pe o scală de la 1 la 10, cum ați evalua următoarele elemente în ceea ce privește atelierul Train-the Trainers? (10 = cel mai bun punctaj)

- Conținutul atelierului
- Ora atelierului (11:00-13:00)
- Durata atelierului (2 ore)

2. După ce ați urmat atelierul Train-the-Trainers, vă simțiți MAI încrezător să instruiți furnizorii de servicii medicale pe tema comunicării despre vaccinuri?

Da/Nu/nici un răspuns

3. Pe o scală de la 0 la 100%, cât de încrezător vă simțiți?

4. A lipsit ceva din acest training pentru a vă satisface pe deplin așteptările?

Vă mulțumim pentru că ați participat la atelierul Train-the-Trainers și pentru că ați completat sondajul înainte și după atelier.

Înregistrarea atelierului va fi disponibilă în curând pe site-ul Coaliției pentru Vaccinare: IMMUNION (coalitionforvaccination.com)

IMMUNION ("Improving IMMunisation cooperation in the European UNION") is a 2-year project (2021-2023) co-funded by the European Union Health Programme, in the ultimate goal of increasing vaccine confidence and uptake. IMMUNION will strengthen collaboration between healthcare professionals and other stakeholders, addressing issues of access to accurate, evidence-based information about vaccination.



This project is co-funded by the European Union's Health Programme (2014-2020) under grant agreement No. 101018210.

<https://coalitionforvaccination.com/about/immunion>

- d) Annex IV - Executive summary of the general session provided in the local Romanian language

WP5 Training and Education BACKGROUND/CONTEXT

I. GENERAL INFORMATION/INFORMATII GENERALE

Cercetările anterioare au confirmat că furnizorii de asistență medicală sunt cea mai de încredere sursă de informații despre vaccinuri pentru publicul larg

Prin urmare, furnizorii de servicii medicale joacă un rol major în susținerea campaniilor de vaccinare și în atingerea unei bune acoperiri de vaccinare. Cu toate acestea, cercetările efectuate sub umbrela Acțiunii comune a UE privind vaccinarea au subliniat că mulți furnizori de asistență medicală nu se simt încrezători să răspundă la întrebări despre vaccinuri și/sau nu au cunoștințe specifice despre vaccinuri. Marea majoritate a furnizorilor de servicii medicale indică faptul că sunt dispuși să urmeze cursuri suplimentare de vaccinologie și ar beneficia de sprijin suplimentar (cum ar fi module de întrebări frecvente, site-uri web de încredere, sprijin din partea guvernului etc.). Pentru a satisface nevoile furnizorilor de servicii medicale, WP5 al proiectului IMMUNION se concentrează pe furnizarea de formare în vaccinologie în diferite formate.

În WP5, am dezvoltat un Workshop Train the Trainers pentru a îmbunătăți încrederea în vaccin, concentrându-se pe cunoștințele și comunicarea despre vaccinuri. Mai mult, am organizat și sesiuni speciale de vaccinologie în cadrul evenimentelor internaționale, organizate de membrii coaliției, cu scopul de advocacy pentru vaccinologie în furnizorii de asistență medicală care nu administrează neapărat vaccinuri sau se confruntă zilnic cu probleme de vaccinare/ezitare la vaccin.

În timpul acestor sesiuni, se acordă o atenție deosebită adaptării sesiunii la nevoile publicului printr-un modul extins de întrebări și răspunsuri. Atelierul Train the Trainers va servi drept bază pentru încă 3 sesiuni de țară personalizate în Grecia, Letonia și România. Pentru a putea oferi această instruire, am creat un curriculum all-in (ML5.1), într-un efort între proiecte (inclusiv Acțiunea comună a UE privind vaccinarea). Curriculumul conține toate informațiile despre vaccinurile de care (viitorii) furnizorii de servicii medicale au nevoie în ceea ce privește cunoștințele, abilitățile practice și comunicarea. Acest curriculum a fost folosit pentru a adapta sesiunile generale/pe țară și sesiunile speciale de vaccinologie de la evenimente internaționale la nevoile furnizorilor de asistență medicală vizați.

