

Supplemental Handout: Evidence-Based Approaches to Compassionate Care of Patients with Vaccine Hesitancy

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APPROACH	EXAMPLE STATEMENT + RATIONALE
<p>Acknowledge Concerns Proactively</p>	<p><u>Validate feelings & set stage for education</u></p> <ul style="list-style-type: none"> • <i>“It’s understandable that many people are concerned because it seems like the vaccines were developed quickly”¹</i> <p><u>Follow-up Statement/Education</u></p> <ul style="list-style-type: none"> • <i>“What many people don’t know is that these vaccines have been researched for a couple of decades, and that helped inform the specific research on the COVID-19 virus over the past several years.”²</i>
<p>Acknowledge Values*</p>	<p><u>Build Trust and Rapport</u></p> <ul style="list-style-type: none"> • <i>“You’ve shared with me your desire to be there for your family. Can you tell me more about your thoughts on the benefits of being able to travel to see your family if you were to get vaccinated?”</i>
<p>Affirm Values*</p>	<p><u>Reframe Values</u></p> <ul style="list-style-type: none"> • <i>“I know you care deeply about [protecting the health of your loved ones; doing what is right for your community; taking good care of your health; protecting your family], and getting the COVID-19 vaccine can help you do so.”³</i>

*Included in a motivational interviewing approach⁴

References

1. Machingaidze S, Wiysonge C. Understanding COVID-19 vaccine hesitancy. *Nature Medicine*. 2021; 27(8): 1338-1339.
2. Centers for Disease Control and Prevention. Understanding mRNA COVID-19 Vaccines. [online] 2022. Available at: <<https://www.cdc.gov/coronavirus/2019-ncov/vaccines/different-vaccines/mRNA.html>> [Accessed 9 January 2022].
3. Rutten L, Finney, et al. Evidence-based strategies for clinical organizations to address COVID-19 vaccine hesitancy. *Mayo Clinic Proceedings*. 2021; 96:3
4. Gabarda A, Butterworth SW. Using Best Practices to Address COVID-19 Vaccine Hesitancy: The Case for the Motivational Interviewing Approach. *Health Promotion Practice*. 2021; 15248399211016463.