

SOCIAL MEDIA INITITATIVE IN UKRAINE

Analysis of Conversations on Polio, Vaccination and Routine Immunization
October 2016 - March 2017





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MONITORING OBJECTIVES AND METHODOLOGY

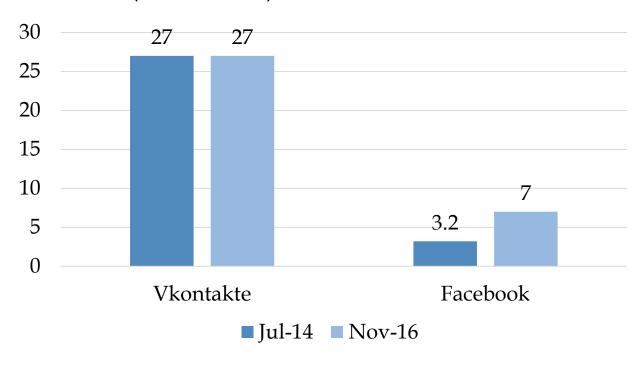


Monitoring objectives

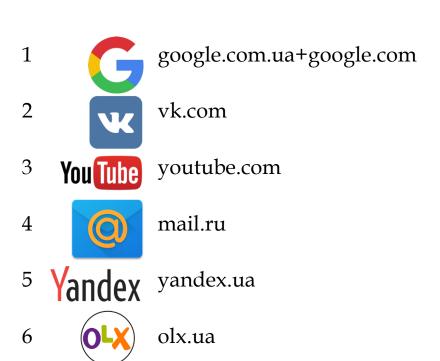
- Through mapping and monitoring, identify social media spaces used for communication by communities of different interests and occupations;
- Analyze sentiment towards routine immunization, vaccination and polio issues ("positive", "negative", "no relevant posts", "difficult to identify") on each social media space;
- Specify trending topics, the dynamics of social media conversations, key influencers, and audience intentions to initiate vaccination-related conversations;
- Analyze content with negative and positive sentiments, and opinions polls;
- Compose a list of recommendations to enhance the communication strategy around polio, vaccination, and routine immunization on social media.

Social media networks: Facebook and Vkontakte

Number of Personal Accounts from Ukraine (in millions)



The Most Visited Websites by Ukrainians (Oct 2016)



facebook.com

Vkontakte: Basic features

UNICEF Ukraine / ЮНИСЕФ в Украине 🔮

Інформація Фильм «Чемпионы из подворотни»

Детский фонд ООН (ЮНИСЕФ) является мировым лидером по защите прав и интересов детей. Фонд работает в более 150 странах. Представительство Фонда в Украине открыто в 1997 году.

Больше информации: www.unicef.org.ua

Наш блог - http://unicefukraine.blogspot.com/

Телефон: +38 044 254 2450 Факс: +38 044 230 2506

- http://www.unicef.org.ua
- офис ЮНИСЕФ Украина, Киев, Кловский спуск 5,

Page Information:

- Description
- Launch date
- External links
- Contacts



Ви перебуваєте у групі

Контакти 2



Виктория Бабченко



Іринка Коркішко модератор

Contacts of Page Administrators

Total number of followers with personal profiles

Учасники 55 807











Ольга

Наталья Анастасия

News Feed: Post with specified date and time



UNICEF Ukraine / ЮНИСЕФ в Украине 1 вер о 14:02

Украина имеет самые низкие показатели вакцинации в Европе и одни из самых низких в мире. Чтобы преодолеть эту проблему, ЮНИСЕФ закупил для Украины 8 ключевых вакцин для защиты детей от опасных заболеваний. Вчера группа украинских журналистов посетила места, где хранятся вакцины, прежде чем они будут распределены по стране. Узнайте больше о закупке здесь: uni.cf/2bGf00a







#vaccine #immunization

UNICEF Ukraine - Медіа центр - Вакцини проти туберкульозу та інші необхідні для дітей... uni.cf

Мені подобається 13

9 2

Коментувати

Engagement Panel:

- Like
- Share
- Comment

Methodology: Data collection

Popular pages:



Top-100 public pages + Top-100 personal pages



Top-100 public page

Selection criteria:

Country Level of Engagement Ukraine

Highly active Active







Medium

Thematic social media spaces of 7 focuses:

Education community

(teachers, primary teachers, educators) 20

Health-related social media **spaces** (health products, NGOs, polyclinics, private hospitals, health experts, media, government) 50

> Parents' community 34

Medical community (doctors, health experts)

10

Children-related social media spaces

(children products, magazines & websites) 50

City groups and public pages in 2 cities of each Oblast in Ukraine 173

> Vaccination/Polio social media spaces

23

SENTIMENT AND COMMUNITIES' ENGAGEMENT



Popular pages: Information about routine immunization

Type	Number of	Sentiment towards routine		
	spaces monitored	immunization/vaccination/polio issues		
		Positive	Negative	No relevant posts
Public pages on Facebook	100	21	7	72
Personal pages on Facebook	100	11	4	85
Public pages on Vkontakte	100	2	3	95