II. OBJECTIVE/OBIECTIV

Obiectivul sesiunii Train the Trainer este de a sprijini formatorii furnizorilor de servicii medicale și studenții din domeniul sănătății prin oferirea de formare privind încrederea în vaccin și comunicarea. Formarea este concepută pentru a oferi cunoștințe și instrumente formatorilor, care pot apoi transmite acest conținut în cursurile de formare ale furnizorilor de servicii medicale și/sau studenților din domeniul sănătății, ceea ce va avea ca rezultat o mai bună cunoaștere și încredere a (viitorilor) furnizori de asistență medicală pentru a comunica despre vaccinuri și pentru a trata întrebările legate de vaccinare.

III. TARGET AUDIENCE/Public țintă

Formatori care sunt implicați în predarea (viitorilor) furnizori de asistență medicală:

- Profesori care formează în prezent orice tip de (viitor) furnizor de asistență medicală care este sau va fi implicat în procesul de vaccinare (asistente, moașe, farmaciști, medici de familie, pediatri...)
- Pe tema vaccinelor/vaccinării - Din toate statele membre UE

IV. PRACTICAL INFORMATION/INFORMATII PRACTICE

INFORMATII PRACTICE Limba: română

Timp: 30.09.2022, 11-13h EEST

Format: întâlnire online Google Meet

Înregistrarea este gratuită, dar obligatorie.



Pentru mai multe informatii: contactati-ne la: seps.timisoara@insp.gov.ro

IV. PROGRAM

Moderatori: CC & GC

- Introducere si context (10 min) CC INSP
- Increderea in Vaccine în Europa (20min) GC
- Rolul HCP în procesul de vaccinare și importanța comunicării MIP(20min)
- Pauza (10 min)
- Ezitarea la vaccin si alfabetizarea în domeniul sănătății RL (25 min)
- Comunicare si predare despre vaccinuri MN (25 min)
- Întrebări și răspunsuri (10 min)
- Închidere

V. REGISTRATION / ÎNREGISTRARE

Înregistrați-vă online prin acest link sau completați formularul de mai jos și trimiteți înapoi la:

1. Email:

.....

2. Nume (oficial, așa cum este tipărit pe pașaport/CI):.....

3.

Prenume.....

4.

Tara.....

5.

Afilier.....

6. Functie:

.....

7. Tipul de formare în care sunteți implicat:

- Formator de studenți la medicină
- Trainer al furnizorilor de servicii medicale în serviciu – asistent medical
- Trainer al furnizorilor de servicii medicale în serviciu – dentist
- Trainer al furnizorilor de servicii medicale în serviciu - medic
- Trainer al furnizorilor de servicii medicale în serviciu - farmacist
- Trainer al furnizorilor de servicii medicale în serviciu - alte

Vă rugăm să rețineți că întâlnirea va fi înregistrată și distribuită pe site-ul IMMUNION.

VI. PRE- AND POST-TRAINING SURVEYS/ SONDAJE PRE-ȘI POST-INSTRUIRE

Pentru a evalua sesiunea Train the Trainers, participanților au fost trimise sondaje pre- și post-training (vezi mai jos). Aceste sondaje pot fi adaptate pentru instruirii personalizate ale furnizorilor de servicii medicale.

PRE-TRAINING SURVEY / SONDAJ PRE-INSTRUIRE



V-ați înscris la atelierul IMMUNION Train-The-Trainers din 30 septembrie 2022 (11-13h EEST).

Am dori să vă rugăm să completați întrebările din acest sondaj înainte de începerea instruirii.

Acest lucru ne va permite să adaptăm formarea la așteptările dumneavoastră. Completarea sondajului va dura mai puțin de un minut din timpul dvs. Vă mulțumim anticipat și vă așteptăm la instruire.

8. Cum ați aflat despre atelierul Train-the-Trainers?
Aveți experiență anterioară în pregătirea furnizorilor de servicii medicale sau studenților din domeniul sănătății?
Dacă da, vă rugăm să specificați.
9. Vă simțiți încrezător să instruiți furnizorii de servicii medicale pe tema comunicării vaccinurilor? Da/Nu/uneori
10. Pe o scală de la 0-100%, cât de încrezător vă simțiți?
11. Cunoștințele dvs. actuale despre vaccinare provin din educația dvs. standard sau din cursurile/atelierele/experiența suplimentară la care ați urmat după educația standard?
educația standard
cursurile/atelierele suplimentare
experiența
alte
Nici una dintre cele de mai sus
12. Care sunt așteptările dumneavoastră cu privire la atelierul Train-the-Trainers?

