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# Using Motivational Interviewing Skills to have Productive Conversations with Persons Expressing Vaccine Hesitancy

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Email me to set up a consultation call with your team!

# Presentation Based on the Following Resources

Razai M. et al., 2021	COVID-19 vaccine hesitancy: The five Cs to tackle behavioural and sociodemographic factors.	<a href="https://pubmed.ncbi.nlm.nih.gov/34077688/">https://pubmed.ncbi.nlm.nih.gov/34077688/</a>
WHO	Conversations to Build Trust in Vaccination	<a href="https://www.who.int/immunization/programmes_systems/TrainingModule_ConversationGuide_final.pptx">https://www.who.int/immunization/programmes_systems/TrainingModule_ConversationGuide_final.pptx</a>
WHO	Communicating with patients about COVID-19 vaccination: Evidence-based guidance for effective conversations to promote COVID-19 vaccine uptake.	<a href="https://apps.who.int/iris/handle/10665/340751">https://apps.who.int/iris/handle/10665/340751</a>
Gagneur A., 2020	Motivational interviewing: A powerful tool to address vaccine hesitancy.	<a href="https://pubmed.ncbi.nlm.nih.gov/32281992/">https://pubmed.ncbi.nlm.nih.gov/32281992/</a>
Gabarda A. et al., 2021	Using Best Practices to Address COVID-19 Vaccine Hesitancy: The Case for the Motivational Interviewing Approach.	doi: 10.1177/15248399211016463

# Objectives of this Presentation

- Examine the spectrum of opinions and reactions CHWs may encounter
- Review MI skills to support communication and build collaboration
- Practice using MI skills to address common reasons for vaccine hesitancy

# Group Discussion

- What are some specific examples of vaccine hesitancy you have come across in your communities?

# Communication Goals

We do not want to

- Persuade
- Convince
- Debate
- Argue
- Dismiss
- Confront
- Judge

We do want to

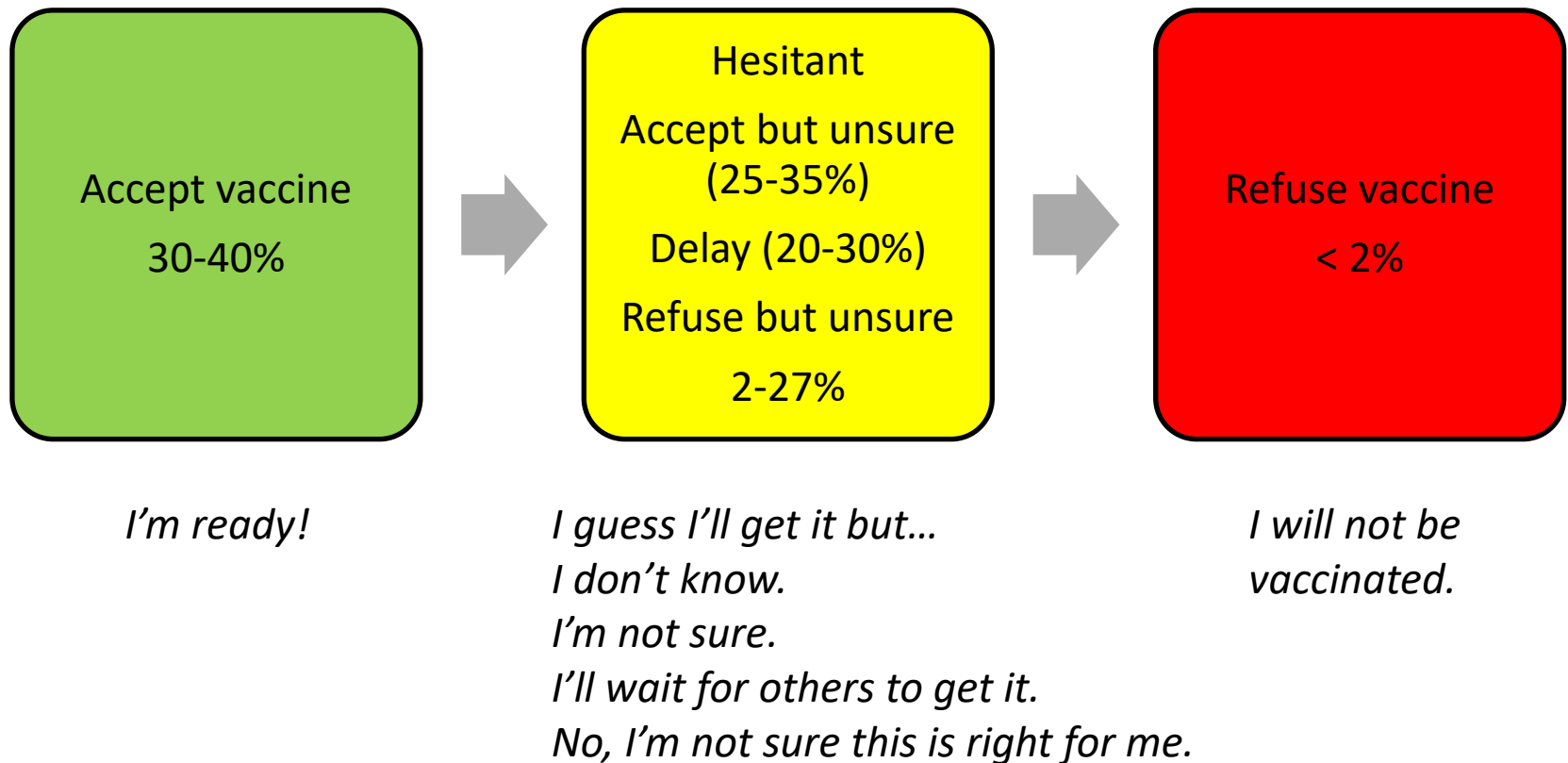
- Support
- Listen
- Build trust
- Show empathy
- Collaborate
- Explore feelings and concerns