Major spaces with supportive information - pediatrician Eugeny Komarovskiy:





Doctor Komarovskiy (796,340 page followers)



Evgeniy Komarovskiy (Personal page, 96,462 followers)



<u>Doctor Komarovskiy. Official page</u> (387,906 page followers)

Communities' engagement on social media



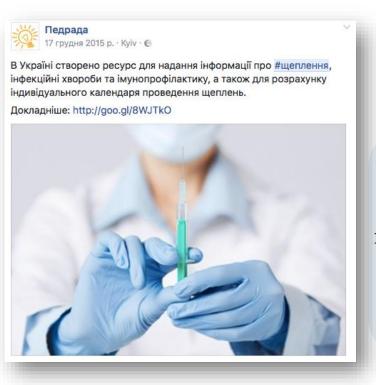
- Platform for communities based on their **professional interests** (e.g., medical workers and teachers)
- Politicians, medical experts, non-governmental organization (NGO)
 representatives, members of the media community, and other professionals who maintain the personal accounts



- Platform for more general audience divided by **personal interests**, including their living environment, child health, and vaccination
- No official personal accounts due to ethical and political reasons, which influences the quality of information disseminated and communicated by people

Education community

- 19 out of 20 social media spaces had no relevant posts
- low engagement and interest in immunization-related conversations



7 likes and 11 shares of a vaccinationrelated post:

"The new resource with information about vaccination, infectious diseases and immunoprophylaxis was launched in Ukraine"

165 likes and 687 shares of a professionrelated post:

"What members of the commission have to consider during verification of the education workers, and what can they not demand?"

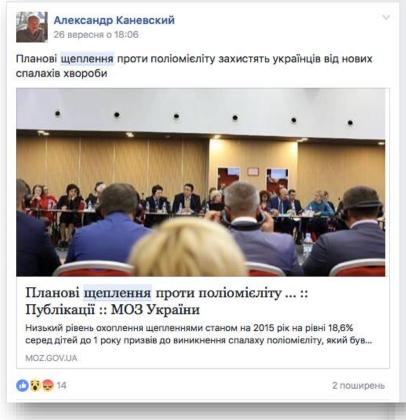


Posted on Dec 17, 2015



Medical community

- On Facebook cluster together to share articles in the area of health care and medicine (sources: UNICEF in Ukraine, MOH, media)
- Active members are doctors and health care workers
- Groups to raise awareness about certain issues, rather than communicate with counterparts



серед дітей до 1 року призвів до виникнення спалаху поліомієліту, який був...
моz.gov.ua

2 поширень

"Ukrainian Medical Students' Assosiation"
(12,654 followers)

"October 24 is the World Polio Day, which is aimed at informing world community about poliomyelitis and conditions it may cause"

26 likes, 11 shares



"Routine vaccination against polio will prevent new disease outbreaks" 14 likes, 2 shares



24 жовтня відзначається День боротьби з поліомієлітом. Мета заходу — привернути увагу світової спільноти до проблеми захворюваності на поліомієліт та його наслідків, а також вказати на необхідність проведення своєчасних профілактичних заходів.

Показати повністю...





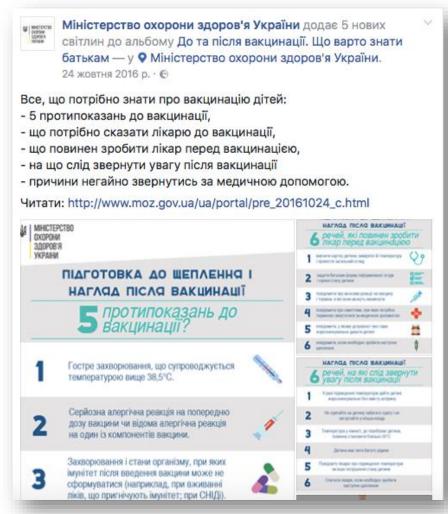
Мені подобається 26



Health-related social media spaces

- **60**% of groups with positive information about vaccination and routine immunization
- Polyclinics, private hospitals, pharmacies
 encourage parents to vaccinate their children
 with available vaccines
- Linkage between **doctors and general audience** on pages administrated by health care workers to promote their services:





"Ministry of Health of Ukraine" (26,389 followers)

Children-related social media spaces

- The majority of the groups has **no relevant posts** regarding child immunization
- With supportive information about child immunization official pages of UNICEF in Ukraine: 73,271 followers on Facebook and 55,302 followers on Vkontakte
- Quizzical or anti-vaccination content was detected in the groups under the themes of "autism" and "religion"



Родовой план (документ со ссылками на статьи Законов, который поможет сделать роды в роддоме наиболее естественными)

Каждая рожавшая женщина сталкивалась с тем, что в роддоме она не имела никакого "права голоса". С ней могли делать всё, что угодно потому, что так "нужно" и всё. А самой ей, которая перебывает в очень уязвимом состоянии и не имеет рядом никого из близких, к сожалению, не до того, чтобы спорить с мед.