Vă mulțumim pentru timpul acordat pentru a răspunde la întrebări.

Vă rugăm să rețineți că vă vom trimite un alt scurt sondaj după atelier. Am aprecia foarte mult dacă ați putea completa și chestionarul post-atelier Train-the-Trainers, deoarece ne va permite să evaluăm formarea.

Vă rugăm să rețineți că o înregistrare a instruirii va fi disponibilă după atelier pe site-ul Coaliției pentru Vaccinare - IMMUNION (coalitionforvaccination.com). Ne bucurăm să vă întâlnim în timpul atelierului!

POST-TRAINING SURVEY / SONDAJ POST-INSTRUIRE

V-ați alăturat recent la atelierul IMMUNION Train-the-Trainers (30.09.2022). Sperăm că v-a plăcut instruirea și v-am fi foarte recunoscători dacă ați putea completa următoarele întrebări pentru a evalua atelierul. Completarea sondajului va dura mai puțin de 1 minut din timpul dvs.

Pe o scară de la 1 la 10, cum ați evalua următoarele elemente în ceea ce privește atelierul Train-the Trainers? (10 = cel mai bun punctaj)

- Conținutul atelierului
- Ora atelierului (11-13h)
- Durata atelierului (2h)

După ce ați urmat atelierul Train-the-Trainers, vă simțiți MAI încrezător să instruiți furnizorii de servicii medicale pe tema comunicării vaccinurilor?

Da/Nu/nici un raspuns

Pe o scală de la 0 la 100%, cât de încrezător vă simțiți?

A lipsit ceva din acest training pentru a vă satisface pe deplin așteptările?



Vă mulțumim pentru că v-ați alăturat nouă în timpul atelierului Train-the-Trainers și pentru că ați completat sondajul înainte și după atelier.

Înregistrarea atelierului va fi disponibilă în curând pe site-ul Coaliției pentru Vaccinare: IMMUNION (coalitionforvaccination.com)

VII. SPEAKERS AND RESOURCES/ VORBITORI ȘI RESURSE

Fișele prezentărilor sunt furnizate la sfârșitul acestui document.

Prezentările și înregistrările sesiunii Train the Trainer sunt disponibile pe site-ul Coaliției pentru Vaccinare.

La sfârșitul sesiunii, a fost prevăzut timp pentru întrebări și răspunsuri. Toți vorbitorii au participat în grupul de experți.

VIII. PRESENTATIONS AND RECORDINGS/ PREZENTĂRI ȘI ÎNREGISTRĂRI

Toate materialele sunt disponibile pe site-ul Coaliției pentru Vaccinare: Educație și Rapoarte | IMMUNION (coalitionforvaccination.com).

Prezentările sunt disponibile la cerere.

7.2 Annexes Latvia

a) Annex I - Invitation letter

Good afternoon,

We invite you or your delegated representative to participate in training for healthcare professionals who educate/train existing or future healthcare professionals (including students) on vaccination communication issues. Please forward this e-mail to those healthcare professionals who, in your opinion, would benefit from new knowledge and information on vaccination communication issues.

The training will be organized by the Center for Disease Prevention and Control (CDPC) within the framework of the joint action project "Improving IMMUnisation cooperation in the European UNION" (IMMUnion).

The training will take place on November 28 from 14.00 to 17.00 online – on the ZOOM platform.

The aim of the training is to provide knowledge and inform about support tools that will be useful in the future when training healthcare professionals/students on effective communication strategies about vaccination (e.g. communication with patients who have a negative attitude towards vaccination, etc.).

Training on various aspects of vaccination communication with lectures will be presented by:

- Angelika Krūmiņa, professor of the Department of Infectious Diseases at Rīga Stradiņš University;*
- Vita Savicka, lecturer, head of the Rīga Stradiņš University Master's study program "Health Communication";*
- Aija Bukova-Žideļuna, assistant professor of the Department of Public Health and Epidemiology at Rīga Stradiņš University, head of the Master's study program "Health Communication";*
- Mārīte Kūla, Head of the Epidemiological Service of the Liepāja Regional Hospital, pediatrician, pediatric infectious disease specialist;*
- Ieva Voita, doctor-resident in infectology at Pauls Stradiņš Clinical University Hospital.*

To apply for the training, please do so by November 21 at 20.00, fill out the application form at this [link](#).

