

Motivational Interviewing Facilitator Guide:

Addressing Vaccine Hesitancy with Multiple Vaccines



PURPOSE

To help supervisors, nurses, and educators have supportive, fact-based conversations with residents who have concerns or misinformation about getting multiple vaccines. This approach uses Motivational Interviewing (MI) — a respectful, person-centered communication method that helps people explore their own reasons for change rather than being told what to do.

CORE PRINCIPLES OF MOTIVATIONAL INTERVIEWING

1. **Engage:** Listen without judgment. Reflect what the person feels so they feel heard.
Example: "You want to make sure it's worth it and not too much for your body to handle."
2. **Focus:** Concentrate on the person's current situation and goals. What matters to them? What motivates them?
Example: "So your main concern is how your body will react, especially with two vaccines close together?"
3. **Evoke:** Help the person notice the gap between their values and current behavior. Evoke the person's internal motivation for change.
Example: "What do you think would be harder for you—a few days of side effects or a serious lung infection?"
4. **Plan:** Help the person envision and plan change. Secure a commitment to the plan. Give advice when asked.
Example: "We can start with whichever vaccine you feel most ready for."

FACILITATOR TIPS FOR USING THE SCRIPT

1. Start with Curiosity, Not Correction: Ask open questions such as "What worries you the most about getting both?" Avoid statements like "You're wrong."

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2. Reflect and Affirm: Use reflective statements like "Makes sense—you're weighing the short-term side effects against whether it's really needed." These affirmations reduce defensiveness.
3. Ask Permission to Share Information: Say "Would it be okay if I shared what we know about the RSV vaccine and how it's usually given with the flu shot?"
4. Gently Correct Misinformation: Acknowledge first, then correct calmly using credible sources like CDC or facility guidance. "You're right—it's known for affecting infants, but it can be risky for older adults too..."
5. Connect Back to Personal Values: Link vaccination to extra protection to reduce the risk of serious lung infections.
6. End with Collaboration: Summarize key points and invite next steps, e.g., "Here's what we could do..."

KEY TALKING POINTS FOR FACILITATORS

1. Supporting autonomy helps people to feel confident in their decision making.
2. Vaccines hesitancy often stems from fear, misinformation and protective instincts, not ignorance.
3. Vaccines can safely be administered together, but it is OK to spread them apart in nursing homes as well.

SUGGESTED FACILITATOR TALKING POINTS DURING TRAINING

- Emphasize **tone** and **nonjudgment** when responding to misinformation.
- Encourage participants to **avoid rapid-fire fact dumping** without first eliciting concerns.
- Use reflective statements frequently to ensure the staff member feels heard.
- Highlight opportunities to **reinforce personal values** such as staying healthy, protecting residents, and maintaining employment.
- Encourage the use of **trustworthy analogies** and **simple language** when correcting myths.
- Practice **closing with partnership**, offering to follow-up and build ongoing trust.

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RESOURCES TO SHARE WITH STAFF

- CDC: [Getting Multiple Vaccines at Once](#)
- Facility Infection Prevention or Employee Health contact

FACILITATOR REFLECTION

After using this script, reflect on: When did you see Mr. Howard's tone shift toward openness or curiosity. How could this conversation look with your residents? What other health decisions could benefit from MI skills?