Any conversation is an opportunity.

If someone remains hesitant after one conversation, we want to have more conversations.

How we communicate will determine whether we get more chances in the future.

# WHO Description of Hesitancy



# Motivational Interviewing

- Ambivalence = feeling two ways about something
- Does not resolve with education.
- MI is a person-centered communication style used to enhance internal motivation for attitudinal change by exploring and resolving ambivalence.
- MI assumes that ambivalence is natural when faced with a difficult decision.
- MI skills are a good fit with people who are hesitant to get a COVID 19 vaccination.

MI Skill	Definition
Reflections	Statements that show you have heard what the person is saying.
Open Questions	Questions that invite the person to provide details about their experience. Begin with who, what, how, why, tell me.
Affirmations	Statements that recognize a person's strengths or values.
Elicit-Share-Elicit	<ul style="list-style-type: none"> <li>• E: <i>What do you know about ___?</i></li> <li>• S: <i>If it's OK with you, may I tell you some more information about ___?</i> Provide information in plain language with a neutral tone.</li> <li>• E: <i>How are you think about this now that you have this new information?</i></li> </ul>
Support autonomy	<ul style="list-style-type: none"> <li>• Each person has the right to decide what is best for them and their family +</li> <li>• Open question to help them consider thinking in a new way</li> </ul>

# Comparing Education and MI

Statement	Traditional	MI
I'm worried that the vaccine isn't safe.	Research shows that it's safe and millions of people have taken it without a problem.	You're hearing that vaccination is important but you're worried. What worries you the most?
We're healthy. We don't need it.	Healthy people are at high risk of getting sick from COVID-19. If you want to stay healthy, you'll get vaccinated.	Your family is healthy, so it seems like none of this really applies to you. What would have to happen to convince you that you should get vaccinated even though right now you're healthy?
I'm scared to get it.	Millions of people have had it and the risks are very low. You'll be fine I promise!	You know getting vaccinated is a good idea, but you're scared. It's good you can be honest about how you're feeling. What can we do to help you feel less scared?
There's a lot we don't know about it.	You may have read or heard that but that's not the case. There have been many trials on these vaccines, and they all find the same thing – the vaccines are very effective.	You know that lots of people have been vaccinated but you feel like there are still some unanswered questions. What is something that you would like to know before being vaccinated?