Please enter your contact information in the questionnaire so that we can send you the agenda and a link to the online training. After the end of the training, you will receive a certificate from CDPC for participating in the training.

In case of questions, please contact us by email at ilze.straume@spkc.gov.lv

The training is implemented within the framework of the project "Improving cooperation in the field of immunization in the European Union" (IMMUNION) (more information <https://ej.uz/immunion>).

Respectfully

CDPC



b) Annex II - Registration form

Following information was retrieved during the registration:

Application form for participation in vaccination communication training 28.11.2022.
(available online in Microsoft Forms)

The Centre for Disease Prevention and Control (hereinafter – CDPC) is involved in the implementation of the joint action project "Improving IMMUnisation cooperation in the European UNION" (IMMUnion).

The aim of the project is to support the efforts of the countries of the European Union to improve vaccination coverage rates among the population, improving cooperation between specialists in the field of vaccination and other interested parties, paying particular attention to communication issues, with the aim of providing health care professionals and the public with evidence-based information.

As part of the project, CDPC organizes free trainings for health care professionals who educate/train existing or future health care professionals (including students) on vaccination and vaccination communication issues. The training will take place online on 28.11.2022. at 14.00–17.00.

The aim of the training is to provide knowledge and inform about support tools that will be useful in the future when training healthcare professionals/students on effective communication strategies about vaccination (eg communication with patients who have a negative attitude towards vaccination, etc.).

Training on various aspects of vaccination communication with lectures will be presented by:

- Angelika Krūmiņa, professor of the Department of Infectious Diseases at Rīga Stradiņš University;
- Vita Savicka, lecturer, Head of the Rīga Stradiņš University Master's study program "Health Communication";
- Aija Bukova-Žideļuna, assistant professor of Department of Public Health and Epidemiology at Rīga Stradiņš University, Head of the master's study program "Health Communication"
- Mārīte Kūla, head of the Epidemiological Service of the Liepāja Regional Hospital, pediatrician, pediatric infectious disease specialist;
- Ieva Voita, doctor-resident in infectology at Pauls Stradiņš Clinical University Hospital.

To apply for participation in the training, CDPC invites you to fill out the form shown below. After filling it out, CDPC will contact you to send additional information about the training.

Thank you in advance for your response.

1. Your name, surname _____
2. Specialty _____
3. Name/s of the institution or organization where you carry out training on vaccination and/or vaccination communication issues _____
4. E-mail (the training agenda and access link will be sent to the specified e-mail)

5. Telephone number (optional) _____
6. Notes: _____



Information on personal data processing:

Controller of personal data: Disease Prevention and Control Center (reg. no. 90009756700), Dunties iela 22 k-5, Riga (CDPC). Purpose of data processing: registration for participation in the event. The specified contact information will be used for the purpose of ensuring communication about the event, as well as for the purpose of recording the fact of the event taking place. Access rights: personal data becomes available to CDPC and is also transferred to third parties who are in contractual relations with CDPC for the implementation of the event (for the Executor SIA "Izglības pasākumi"), as well as included in the project report. The event will be recorded in video format and posted on the website of the Immunion project. Additional information on the processing of personal data in CDPC's privacy policy: <https://www.spkc.gov.lv/lv/privatuma-politika>. The applicant is responsible for the legal basis and correctness of the processing of personal data included in the questionnaire.

- In addition to the invitation letter, a mailing list was prepared with more than 1,000 family doctors, nurses, physician assistants, infectious disease specialists and other medical personnel.
- The letter was sent by the Centre for Disease Prevention and Control to the addressees on November 9, 2022.

c) Annex III – Presentations (available upon request)