Показати повністю...



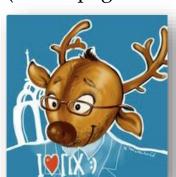
Мені подобається 76 < 24</p>

"Children in Happy Family/Christianity" (25,684 followers)
"Childbirth plan. #11 Do not vaccinate my newborn child with BCG vaccine, against hepatitis B and do not make any other injections"

City groups and public pages

- Unite residents of a particular city
- News shared from local media resources or city administrations rather than from national media resources
- 34 out of 44 city groups and public pages with active discussions about child immunization were identified on Vkontakte, especially in the popular groups "Overheard in (City name)", which allow the audience to leave their questions, anonymously as an option

"Overheard in Kharkiv" (60,800 page followers)



<u>"Overheard Dubno"</u>
(5,909 page followers)





+ Підписатися

В Кременчуге осложнений после вакцины АКДС нет, – горуправление охраны здоровья

Больше читайте тут: http://www.telegraf.in.ua/yandex/2016/11/14/v-kremenc..

"In Kremenchug there is no serious reactions to DTP vaccines - City Department of Health"



"Kremenchuk Telegraph" (44,595 followers)



Хто робив своїм дітям прививку КПК(Кір,Паротит,Краснуха)?Як все пройшло? Чи безпечна вакцина,може є такі які робили в 2-їй лікарні?Сину 1,6 року і в мене чомусь якась боязнь робити йому прививки, розумію що це для його ж безпеки, але після історій, в яких розповідається що після прививок помирають дітки стає страшно, а раптом і моій дитині зроблять неякісну вакцину і що тоді? Хто за це понесе відповідальність?Все зпихнуть на батьків і на цьому все,дякую, анонімно





"Who vaccinated children with MMR vaccine? Is this vaccine safe? Is there anyone who had their child vaccinated in the Hospital #2? Anonymously"



Parents' community on social media



~1.27 million users in 10 groups

- Popular information resources to follow
- Conversations in response to posted content about vaccination and routine immunization



~~ 952.000 users in 24 groups

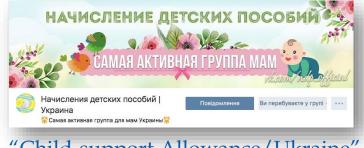
- The majority of the audience is mothers, who gather in special groups under the theme of child-support allowance in Ukraine or a particular city (<u>"Moms of Kramatorsk"</u> with 4,676 members; <u>"Moms of Energodar"</u> with 7,636 members)
- Mothers actively communicate on daily basis with their peers about child nutrition, upbringing, child-friendly public spaces, health care, including vaccination







"Club of Parental Mastery" (378,377 followers)



"Child-support Allowance/Ukraine" (165,868 followers)



"Mom's world/Child-support Allowance" (21,165 followers)

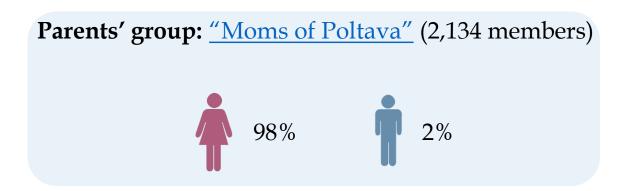
Activity of mothers' groups on Vkontakte

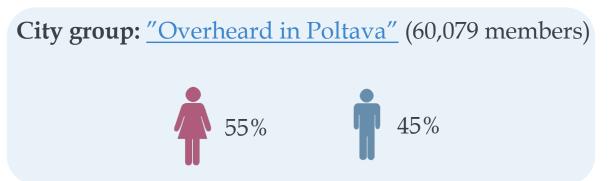
Oct-Nov 2016:	Total members	Total posts	Posts about vaccination
Child-support Allowance/Ukraine	165,868	189,000	1,087
<u>Friendly Donbass Families</u>	19,331	41,899	142
Moms of Dniprodzerzynsk	7,377	14,546	112

Opportunity to:

- Participate in real-time conversations (short-lived, maximum 2 days)
- Receive advice from the audience

Audience: Female and male personal accounts





Engagement of male personal accounts in the vaccination-related discussions:



"If you have a child, do not get vaccination....While we were sitting in the queue, our pediatrician shocked us that children were hospitalized after vaccination."