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# **Responding to people who refuse the vaccine**

# Responding to the **refuser**

- **Goal is to build trust and engagement.**
- Keep the conversation brief.
- **Do not dismiss** - Every encounter is an opportunity to revisit and discuss vaccines.
- Avoid confrontation.
- Seek permission before providing facts.
- Be persistent, give your **strong recommendation to vaccinate**.
- Share expert information or offer referral to a specialist service or community advocate (if available).
- Inform about risks of vaccine refusal in a non-judgmental way.
- Leave the door open for discussion.



## Sample Interaction: Refuser

*I'm not interested in getting the covid 19 vaccine.*

- Brief Response:

*As you know, I strongly recommend vaccination to all people who are eligible. But I hear you – you are not interested in getting the vaccine right now. What information could I provide that would answer any questions you have? I appreciate you talking with me and please know that I'm here in case any questions come up or you change your mind.*

# Readiness Ruler

On a scale of 1-10, with 1 being the lowest and 10 being the highest, what would your interest be in getting vaccinated right now?

Why a \_\_ and not a \_\_?  
(lower number)

What would it take for you to go from a \_\_ to say a \_\_ or a \_\_?  
(higher numbers)

Why a 3 and not a 1?  
What would it take for you to go from a 3 to say a 5 or a 6?

## Sample Interaction: Refuser

***I'm not interested in getting the covid 19 vaccine.***

### Readiness Ruler

- CHW: **I hear you loud and clear – you're not interested in the vaccine at this time.** If you had to put a number on it, on a scale of 1-10, what would your interest be in getting vaccinated right now?
- Person: Pretty low – I'd say a 2.
- CHW: Why a 2 and not 1?
- Person: Because I know that eventually it's going to be required for my job or probably even to go into stores or on buses. I think that's dumb, but I need to go places and if it gets to that point, I'd have to get it.
- CHW: **You see that things are moving in the direction of required vaccination in order to do lots of things that you need to do.** What would it take to move you from a 2 to say a 5 or a 6?
- Person: If I can't go on the bus or into stores anymore then I would move to a 6. I wouldn't have any choice.
- CHW. **Once stores and transportation require vaccination you would have to get it.** That's good to know. When that time comes, I'll be here and would be happy to assist you in any way you need.

## Sample Interaction: Refuser

*I'm not interested in getting the covid 19 vaccine.*

### Readiness Ruler

- CHW: I hear you loud and clear – you're not interested in the vaccine at this time. If you had to put a number on it, on a scale of 1-10, what would your interest be in getting vaccinated right now?
- Person: Since I'm not interested, I pick 1.
- CHW: You're not at all interested in the vaccine now. What would it take to move you from a 1 to say a 4 or a 5?
- Person: If I get really sick from covid and wind up in the hospital, then I might move from a 1.
- CHW. If you got sick from covid, you would think about getting vaccinated. The vaccine can provide the best protection if you take it before you get sick. If you reconsider, I'll be here and would be happy to assist you in any way you need. Thanks for talking with me!

## Practice:

***I'm not interested in getting the covid 19 vaccine.***

- Simple reflection
- Complex reflection
- Open question



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# **Responding to people who are hesitant**

Use MI skills to build trust and collaboration.  
Try to find what's most important to the  
person.



## ***I'm worried that the COVID-19 vaccine isn't safe.***

MI Skill	Response
Reflections	<i>You're worried that the COVID-19 vaccine will harm you.</i>
Open Questions	<i>What are you most concerned about when it comes to the safety of the COVID-19 vaccine?</i>
Affirmations	<i>You like to consider things fully and feel they are safe before you do them.</i>
Elicit-Share-Elicit	<p>E: <i>Tell me what you know about the safety of the COVID-19 vaccine.</i>  [i heard people get reactions to the vaccine and die.]</p> <p>S: <i>Would it be OK if I shared some additional information with you?</i>  [As you know, millions of people all over the world have taken this vaccine. We now know that serious illness or death is very rare. When the vaccine is given, people stay for 15 minutes so that if a serious problem develops, the medical team is there to help them immediately.]</p> <p>E: <i>What do you think of this new information?</i></p>
Support autonomy	<i>You want to feel the vaccine is safe before you get it. We have discussed some important safety information today. While I am recommending that you get vaccinated, it's up to you whether you receive the vaccination or not. What would it take to make you feel safe enough to be vaccinated?</i>

