

Guiding Effective Vaccine Conversations

Do	Helpful action/ response
Prepare yourself first, acknowledge your emotions about the vaccine. Be aware that this is not a one-time conversation. Keep information short & clear, use everyday language. Provide information based on what people share with you.	Talk with a trusted colleague about your feelings. Have a scripted message for conversation.
Ensure that you have the presence of mind & time to discuss vaccine ; Expect resistance	Identify tools to help guide open & honest questions
Ask permission to talk about vaccine	"Is it okay to talk with you about COVID-19 vaccine?"
Explain your purpose of conversation	"My purpose for talking with you is to understand your thoughts & feelings about the vaccine & to answer any questions you might have"
Ask with curiosity, use open-ended questions	Ask questions that start with "What", "How", "Please tell me about...", "I'm curious. How do you feel about getting vaccinated?" "In your view, what are the pros and cons of being vaccinated?"
Acknowledge people's concerns & ask permission to share information.	"This is a valid concern, lot of people share that concern. Would it be okay with you if I share what I have learned about that?"
Summarize the pros & cons discussed in the conversation. Invite people to reflect on whether there is anything that would influence their thinking	"What other information might help you make the decision to get the vaccine?"
Offer a recommendation while affirming that the choice is theirs to make	"I believe in the safety of this vaccine & I received this vaccine myself but ultimately it is your decision to get vaccinated or not. Is it okay to give you a call in a couple days?"
If you agreed to follow up, do the follow up	"We talked about the COVID vaccine & we planned to check back. Did you get a chance to think about our conversation? What other questions do you have about the vaccine?"
Talk about their experience after the vaccine	"I'm curious about your experience with the vaccine. How do you feel about having made this choice? Would you be interested to share your experience?" "I am happy to work with you in this process of getting vaccinated".

Resource: Institute of Healthcare Improvement (2021).Conversation guide to improve COVID-19 vaccine uptake.
https://healthcentricadvisors.org/wp-content/uploads/Resource-IHITool_Conversation-Guide-to-Improve-COVID-19-Vaccine-Uptake.pdf

NNCC Vaccine Ambassador Training on 07/01/2021 & 07/08/2021

Letha M. Joseph, DNP, APRN, AGPCNP-BC & Reenu M. Varghese, DNP, APRN, FNP-C