**Agents of Change – Semi-Structured Interview Guide and Qualitative Analysis Keywords**

1. **Interview Guide:**

Semi-structure interviews consisted of five qualitative interview questions:

* **Question 1:** Why did you agree to become an Agent of Change?
* **Question 2:** What was the training like for you?
* **Question 3:** What was the experience of being an Agent of Change like?
* **Question 4:** Did you speak to anyone outside of work about the COVID-19 vaccine?
* **Question 5:** Is there anything else you would like us to know?

The interviews focused on exploring various factors that led EVS staff to become Agents of Change, their perception of the AOC training, their experiences while serving as an AOC, as well as if they extended the conversation about the COVID-19 vaccine beyond their workplace (for example with families or in their residential communities). The interview questions were developed by the public health professionals to ensure a semi-structured interview format. The semi-structured interviews were completed virtually over Zoom and performed by the public health intern. Each interview was scheduled for 15 minutes. All AOC interviewees were consented for recording of the interview audio which was subsequently transcribed using Otter.ai Services. The AOC names were replaced with pseudonyms (AOC 1, AOC 2 … AOC N) during transcription to keep the individual interview answers anonymous.

1. **Keywords and Phrases By Interview Questions:**

*Q1 Reasons to Become an Agent - Get back to normal*

* "get back to normal"
* "tired of the isolation"
* "tired of wearing a mask"
* "want to see family"

*Q1 Reasons to Become an Agent - Personal*

* "Change starts with me"
* "it was important to get the information out"
* "more than happy to be part of the herd"
* "wanting to help vaccine hesitant communities"
* “a good feeling knowing that I have both shots,”
* Agent is a people person
* Agents own experience led them to become an AOC
* Help others / positive impact

*Q2 Thoughts on Training - Content*

* Training was "digestible" sized pieces of information
* Training was factual
* Training was from Upstate Professionals
* Training was good/helpful
* Training was informative
* Training was not hard

*Q2 Thoughts on Training - Skill Sets*

* Agent gained experience in talking to people through intervention
* Agent used information learned in training
* Agent used personal testimony
* Training allowed for connection between agents and staff

*Q3 Experience on Being an Agent - Barriers*

* "people are scared of the unknown"
* 2 People were not receptive
* culture of hesitancy here in the US
* Eligibility was a concern for agent
* Misinformation about COVID

*Q3 Experience on Being an Agent - Methods of Communication*

* Agent approached people to ask if they've been vaccinated
* Agent casually brought up vaccine in conversation
* Agent focused on vaccine's protection against COVID
* Agent had faith in physicians/clinical healthcare workers
* Agent spoke about being on the front lines
* Agent spoke about herd immunity
* Agent spoke about vaccines protection against becoming ill
* Agent tried to be positive and encouraging
* Agent tried to dispel myths
* Agent tried to facilitate vaccination process for peers
* Agent tried to not be judgmental and meet people where they were
* Agent tried to personalize facts to individual concerns
* Agent used social media

*Q3 Experience on Being an Agent - Personal Impact*

* People were receptive
* Agent felt supported by management
* appreciative for opportunity
* peer to peer impact

*Q4 Did you speak to anyone outside of Upstate about COVID-19 Vaccinations?*

* Agent did not speak to members outside of Upstate
* Agent spoke to members of community outside of workplace

*Q5 Responses to "Is there anything else" / Suggestions*

* "people who came around may have not had chance to get vaccinated due to shortages"
* "people would line up if it meant not having to wear masks anymore"
* "Upstate has been doing very good"
* "vaccine should have been mandatory"
* Agent suggested vaccine information come from scientist rather than medical doctors