7.3 Annexes Greece

a) Annex I – Agenda

 	
<p>Πρόγραμμα</p> <p>Αποτελεσματική επικοινωνία για την προώθηση των εμβολιασμών</p> <p>Διοργάνωση: Ινστιτούτο Prolepsis</p> <p>Συντονισμός: Πάνια Καρνάκη, MHSc Ειδικός Προαγωγής Υγείας, Διευθύντρια Ευρωπαϊκών και Διεθνών Προγραμμάτων Ινστιτούτο Prolepsis</p>	
Τετάρτη, 2 Νοεμβρίου 2022	
10:00 – 10:10	<p>Καλωσόρισμα Καθηγήτρια Αθηνά Λινού, MD, PhD, MPH, FACE Καθηγήτρια Επιδημιολογίας, Πρόεδρος του Ινστιτούτου Prolepsis</p>
10:10 – 10:20	<p>Εισαγωγή: το πρόγραμμα IMMUNION Ντίνα Ζώτα MSc, PhD Διευθύντρια Ανάπτυξης Εκπαιδευτικής Στρατηγικής & Προαγωγής Υγείας, Ινστιτούτο Prolepsis</p>
10:20 – 10:40	<p>Ο ρόλος του Επαγγελματία Υγείας στη διαδικασία εμβολιασμού και η σημασία της επικοινωνίας Αγορίτσα Μπάκα, MD, PhD Παιδίατρος-Εμπειρογνώμονας του ECDC</p>
10:40 – 11:10	<p>Διστακτικότητα απέναντι στα εμβόλια στην Ευρώπη Έλενα Ριζά, MPH, MSc, PhD Επιδημιολόγος-Υγιεινολόγος, ΕΔΙΠ, Εργαστήριο Υγιεινής, Επιδημιολογίας και Ιατρικής Στατιστικής, Ιατρική Σχολή, ΕΚΠΑ</p>
11:10 – 11:20	Διάλειμμα
11:20 – 11:40	<p>Πώς να βελτιώσετε τον αλφαριθμητικό υγείας Νικόλ Παπασευγενίου, MSc, PhD Βιολόγος, Ανώτερη Ερευνήτρια, Ινστιτούτο Prolepsis Προβολή βίντεο (στην αγγλική):</p> <ol style="list-style-type: none"> ECDC materials to promote health care professionals' vaccine health literacy and vaccination communication skills <i>John Kinsman, MSc, PhD</i> <i>Expert Social and Behaviour Change, ECDC</i> COVID-19 vaccines and vaccination explained <i>Brett Craig, MA, PhD</i> <i>Technical officer vaccine preventable diseases and immunization program, WHO Euro</i>

11:40 – 12:40	<p>Επικοινωνία σχετικά με τα εμβόλια</p> <ul style="list-style-type: none"> • Πώς να επικοινωνήσετε σχετικά με τα εμβόλια • Παραπληροφόρηση, απομυθοποίηση και παρακινήτική συνέντευξη ως τεχνική για την ανταπόκριση στην αλληλεπίδραση ασθενούς-γιατρού • Ασκήσεις επικοινωνίας π.χ. συζήτηση, υποθέσεις, παιχνίδια ρόλων <p>Αγορίτσα Μπάκα, MD, PhD Παιδίατρος-Εμπειρογνώμονας του ECDC</p>
12:40 - 13:00	<p>Ερωτήσεις - Συζήτηση</p>



Το έργο συγχρηματοδοτείται από το Πρόγραμμα Υγείας της Ευρωπαϊκής Ένωσης (2014-2020) στο πλαίσιο της συμφωνίας επιχορήγησης υπ' αριθ. 101018210.

<https://coalitionforvaccination.com/about/immunion>

Το IMMUNION - «Βελτίωση της συνεργασίας για την αναστολή στην Ευρωπαϊκή Ένωση» είναι ένα διετές πρόγραμμα (2021-2023) που συγχρηματοδοτείται από το πρόγραμμα της Ευρωπαϊκής Ένωσης για την υγεία, με απώτερο στόχο την αύξηση της εμπιστοσύνης και της υιοθέτησης εμβολιασμού. Το IMMUNION θα ενισχύσει τη συνεργασία μεταξύ των επαγγελματιών στον τομέα της υγείας και άλλων ενδιαφερόμενων μερών, αντιμετωπίζοντας ζητήματα πρόσβασης σε ακριβείς, τεκμηριωμένες πληροφορίες σχετικά με τον εμβολιασμό.

b) Annex II – Invitation

Πρόσκληση στο εκπαιδευτικό σεμινάριο:

"Αποτελεσματική επικοινωνία για την προώθηση των εμβολιασμών"