22 out of 137 comments are from male accounts



Vaccination/Polio social media spaces

- Among 23 social media spaces, there were 5 with supportive and 17 with negative views towards vaccination
- Total audience in Ukraine 10,574 **personal accounts**

POSITIVE:

 Groups with positive sentiment are supported/related to UNICEF Ukraine or Rotary in Ukraine





Stop Polio Ukraine

(2,037 page followers)



NGO "Parents for Vaccination" (1,878 page followers)

Parents for Vaccination (229 group members)



<u>Vaccination - Healthy Society</u> (527 page followers)





Everything About Inoculations, Vaccines and Infectious Diseases (64 group members)

Anti-vaccinators: NGO "League of Civil Rights Protection"



f 505 group members





- NGO that was established in 2006 as "independent from any political, financial or religious interests" (http://www.privivok.net.ua/)
- Unite **individuals with very strong beliefs** about the harmful and damaging influence of vaccines to a child's health
- Provide parents with the information about mechanisms to **overcome official regulation** for their children to be accepted to kindergarten or school without a vaccination certificate

Заява

- Я,, заявляю про відмову від усіх профілактичних щеплень, а також проби Манту, флюорографії й інших профілактичних медичних маніпуляцій моїй дитині р.н., окрім випадків термінової медичної допомоги за життєвими показаннями.
- Відмовляюся від подальших вакцинацій, ревакцинацій та біопроб (Манту, р.Пирке) через наявність у їхньому складі одного (у деяких випадках - декількох відразу) з токсичних компонентів: солей ртуті, солей алюмінію, формальдегіду, фенолу. За результатами міжнародних досліджень ці речовини є причинами розвитку Аутизму, хвороби Альцгеймера, раку, Синдрому Раптової Дитячої Смерті.
- Відмовляюся від можливої вакцинації краснухи, Гепатиту В, вітрянки з етичних міркувань через використання у виробництві вакцин диплоїдних клітин тканин абортованих плодів людини.
- Дя відмова є обміркованим та зваженим рішенням, прийнятим на підставі детального і всебічного вивчення питань, пов'язаних з вакцинацією, і цілком відповідає нормам діючого законодавства, у тому числі:

Закон України "Основи законодавства України про охорону здоров'я:

Ст. 42 Ризиковані методи ... профілактики ... визнаються допустимими, якщо вони ... застосовуються за згодою інформованого про їх можливі шкідливі наслідки пацієнта

Ст.43 Щодо пацієнта віком до 14 років ... медичне втручання здійснюється за згодою їх іконних представників.

Закон України "Про захист населення від інфекційних хвороб"

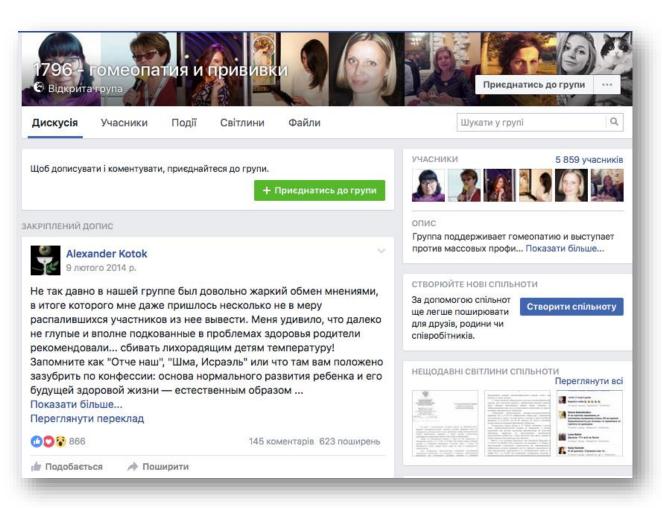
Ст.12 Повнолітнім дієздатним громадянам профілактичні щеплення проводяться за їх згодою...

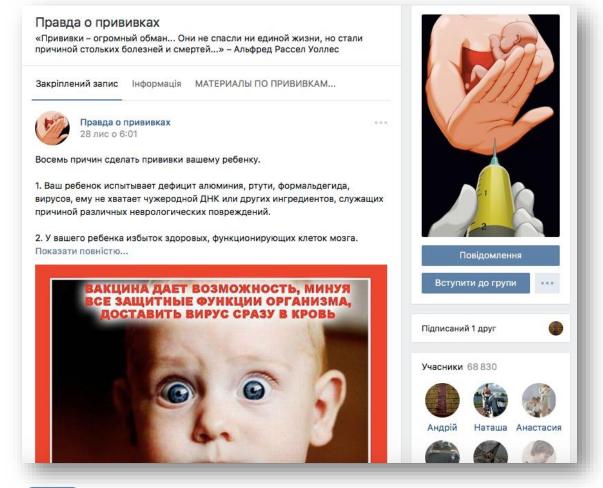
Особам, які не досягли п'ятнадцятирічного віку..., щеплення проводяться за згодою їх об'єктивно інформованих батьків.

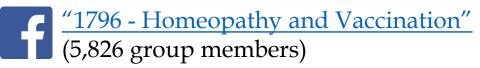
Ознайомлена зі змістом Закону України "Про захист населення від інфекційних хвороб", лікарем проінформована про можливі наслідки відсутності щеплень. Відповідальність беру на себе та до медичних працівників претензій мати не буду.