## ***I'm worried that the COVID-19 vaccine isn't safe.***

- CHW: You're worried that the COVID-19 vaccine will harm you.
- Person: I've heard stories about people getting reactions, women won't be able to have children later, heart problems, all sorts of things.
- CHW: You've heard a lot and you're not sure what's accurate.
- Person: I've read all sorts of things and they are all scary.
- CHW: You're reading to be educated and things sound scary.
- Person: Yes. I don't want to make a mistake that I'll regret.
- CHW: You want to do what's best and not have regrets. What are you most concerned about when it comes to the safety of the COVID-19 vaccine?
- Person: I worry that I'll get sick a month or year from now from the vaccine and look back and wish I hadn't done it.
- CHW: You like to consider things fully and feel they are safe before you do them. Would it be OK if I shared some information that you might find helpful about the safety of this vaccine?
- Person: I'm sure I've already heard it but ok.

## ***I'm worried that the COVID-19 vaccine isn't safe.***

- CHW: As you know, since millions of people have taken this vaccine, we now know that serious illness or death from it are very rare. When the vaccine is given, people stay for 15 minutes so that if a serious problem develops, the medical team is there to help them immediately. At this point, people are coming up on 6, 8, 9 months since being vaccinated. Some of the earliest people are coming up on the 1-year mark. We haven't seen any long-term effects, which is in contrast to having covid 19 which can have long lasting symptoms. What do you think of this new information?
- Person: I never thought about it like that – covid stays around for a while too.
- CHW: You want to feel the vaccine is safe and feel certain that you made the right decision. We have discussed some important safety information today. While I am recommending that you get vaccinated, it's up to you whether you receive the vaccination or not. Now that we have talked, what are you thinking you would like to do about being vaccinated?
  - What would it take to make you feel safe enough to be vaccinated?
  - On a scale of 1-10, how ready are you to be vaccinated? (Readiness Ruler)

## Practice:

***I'm worried that the COVID-19 vaccine isn't safe.***

- Simple reflection
- Complex reflection
- Open question

# ***My kids are healthy. I don't want the COVID-19 vaccine to make them sick.***

MI Skill	Response
Reflections	<i>You don't want your kids to get sick.</i>
Open Questions	<i>How have your kids responded to other vaccinations in the past?</i>
Affirmations	<i>You love your kids and want them to feel good.</i>
Elicit-Share-Elicit	<p>E: <i>Tell me what you know about the COVID-19 vaccine making kids sick.</i>  <i>[I heard that kids may have side effects to the vaccine that are worse than having covid 19.]</i></p> <p>S: <i>Would it be OK if I shared some additional information with you?</i>  <i>[Currently, over ____ kids aged 12-15 have had this vaccine and serious side effects are very rare.]</i></p> <p>E: <i>What do you think of this new information?</i></p>
Support autonomy	<i>You love your kids and want to make sure they don't get sick. We have discussed what we know about kids who have had this vaccine and the positive safety data. I am recommending that the best way protect your kids is for your family to get vaccinated. Ultimately you are their parent and the one to decide if and when your kids get this vaccination. What might make you decide that the kids should get it?</i>

# ***My kids are healthy. I don't want the COVID-19 vaccine to make them sick. (1)***

CHW: You love your kids and don't want them to get sick.

Person: I've heard that the vaccine is as bad as covid.

CHW: You've heard things but you're not sure what's accurate.

Person: I know that right now my kids are healthy and don't have covid. If they get the vaccine, I might regret it later.

CHW: You want to do what's best and not have regrets.

Person: Exactly. I'm responsible for them.

CHW: What are you most concerned about when it comes to your kids getting the vaccine?

Person: That it will make them sick.

## ***My kids are healthy. I don't want the COVID-19 vaccine to make them sick.***

CHW: Would it be OK if I shared some additional information with you? Currently, over \_\_\_ kids aged 12-15 have had this vaccine and serious side effects are very rare. When the vaccine is given, people stay for 15 minutes so that if a serious problem develops, the medical team is there to help them immediately. At this point, people are coming up on 6, 8, 9 months, even the 1-year mark. We haven't seen any long-term effects, which is in contrast to having covid 19 which can have long lasting symptoms. Do you know anyone who had covid who had problems for a long time?

Person: My neighbor had covid 6 months ago and still has problems from it.