Απευθύνεται σε εκπαιδευτές λειτουργιών υγείας και λειτουργούς υγείας

Το Ινστιτούτο Προτερείς προκαλεί εκπαιδευτές λειτουργιών υγείας, Διευθυντές Κλινικών, Καθηγητές Ιατρικών, Νοσηλευτικών και Φαρμακευτικών Σχολών, Καθηγητές Σχολής Δημόσιας Υγείας και Λειτουργούς υγείας σε διαδικτυακό σεμινάριο σχετικά με την αποτελεσματική επικοινωνία σε θέματα εμβολιασμού, την **Τετάρτη 2 Νοεμβρίου 2022, και ώρες 10:00-12:00.**

Το εκπαιδευτικό σεμινάριο διοργανώνεται στο πλαίσιο του ευρωπαϊκού προγράμματος «**IMMUNION: Βελτίωση της συνεργασίας στον τομέα της ανοσοποίησης στην Ευρωπαϊκή Ένωση.**»

Σκοπός της εκπαίδευσης είναι να ενισχύσει τις γνώσεις και τις δεξιότητες των λειτουργιών υγείας σε θέματα επικοινωνίας για τον εμβολιασμό και στη διαχείριση ερωτήσεων αναφορικά με τον εμβολιασμό.

Ενδεικτικά θέματα που θα καλυφθούν:

- Ο ρόλος του Λειτουργού Υγείας στη διαδικασία εμβολιασμού
- Τρόποι επικοινωνίας σχετικά με τα εμβόλια, ασκήσεις και τεχνικές ανταπόκρισης
- Παραπληροφόρηση και απομυθοποίηση

Το προκαταρκτικό πρόγραμμα του σεμιναρίου είναι διαθέσιμο [εδώ](#).

Το εκπαιδευτικό σεμινάριο απευθύνεται σε **Λειτουργούς υγείας, διευθυντές κλινικών και σε μέλη ΔΕΠ** των παρακάτω σχολών και τμημάτων:

- Ιατρικές Σχολές
- Σχολές Νοσηλευτικής
- Σχολή και Τμήματα Δημόσιας Υγείας
- Σχολές Φαρμακευτικής

Η εκπαίδευση θα πραγματοποιηθεί στην ελληνική γλώσσα μέσω της πλατφόρμας Zoom και η συμμετοχή είναι δωρεάν. Στους συμμετέχοντες που επιθυμούν θα χορηγηθεί βεβαίωση παρακολούθησης.

Ο αριθμός των διαθέσιμων θέσεων είναι περιορισμένος και θα τηρηθεί σειρά προτεραιότητας.

ΕΓΓΡΑΦΗ

Το **IMMUNION** είναι ένα διετές πρόγραμμα (04/2021-03/2023), συγχρηματοδοτούμενο από το Πρόγραμμα Υγείας της Ευρωπαϊκής Ένωσης (2014-2020), με απώτερο στόχο την αύξηση της εμπιστοσύνης στα εμβόλια και της εμβολιαστικής κάλυψης. Ασκοποιεί να υποστηρίξει τις σχετικές προσπάθειες της ΕΕ που αφορούν στη βελτίωση της εμβολιαστικής κάλυψης, μέσα από την ενίσχυση κοινών πρωτοβουλιών μεταξύ των οργανώσεων-μελών της Συμμαχίας για τον Εμβολιασμό (Coalition for Vaccination) και άλλων ενδιαφερόμενων φορέων (π.χ. μέσα ενημέρωσης, εθνικές υγειονομικές αρχές και τοπικές κοινότητες).

Το πρόγραμμα συντονίζεται από το Ευρωπαϊκό Δίκτυο EuroHealthNet και υλοποιείται από κοινοπραξία που αποτελείται από 12 εταιρείες από 8 χώρες: Ιταλία, Ρουμανία, Βέλγιο, Ουγγαρία, Πολωνία, Λατβία, Ελλάδα και Γερμανία.

Περισσότερες πληροφορίες για το πρόγραμμα IMMUNION μπορείτε να βρείτε [εδώ](#).

Το έργο συγχρηματοδοτείται από το Πρόγραμμα Υγείας της Ευρωπαϊκής Ένωσης (2014-2020) από κλίμακα της οικονομικής υποστήριξης αριθ. 102016213.

https://coalitionforvaccination.com/about-us/en/



- c) Annex III – Resource for 3rd presentation (available upon request)
- d) Annex IV – Presentations (available upon request)

