

IMPROVE VACCINE CONFIDENCE

with Motivational Interviewing



Motivational Interviewing (MI) is a communication technique used by healthcare providers to help patients make positive health behavior changes. It's especially useful when patients are hesitant, doubtful or resistant to change. This approach allows providers to engage with their patients using an approach that is patient-centered, non-judgmental, and empathetic. The patient's goals are at the forefront, and through respectful and collaborative communication, patients are empowered to make informed decisions that focus on their autonomy.

MOTIVATIONAL INTERVIEWING

STRATEGIES



Build Rapport

Establishes partnership and collaboration.

Example(s): It is great to see you again...How is your day going...What are your priorities today?



Open-Ended Questions

Invites the patient to tell their story and uncovers personal beliefs and fears.

Example(s): What do you already know about the COVID-19 vaccine? Tell me about your previous experience with the COVID-19 vaccine.



Affirmations

Validates the patient's strengths and experiences, and helps build confidence in being involved in their care.

Example(s): Your health is very important to you...You already have a lot of knowledge.



Reflections/Reflective Listening

Invites exploration through active listening, interpreting the conversation, and expressing understanding. Allows the patient to share accuracy of your reflections.

Example(s): It seems that (or I am hearing that) you're afraid of vaccine side effects.



Summaries

Confirms understanding of the interaction and invites elaboration.

Example(s): What matters to you is...This impacts you because...Let's go over what you said about the COVID-19 vaccine...