CHW: You love your kids and want to make sure they don't get sick. We have discussed what we know about kids who have had this vaccine and the positive safety data. I am recommending that the best way protect your kids is for your family to get vaccinated. Ultimately you are their parent and the one to decide if and when your kids get this vaccination. What might make you decide to take the next step and get the kids vaccinated?

## ***My kids are healthy. They don't need the vaccine. (2)***

CHW: Your kids are healthy.

Person: That's right. Why would I give them vaccines that they don't need?

CHW: They're healthy so vaccination doesn't make sense to you.

Person: My kids are healthy and don't have covid. And I heard that kids don't get it a lot and when they do, they don't die from it.

CHW: You see no need for them to have this right now since they are not at any risk of getting covid and getting sick from it.

Person: I'm not sure if there's no risk. But not much.

CHW: Would it be OK if I shared some information with you on risk for covid in kids and teens?

Person: I guess so.



## ***My kids are healthy. I don't want the COVID-19 vaccine to make them sick.***

CHW: Children represent 14.2% of total cumulated cases (since the start of the pandemic) and 22.3% of reported weekly cases for the first week of August. This percentage is likely to increase as school starts. While kids do have lower rates of hospitalization and death, kids can get very sick from covid. Also, when kids do get covid, they can have effects for a long time after they have recovered. Do you know anyone whose child had covid who had problems for a long time?

Person: My friend's whole family had covid 6 months ago – even the kids.

CHW: Your kids are healthy, and vaccination seems unnecessary. We have discussed what we know about kids' risk for covid and how it can affect them. I am recommending that the best way for your kids to stay healthy is for your family to get vaccinated. Ultimately you are their parent and the one to decide when your kids get this vaccination. Now that you have information on how covid affects kids, where do you want to go from here?

## ***My kids are healthy. I don't want the COVID-19 vaccine to make them sick. (3)***

CHW: You love your kids and don't want them to get sick.

Person: I've heard that the vaccine is as bad as covid.

CHW: You've heard things but you're not sure what's accurate.

Person: I know that right now my kids are healthy and don't have covid. If they get the vaccine, I might regret it later.

CHW: You want to do what's best and not have regrets.

Person: Exactly. I'm responsible for them. And this whole thing happened really fast and now they're saying it's safe for kids? From what I'm reading that's not true.

CHW: What are you most concerned about when it comes to your kids getting the vaccine?

Person: That it will make them sick or mess them up years from now and I will look back on this time and wish I hadn't done it.

# ***My kids are healthy. I don't want the COVID-19 vaccine to make them sick.***

CHW: You're really worried that you will make the wrong decision.

Person: They are saying that parents who don't get their kids vaccinated are terrible. But what if we learn that it's bad and I shouldn't have done it? We can't see the future.

CHW: It's hard to make these decisions. There's no rule book with all the right answers.

Person: I wish there was.

CHW: How did your kids do with the other vaccines they've had?

Person: They got cranky for the most part. My son had a bad reaction to the chicken pox vaccine. But they all got through it.

CHW: You love your kids and want to make the best decision you can. They're counting on you!

Person: Yes. It's nice to hear that you understand.

CHW: Here is a handout on the vaccine and its safety record in children. Would it be OK if we took a look at this together?

....

CHW: We have discussed what we know about kids who have had this vaccine and the positive safety data. I am recommending that the best way protect your kids is for your family to get vaccinated. Ultimately you are their parent and the one to decide if and when your kids get this vaccination. After learning this new information, what are you thinking now?

## Practice:

***You want me to vaccinate my kids but I'm not sure about it.***

- Simple reflection
- Complex reflection
- Open question

# ***We had COVID-19 already, so we don't need to get the vaccine.***

MI Skill	Response
Reflections	<i>The COVID-19 vaccine doesn't seem relevant to you and your family.</i>
Open Questions	<i>Can you tell me more about your experience with COVID-19?</i>
Affirmations	<i>You had to be very strong to get your family through their experience with COVID-19.</i>
Elicit-Share-Elicit	<p>E: <i>Tell me what you know about the vaccine for people who have had COVID-19 already.</i></p> <p>[I have natural immunity, so I don't need it.]</p> <p>S: <i>Would it be OK if I shared some additional information with you?</i></p> <p>[A previous infection with covid 19 produces antibodies that provide protection. However, we do not yet know how long someone is protected from getting sick again after recovering from covid. Natural immunity also varies from person to person so some people in your family may have some protection while others don't.]</p> <p>E: <i>What do you think of this new information?</i></p>
Support autonomy	<i>You nursed your family through COVID-19 and would like to think that your natural immunity can keep you safe. We have talked about the limits of natural immunity today. While I am recommending that your family get the vaccine, you are the one to make this decision. What would have to happen to make you reconsider and have your family get vaccinated?</i>

