



Simple Strategies Stand-Up

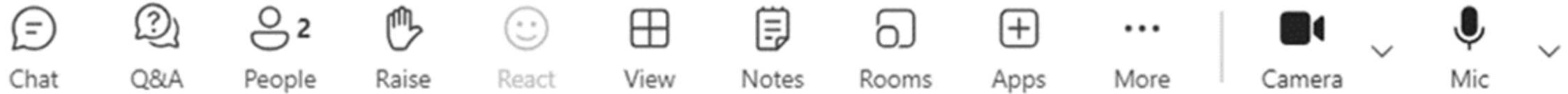
Healthy Bites & Insights: Lunch with the HQI Pharmacist

Build Vaccine Success and Confidence Through:
Sharing, Role Play, Education and Teams

Session 1 : The Invisible Glue - TRUST

1/28/2025

Logistics – Teams Webinar



To ask a question, click on the **Q&A** icon.

Raise your hand if you want to verbally ask a question.

Resources from today's session will be posted in **Chat**.

You may adjust your audio by clicking **Audio Settings**.

You have been automatically muted with video turned off.

Your Team



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Goals/Objectives for Series

- Decrease risk of F887 citations
- Entertaining role play addressing real life scenarios
- Discuss common fears and misconceptions about vaccines in a supportive environment
- Get your vaccine related questions answered in real time by HQI's pharmacist



Polling Question

What programs or approaches has your team used to develop resident and/or family member trust?

- A. One-on-one (unscripted) conversations
- B. Group education programs
- C. None; we leave the residents to develop their own
- D. Social activities
- E. Healthy Ambassador Program



Be Prepared for a Conversation



- Review resources ahead of time
- Introduce yourself by name
- Use the resident's preferred name
- Speak clearly and maintain eye contact
- Ask permission to discuss the topic
- Use positive body language
- Respect personal boundaries
- Minimize background noise/distractions
- Be patient

Madeline & Emily



Discussion

- What went well with this scenario?
- How could we have improved upon the conversation without “rushing” Madeline’s decision?
- What else could Emily have shared to further build trust with Madeline?

Resources

- [Talking with Patients About the COVID-19 Vaccine](#)
- [Planning-for-COVID-19-Care-Conversation-Tool-Form_rev12.21.23.docx](#)
- [Recommended Adult Immunization Schedule for ages 19 years or older; 2025 U.S.](#)
- [Recommended Vaccinations for Adults | Vaccines & Immunizations | CDC](#) **(Easy to read)**
- [Vaccine Hesitancy/Misinformation Resources | HQIN](#)
- [Your Health Can't Wait, Vaccinate! Resources | HQIN](#)
- [Patients, Families & Caregivers: Vaccinations/Immunizations | HQIN](#)
- [Bulletin Board Bundles | HQIN](#)
- [COVID-19 Vaccination for Long-term Care Residents | COVID-19 | CDC](#)
- [COVID-19 Vaccinations](#)
- [COVID-19 Vaccine Basics | COVID-19 | CDC](#)

OARS Model – One to One Conversations

OARS + Model for Motivational Interviewing

O pen-Ended Questions	A ffirmative Statements	R eflections	S ummary Statements	+ Offer Information with Permission
<ul style="list-style-type: none"> • Ask open-ended questions that can't be answered with 'yes/no' • Engage in two-way dialogue • Goal is to understand their barriers, concerns and expectations 	<ul style="list-style-type: none"> • Recognize and support their values, perspective, strengths and efforts • Goal is to promote a collaborative relationship 	<ul style="list-style-type: none"> • Use reflective listening • Respond thoughtfully by paraphrasing • Validate their point of view • Goal is to confirm they have been heard or acknowledged 	<ul style="list-style-type: none"> • Use statements that recount and clarify what the person said • Identify specific areas that they can act on • Goal is to clearly and respectfully conclude the conversation 	<ul style="list-style-type: none"> • You may offer your own experience and/or information – ALWAYS ask for permission • Goal is to foster openness and connect based on respect, not to persuade or convince
<ul style="list-style-type: none"> ✓ How are you feeling about the vaccine? ✓ What concerns do you have? ✓ What reasons do you see to get the vaccine? ✓ On a scale of 1 – 10, how important are those reasons to you? ✓ What could you do to get more information? ✓ What would help you feel better about the vaccine? 	<ul style="list-style-type: none"> ✓ I can see that you really care about this ✓ I can see that you have done a lot of research ✓ Thank you for being honest with me ✓ I am hearing that you have really been weighing this out carefully 	<ul style="list-style-type: none"> ✓ What I hear you saying is...is that correct? ✓ Sounds like you are feeling worried about... ✓ Sounds like you want what the vaccine promises, but you're not sure because... ✓ You sort of want to do it, but have reservations 	<ul style="list-style-type: none"> ✓ So, you mentioned several things that you could do to find out more... ✓ You also said that you would talk to your friends and family... ✓ You said that you would like help with ___ and you want to ____. You also want ____. Have I missed anything? 	<ul style="list-style-type: none"> ✓ May I share my own experience? ✓ I am/was also really afraid, but I ultimately decided to do it; would it help if I shared my reasoning or what helped me?

Next Session

February 4, 2025 – *Billing Blunders: Vaccines and the Fine Print*

With the end of the public health emergency, nursing homes face new challenges in billing for COVID-19 vaccines. Join us for an informative session where we delve into the complexities of vaccine billing in this new landscape. We will discuss how to address common billing challenges and ensure compliance with updated regulations.

[**REGISTER HERE**](#)





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