Sample of the Vaccination Exemption Letter

Major anti-vaccination social media spaces: Russia







"Truth About Vaccination" (66,863 group members)

http://privivke.net

ROUTINE-IMMUNIZATION- AND VACCINATION-RELATED CONTENT

- Time and Parents' Intentions to Communication about Vaccination
- Trending Topics about Routine Immunization
- Traditional Media and Social Media Networks
- Opinion Polls and Positive and Negative Content
- Key contributors: pro- and anti-vaccination voices



Time and parents' intentions to communicate

Morning (9 am - 10 am)

- To consult before visiting a pediatrician
- To check if vaccination is allowed with certain health conditions (e.g., a nose cold or fever)

Afternoon (1 pm - 3 pm)

- To ask opinions after a nurse/pediatrician's has telephoned to provide about the availability of a certain vaccine and invited the parent to take child for vaccination
- To share experiences after a morning visit to a pediatrician

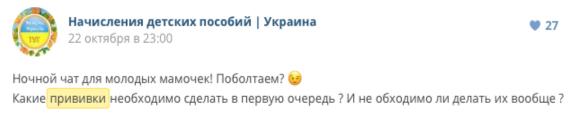
Late evening (10 pm - 2 am)

- To share concerns of AEFIs a child may experience after vaccination with DTP, BCG, and/or polio vaccines
- To explore general attitudes towards routine immunization and vaccination with a particular type of vaccines
- To inquire information about a certain type of vaccines and its availability in a local hospital



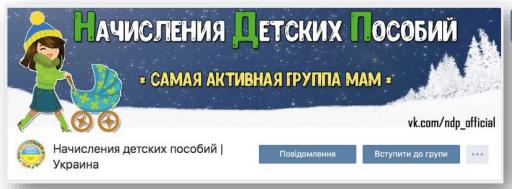
"Night chat for young mothers! Which inoculations have to be done at the first place? And is it necessary to vaccinate child?"

Oct 22 at 11pm, 295 comments



Trending topics about routine immunization

- Renewal of mass vaccination campaign after temporary shortage of vaccines
- Active reporting on the DTP vaccination





"Child-support Allowance/Ukraine" (165,868 members)

Among 189,000 posts during Oct-Nov 2016:

- 755 questions about DTP vaccines
- 305 about BCG vaccines
- 27 about polio





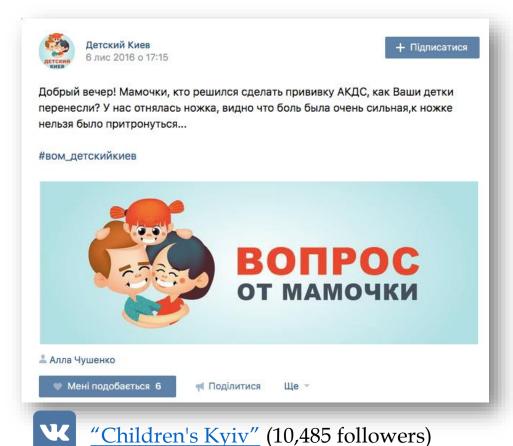
<u>"Friendly Donbass Families"</u> (19,331 members)

Among 41,899 posts during Oct-Nov 2016:

- 119 questions about DTP vaccines
- 15 about BCG vaccines
- 2 about polio

Reporting on DTP vaccines reaction

- "child became disabled"
- "leg was paralyzed"
- "lost ability to walk"
- "hospitalized with difficult conditions"
- "died after vaccination"



"Good evening, moms. Who took a chance to make inoculation with DTP vaccine, what reactions did your child have? Child's leg was paralyzed with intense pain, so it was even impossible to touch it..."

Mother from Kyiv

Among 90 comments:

7 comments - doctor/pediatrician recommended NOT to vaccinate child with Indian vaccine

"We were advised by nurse to wait for another vaccine"

Mother from Kyiv

Traditional media and social media networks

- TV Programme "Dirty Vaccine" about "poor quality" of DTP vaccine from India
- Aired on National TV Channel "STB" on Oct 24 and immediately raised volume of social media conversations



"Who did vaccination against DTP? I heard lots of stories that children became almost <u>disabled afterward</u>" - 68 comments

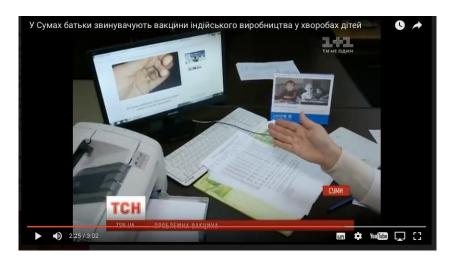
"I don't know whether to vaccinate my child with DTP or not. <u>I am scared</u> because of the complications children may have afterward" - 53 comments

"Who had vaccinated children with DTP vaccine recently (Indian)? Is it true that every second child has complications afterward?" – 88 comments



False information on social media: Coincidental events

- Open environment for incorrect or false messages to circulate without barriers
- Without expert opinion can be taken by public as trustworthy with influence on the overall sentiment towards vaccination





TV Programme "Problematic Vaccine":

"Reaction presented on those photos was caused not by vaccination, but an infection developed after an injury"

Larysa Sergeeva
Deputy Chief Pediatrician, Sumy Children Hospital



лишние слезы ребенка, а их уже пролито не мало!!!! Вот и решайте: " делать



"Sumy - the best city in the world!" (110,479 followers)

