

FACTSHEET: COVINFORM workshop for responders in SAMUR P.C & MDA

SAMUR P.C and **MDA** reviewed the project outcomes and results in the different deliverables, looking for findings that are relevant for Emergency Medical Services and responders during the COVID-19 pandemic.



The two themes that were identified are **vaccine campaigns and ambulance activity**. Out of the many findings of the project statements were extracted and phrased, ending with ten statements about vaccine campaigns and twenty about ambulance activity.



SAMUR P.C and **MDA** were interested in validating the finding with staff and volunteers who were involved in the response to the COVID-19 pandemic, and held workshops with the goals to:

- **Validate** of the COVINFORM project results by responders;
- **Assess differences** between countries, age groups, and paid staff compared to volunteers;
- Involve and **engage** responders.

Two workshops were conducted in **Madrid** and three in **Israel**, with the participation of **60 responders** in total, twenty of them from SAMUR P.C and forty from MDA. Out of the sixty participants, 32 are volunteers and 28 are paid staff, and 34 are younger than 30 years old, 26 are older than 40 years old.



The participants prioritized the statements first by themselves, then with their age group members and finally had a consensus on the prioritization among all the workshop participants. The process took place twice- first for the vaccine campaigns and second for the ambulance activity, and was followed by a group discussion.



WORKSHOP FINDINGS



On vaccine campaigns, the issues identified by the responders of MDA:



- It is advisable to **assess the reception of the campaigns**.
- For the younger than 30 years old: For socially vulnerable people, **technology was a barrier** to book a vaccine.
- For the older than 40 years old: The health workers were **motivated at the start of the vaccination campaign**, putting a lot of personal efforts into its success.

On vaccine campaigns, the issues identified by the responders of SAMUR P.C.:



- Careful **information dissemination planning** is needed.
- For the younger than 30 years old: **Lack of personnel and resources** was a barrier for the campaign's success.
- For the older than 40 years old: The **oversaturation of information** took the form of rumors.

On ambulance activity, the issues identified by the responders of MDA:



- Health workers **distanced themselves from their relatives** for fear of infecting.
- For the younger than 30 years old: The lack of formal **psychological support** was a big issue
- For the older than 40 years old: **Dilemmas in decision making** and moral injury was a stressor

On ambulance activity, the issues identified by the responders of SAMUR P.C.:



- Health workers faced an **increase in workload** during the pandemic.
- For the younger than 30 years old: Health workers struggled with their **mental health** during the pandemic.
- For the older than 40 years old: The pandemic resulted in **less preventive health care**.

DISCUSSION

1. The differences between the age groups were more significant than those between countries.
2. Medical personnel often felt rejected by their surrounding because of stigma and fear.
3. The organizations did not use responders as an asset for conveying information to the public.



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