# ***We had COVID-19 already, so we don't need to get the vaccine.***

CHW: Since you've had covid already, you feel that you don't need the vaccine.

Person: Yes, we have natural protection.

CHW: You're fully protected and can't get covid again.

Person: I know that having covid means you have protection. I don't think people get it again, do they?

CHW: You have questions about whether natural protection will keep you and your kids from getting covid again. It's great that you're trying to figure this all out. Would it be OK if I shared some information about this with you?

Person: Sure.

CHW: A previous infection with covid 19 produces antibodies that provide protection. However, we do not yet know how long someone is protected from getting sick again after recovering from covid. Natural immunity also varies from person to person so some people in your family may have some protection while others don't. Also, as new forms of the illness – called variants – become common, it's possible that people who had covid before may be able to get it again.

## ***We had COVID-19 already, so we don't need to get the vaccine.***

Person: I know the type going on now is really bad. I didn't think about the different types.

CHW: You had to be very strong to get your family through COVID-19. You're trying to keep up with the information and make decisions so that everyone's ok.

Person: It's really hard.

CHW: It is hard. You nursed your family through COVID-19 and would like to think that your natural protection can keep you safe. We have talked about the limits of that today. While I am recommending that your family get the vaccine, you are the one to make this decision. What next steps can you take towards having your family get vaccinated?

- How else can I help you get the information you need to move forward?
- Now that you have this additional information, what are your next steps?

## Practice:

***We had covid. We don't need the vaccine.***

- Simple reflection
- Complex reflection
- Open question



# ***This vaccine was rushed and there's a lot about it we don't know about it.***

MI Skill	Response
Reflections	<i>You're hearing good things about this vaccine but you still have a few questions.</i>
Open Questions	<i>What do you want to know more about before getting the vaccine?</i>
Affirmations	<i>You like to be fully informed when you make a decision.</i>
Elicit- Share- Elicit	<p><i>E: Tell me what you have heard about the development process that makes you feel the COVID-19 vaccine was rushed.</i></p> <p>[I read that vaccines take years to develop but this one only took months, so I just don't know if corners were cut and whether it's really safe.]</p> <p><i>S: Would it be OK if I shared some additional information with you?</i></p> <p>[You're right that the clinical trials have proceeded faster than other vaccines. This is because many tens of thousands of people quickly signed up to participate in vaccine trials, compared to the more usual 12 to 18 months it takes to recruit a fraction of that for other vaccines. Also, a lot of resources worldwide, including scientists and financial investments, were rapidly put toward the development of a vaccine. All vaccines must go through 4 phases of clinical trials. The testing processes for the COVID-19 vaccines didn't skip any steps, instead vaccine developers conducted some stages of the process simultaneously to gather as much data as quickly as possible. Also, regulatory bodies set up rigorous standards of safety, quality and effectiveness that must be met before a vaccine could be authorized for use. So far, none of the vaccine trials have reported any serious safety concerns.]</p> <p><i>E: What do you make of this new information?</i></p>
Support autonomy	<i>You wonder if the COVID-19 vaccines were rushed. Today we reviewed why the process was faster for this vaccine than for others. While I am recommending that you get vaccinated, you are the one to decide if and when you do. Given our discussion, where are you at in terms of your readiness to get the vaccine?</i>



**Alex:** I got this letter from the clinic to say I should book an appointment for the COVID-19 vaccine.

**HW:** Alex, the letter was correct, and in fact, you can get your COVID-19 vaccine today. (*Presumptive statement*)



**Alex:** I don't know if I trust the vaccine, I'm worried that it was rushed too quickly and I can't be sure that it's safe. This vaccine makes me nervous, I don't know if it's been fully tested... Maybe they skipped some steps. You know these companies just want to make money.