Nov 11: "Very important!!! These are side effects of DTP vaccination! This is my daughter's hand...Medical observation showed that daughter's immune system is completely destroyed"

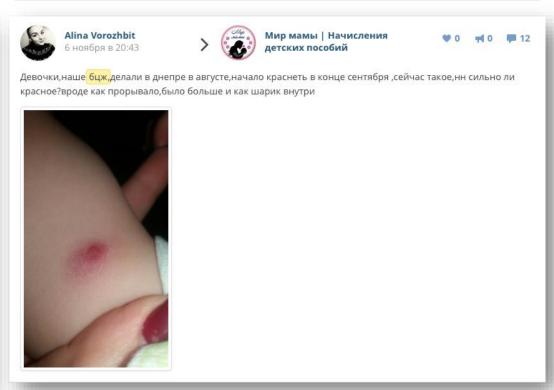
386 likes, 122 shares, 166 comments

Reporting on vaccination reaction: Graphic images

DTP vaccines:



BCG vaccines:



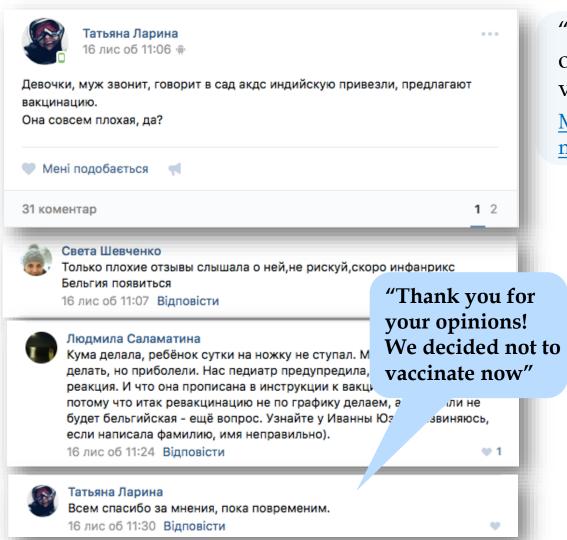
"Mothers hello! Who vaccinated child with DTP vaccines? What was the reaction? Ours was very serious, with a high temperature of +38C during the whole night + vomiting. And there is intensive pain in the leg, because while walking child is limping and crying"

"Girls, we had received BCG vaccine in the end of August in Dnipro, and in the end of September it started to change its colour. Is it too red?"



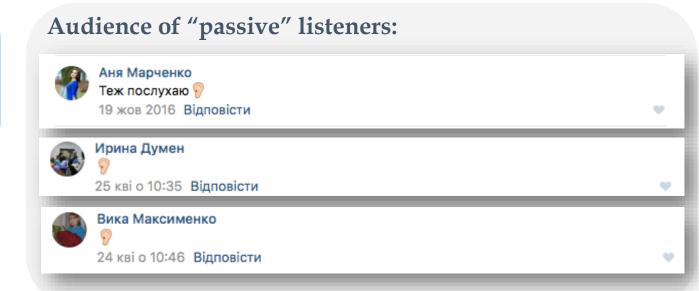


Social media conversations: Listening



"Husband called and said that Indian vaccine was available in our kindergarten, so we were offered a vaccination. Is this vaccine so bad?"

Mother from Dnipro, married

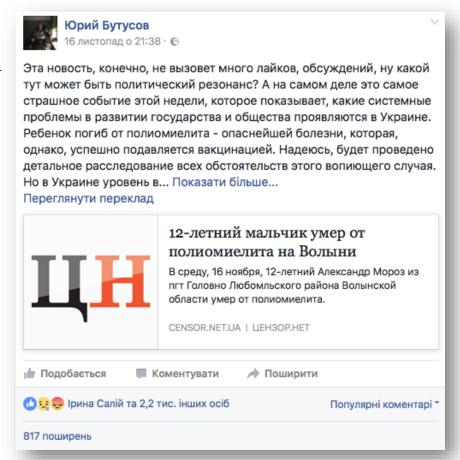


Conversations on Facebook

- Sensational media stories or emotional posts received a high response from the audience
- Published by **popular accounts**, conversations influence a dynamic of online conversations and can spread unverified facts

Main contributors:

- anti-vaccination advocates who share URLs of video and articles
- 2) those who **demand a response** from official accounts (Minister of Health, MPs) by tagging them in comments



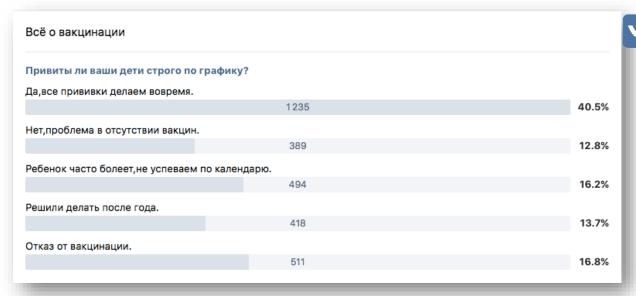
Yuriy Butusov
Editor at
Censor.net.ua
(157,143 followers)