**HW recognizes Alex is signaling uncertainty about the vaccine. He distrusts the safety of the vaccine but not yet showing signs of refusal. The nurse determines Alex is Vaccine Hesitant.**

**HW:** I can hear that you are worried. Tell me, what have you heard about the vaccine development that makes you uncertain about its safety? (*An open-ended question, tailored to the patient's concern*)



**Alex:** Well, I've been talking to my family and friends. A lot of people are worried about the vaccine being too rushed. I read that vaccines take years to develop but this one only took months, so I just don't know if corners were cut and whether it's really safe.

**HW:** If I understood you correctly, you're worried about this vaccine because it's new and was developed quickly in comparison to other vaccines. (*Reflective listening*)



**Alex:** Yes that's right. I don't want to be a lab rat.



**Alex:** well, okay sure..

**HW:** I can understand your worry (*Acknowledging patient*). I think it's important that you voice your concern, and you are thinking about safety issues. (*Affirm and encourage strengths*). If you agree, I could share with you some additional information about the vaccine development and explain why I recommend this vaccine for you. (*Elicit*)





**HW:** You are right that the vaccine was developed quite fast in comparison to other vaccines. *(Acknowledging patient)*

Because of the high risk from COVID-19 and rapid infection rates around the globe, the clinical trials have proceeded faster than has been possible with other vaccines. This is because many tens of thousands of people quickly signed up to participate in vaccine trials, compared to the more usual 12 to 18 months it takes to recruit a fraction of that for other vaccines. In the case of COVID-19, a lot of resources, including worldwide scientists and investments were rapidly put toward the development of a vaccine. All vaccines have to go through pre-clinical and three phases of clinical trials. The testing processes for the vaccines didn't skip any steps, instead vaccine developers conducted some stages of the process simultaneously to gather as much data as quickly as possible. *(Share)*

For the COVID-19 vaccines regulatory bodies set up rigorous standards of safety, quality and effectiveness that must be met before a vaccine could be authorized for use. So far, none of the vaccine trials have reported any serious safety concerns. Once vaccines are authorized for use, safety data are continuously monitored by national authorities and the WHO. *(Share)*

Does this new information help to clarify things for you? *(Verify)*



**HW:** Yes, it is important you are informed *(Build rapport and trust)*. In terms of side-effects, you might expect mild ones such as a sore arm, headache, fatigue, muscle aches, fever and chills. Most importantly you will also have protection against COVID-19. I can highly recommend this vaccine to protect your health. Without vaccine protection you are vulnerable to a severe infection that could put you in the hospital. I can confidently say to you the benefits of the vaccine far outweigh the risks. *(Strong recommendation)* **(Pause for reflection)** Do you have more questions about the vaccine you would like to discuss? *(Verify)*

**Alex:** Well, it helps to know this background. But what about the vaccine side-effects?

**Alex:** No, I think it's a bit clearer now.

**HW:** So Alex, given our discussion on the vaccine's safety would you be willing to have it now? *(Summarize and decide action)*



## Practice:

***The vaccine was rushed. I don't trust that it's safe.***

- Simple reflection
- Complex reflection
- Open question

# *I've heard the COVID-19 vaccine makes people sick. I'm scared to get it.*

MI Skill	Response
Reflections	<i>You are considering it, but you are scared.</i>
Open Questions	<i>What scares you the most? / How have you responded to vaccines in the past?</i>
Affirmations	<i>You want to make the best choice for your health.</i>
Elicit- Share- Elicit	<p><b>E:</b> <i>Tell me what you know about the side effects of the COVID-19 vaccine.</i> [I know people who had it who got really sick. And I read about people having blood clots or heart problems from it.]</p> <p><b>S:</b> <i>Would it be OK if I shared some additional information with you?</i> [As with all medicines, side-effects can occur after getting a COVID-19 vaccine. The main side-effects of this vaccine are pain at the site of the injection, headache, fatigue, muscle aches, fever and chills. However, these mild side-effects subside after 24-72 hours. Serious side-effects like an allergic reaction are extremely rare. The rates of severe allergic reactions following this vaccine are very low. A recent safety study reported a rate of around 1 in 200,000 with this vaccine. To guard against those unlikely events, people who receive these vaccines are asked to remain under observation for 15-30 minutes after the injection so that trained medical staff are on hand to help in the rare case you experience a severe allergic reaction. The fact is: The risk of contracting COVID-19 and experiencing severe illness or serious complications, by far outweighs the risks of the COVID-19 vaccine.]</p> <p><b>E:</b> <i>What do you think of this new information?</i></p>
Support autonomy	<i>You know that the COVID-19 vaccine can help keep you from getting sick, but you're scared to get it. While I am recommending that you get vaccinated, you are the one to decide if and when to do it. Given our discussion on the side effects of the vaccine, what do you think you want to do?</i>