"Child died from poliomyelitis, illness that can be successfully prevented by vaccination"

OPINION POLLS AND POSITIVE AND NEGATIVE CONTENT



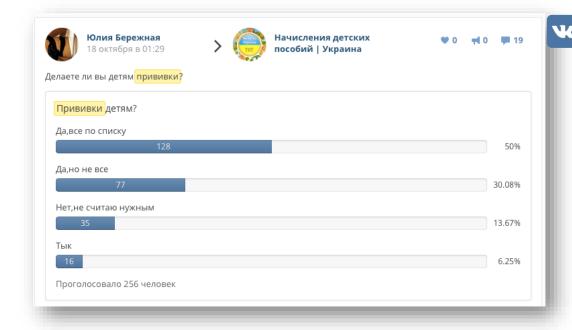
Opinion polls about routine immunization/vaccination



"Doctor Komarovskiy. Official Page" (3,047 votes)

Q: Are your children vaccinated strictly according to official calendar?

Yes, all vaccinations are made on time	40,5%
No, the problem is in the absence of vaccine	12,8%
Child often has ill health	16.2%
Decided to vaccinate after 1 year	13,7%
Refused to vaccinate	16,8%

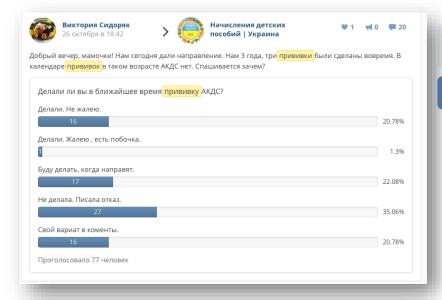


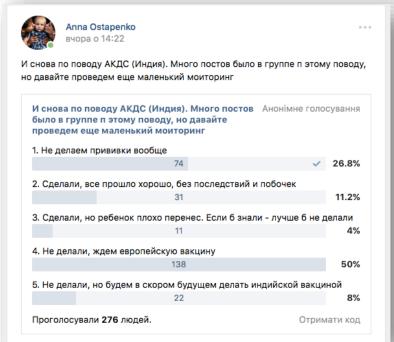
Child-support Allowance/Ukraine (256 votes)

Q: Do you vaccinate your children?

Yes, according to calendar	50%
Yes, but not all	30,08%
No, I don't think it is necessary	13,67%
Skip and show the res	6,25%

Opinion polls about DTP vaccines





Noticeable rise in percentage of DTP vaccines refusal

"Child-support Allowance/Ukraine" (77 votes)

Q: Did you vaccinate your child with DTP?

Vaccinated. Without regrets	20,78%
Vaccinated. Regretted; there were side effects	1.3%
Will vaccinate upon receipt of an invitation	22,08%
Did not vaccinated. Wrote a refusal	35,06%

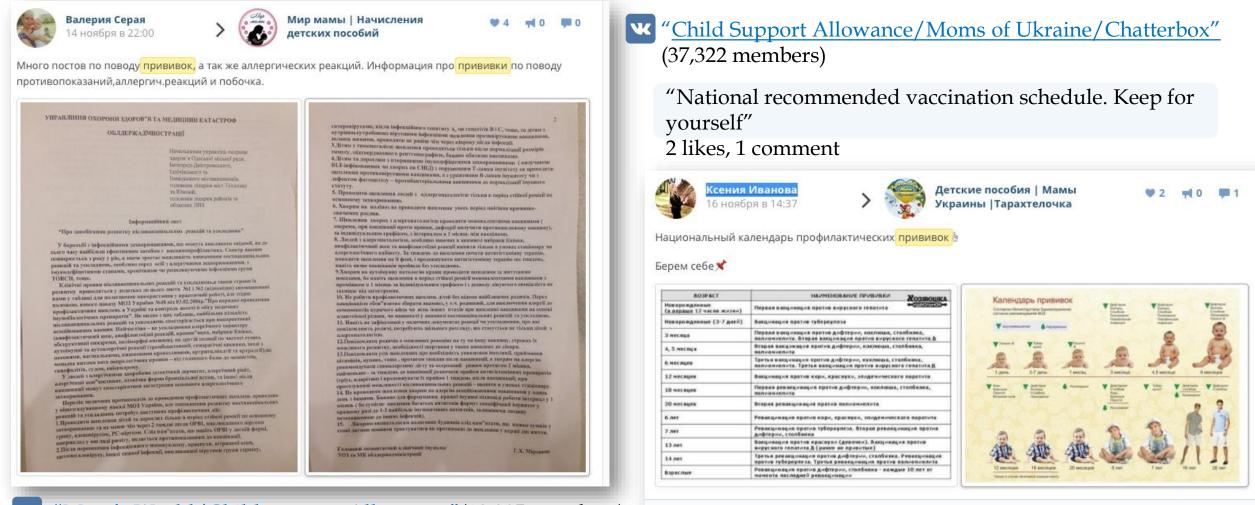
Questions themselves mirror rumours about DTP vaccine

"Moms of Dniprodzerzhynsk" (276 votes)

Q: Did you vaccinate your child with DTP?