**Health Worker (HW):** Kasia I want to let you know some great news, you are eligible for the COVID-19 vaccine today. *(Use a presumptive statement, assuming Kasia will get the COVID-19 vaccine today)*

**Kasia:** I know about the COVID-19 vaccine but I'm not sure if I should get it. I've heard the side-effects are worse than the disease, but I am also worried about getting COVID.



HW recognizes Kasia is signaling uncertainty about the vaccine. She has concerns about the vaccine side-effects yet she is not refusing the vaccine. HW determines Kasia is **Vaccine Hesitant**.



**HW:** Okay, we can talk about this. Tell me what you have heard about the vaccine side-effects?  
*(An open-ended question, tailored to the patient's concern)*

**Kasia:** Well, I know that vaccines protect us but I'm not sure about this one. I've read a lot on the internet about terrible side-effects from the COVID-19 vaccine, like allergic reactions. I'm worried about getting sick from the vaccine or having a bad reaction my body won't be able to handle.



**HW:** You sound quite worried *(empathic response)*. As you said, the vaccine protects us against the virus. It sounds like you want to make the best choice for your health, but you are worried about the side-effects. *(Reflective listening and acknowledgment of Kasia's concern)*. It's very good that you are thinking about what's best for your health and looking for information about the vaccine. *(Affirm and encourage strengths)*. If it's okay with you, I could give you some additional information. *(Elicit)*

**Kasia:** Sure! I want to know what I am risking.





**HW:** Yes! You should definitely be aware of risks. *(Affirmation)* As with all medicines, side-effects can occur after getting a COVID-19 vaccine. The main side-effects of this vaccine are pain at the site of the injection, headache, fatigue, muscle aches, fever and chills. However, these mild side-effects subside after 24-72 hours. Serious side-effects like an allergic reaction are extremely rare. The rates of severe allergic reactions following this vaccine are very low. A recent safety study reported a rate of around 1 in 200,000 with this vaccine. To guard against those unlikely events, people who receive these vaccines are asked to remain under observation for 15-30 minutes after the injection so that trained medical staff are on hand to help in the rare case you experience a severe allergic reaction. *(Share)*

The fact is: The risk of contracting COVID-19 and experiencing severe illness or serious complications, by far outweighs the risks of the COVID-19 vaccine. That's why I *strongly recommend for you to get vaccinated today*. Does this help to clarify what you are risking? *(Verify)*

**Kasia:** Well... it does help to know what to expect. Thank you for taking the time to understand my concerns.



**HW:** I'm happy to help. Given our discussion on the side-effects of the vaccine what do you think you want to do? *(Summarize and decide action)*

## Practice:

***The vaccine will make me sick.***

- Simple reflection
- Complex reflection
- Open question



# Where do you want to go from here?

## [Respond using MI skills]

<i>I'm still not sure what I want to do.</i>	You have mixed feelings about what to do next.
<i>I need to think about it.</i>	It's great that you're thinking about vaccination.
<i>I'm not 100% ready yet.</i>	On a scale of 1-10, how ready <u>are</u> you to get the vaccine?
<i>I know what you want me to do but I'm not going to do it.</i>	Thanks for talking about this. You're choosing not to have the vaccine right now. If it would be helpful, I can check in with you another day, to think together about your decision and other questions that might come up.
<i>They're my kids and I say no.</i>	I appreciate you listening to me about the vaccine. I see that, right now, you're not wanting to get it, which of course is your decision. You're also aware of what you need to do to keep yourself well. If you change your mind, I'd be happy to discuss vaccination with you at any time.