Did not vaccinate. Waiting for European vaccines 50%

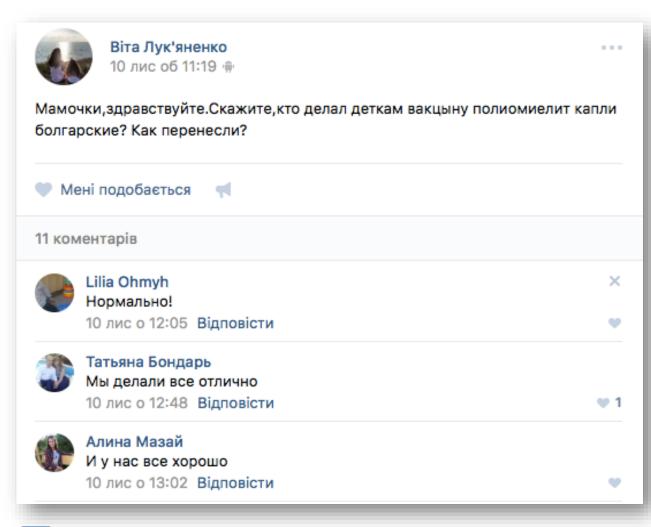
Content analysis: Positive sentiment



"Mom's World/Child-support Allowance" (18,205 members)

"There are numerous posts about vaccination and allergic reactions. Here is information about possible side effects and precautions" 4 likes, 0 comments

Conversations with positive sentiment: Polio



INITIATOR:



"Mothers, who did vaccination against polio in drops (Bulgaria) and what was the reaction?"

Mother from Poltava

10 out of 11 comments are <u>positive</u> about vaccination against polio and this particular vaccine:

"Good"

"Everything was okay in our case too"

"Everything was good"

W

"Moms of Poltava" (2,134 group members)

Resources of anti-vaccination content

- MedAlternativa http://medalternativa.info
- Life Movement http://life-move.ru/
- Rusekar http://ruslekar.info
- Genocide of Rus People http://genocid.net/
- League of Civil Right Protection http://www.privivok.net.ua
- Vaccination Panacea or Death http://antivakcina.org





"Two weeks after vaccination against polio, the newborn child was hospitalized with a hydrocephaly diagnose"



Вакцины, прививки 23.11.2016 Прививка как возможная причина аутизма

"Vaccine as Possible Reason for Autism"

В вакцинах обнаружен гербицид глифосат



Организация американских матерей "Moms Across America" получила предварительные результаты скрининга некоторых вакцин, проведенного в Microbe Inotech Laboratories Inc. в городе Сент-Льюис, Миссури.

"Herbicide Glyphosate is Discovered in Vaccines"



Movie "Vaxxed. From Cover-Up to Catastrophe"

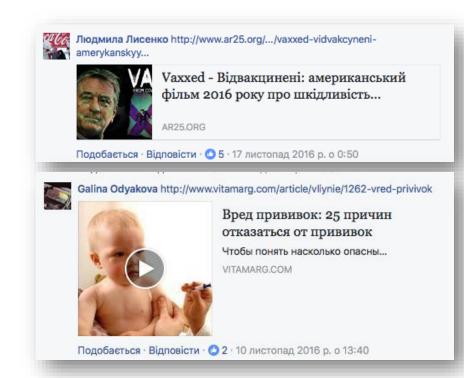
Key contributors: pro- and anti-vaccination voices

Pro-vaccination advocates:

- On Facebook individuals affiliated with MOH, UNICEF in Ukraine, NGO "Parents for vaccination" etc.
- On Vkontakte parents, who defend their personal supportive views about the importance of vaccination, and health professionals with individual intentions to join the conversation in a city or a parents' group of their location

Anti-vaccination advocates:

- Members or followers of anti-vaccination groups, who often promote vaccination refusal within other social media spaces and conversations
- Attach **URLs** of articles and video to discourage parents from vaccination



KEY RECOMMENDATIONS

- 1. Increase the presence of **credible facts and information** within social media networks.
- 2. Create/support a resource on the Vkontakte network with the word "vaccination(прививка)" in the headline.
- 3. Intervene into the social media spaces of professionals (health care workers, teachers) with credible information about polio, vaccination, and child immunization.
- 4. Create a coordinated communication platform for experts with active social media profiles.
- 5. **Reach parents' groups** and ensure expert engagement in discussions to address vaccination-related questions and concerns.
- 6. Meet audience demand for localized and practical information related to their living environment.
- 7. Plan effective communication on social media in advance of mass delivery of certain vaccines.
- 8. Continue comprehensive monitoring of social media networks and online conversations in particular, the dynamics and influence of anti-vaccination advocates on social media.