

Study Guide

Module 9: Putting It All Together



This module is the "graduation ceremony" of the course, where individual skills are integrated into a strategic four-step sequence designed to rebuild trust and address vaccine hesitancy.

1. Complete Framework Review

The MI-based framework is a strategic sequence described as a "conversational roadmap". It moves the provider from an authoritarian "Expert" role to a collaborative "Guide".

- Step 1: Broach the Subject
 - Key Skill: Provide a neutral recommendation followed immediately by an open-ended question.
 - Goal: Acts as a "triage" to move "easy yes" patients forward and identify those who need deeper engagement.
 - Step 2: Engage & Understand Their Views
 - Key Skill: Use Open-ended Questions and Reflections to explore concerns.
 - Goal: Avoid the "Righting Reflex" (the urge to fix or correct) and "diagnose" the specific hesitation.
 - Step 3: Offer Information (Ask-Offer-Ask)
 - Key Skill: The "Permission Sandwich"—ask to share info, offer brief facts neutrally, and check in on how it was received.
 - Goal: Ensure information is requested, not treated like "junk mail".
 - Step 4: Clarify & Accept Their Decision
 - Key Skill: Summarize Change Talk, ask for next steps, and use Autonomy-Emphasizing Statements.
 - Goal: Preserve trust and "plant a seed" for the future, even if the answer is "not today".
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2. Conversation Analysis Exercise

Step 1: Broach (Neutral Recommendation + Question).	Provider: "We recommend the flu shot today to protect you this season. Do you have any questions about it?" Patient: "I don't think I need it. I've got a strong immune system, and I heard it doesn't even work some years."
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Step 2: Understand (Reflection). Reflection of Meaning/Value (Health priority). Sustain Talk (Strong immune system).	Provider: "You take pride in staying healthy, and you want to be sure that any medical treatment you get is actually effective."
Change Talk/Concern (Desire to avoid sickness).	Patient: "Exactly. I just don't want to get sick from the shot itself."
Step 3: Offer Information (Ask-Offer-Ask). Permission-asking.	Provider: "It sounds like avoiding illness is a top priority for you. Would it be okay if I shared a brief bit about how the vaccine interacts with your immune system?"
Step 3: Offer Information (Ask-Offer-Ask). Neutral Language ("Many people...").	Provider: "Many people wonder about that. The vaccine contains a 'dead' virus that teaches your immune system to recognize the flu without actually causing the disease. What do you make of that?"
Step 4: Clarify (Summary + Next Steps).	Provider: "To sum up—you're someone who values health and wants to make sure you're doing what's best for your body. What, if anything, do you feel ready to do next?"

3. Self-Practice Scenarios

Use the 4-step framework to draft a complete conversation for the following:

1. Scenario A: The Misinformed MMR Caregiver
 - *Challenge:* A caregiver mentions reading online about tracking devices or autism links.

2. Scenario B: The HPV "Too Young" Parent
 - *Challenge:* A parent believes their 11-year-old is too young for the HPV series.

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3. Scenario C: The "Natural Immunity" Advocate
 - *Challenge:* A patient states their faith community or social group believes natural immunity is superior to vaccines.

4. Integration Checklist

Reflect on your progress with the following MI skills:

- Avoiding "Why" Questions: Can I replace "Why haven't you...?" with "Help me understand...?".
- Voice Inflection: Does my voice turn DOWN at the end of reflections so they sound like statements?.
- The 2-Minute Rule: Do I keep my information shares to 2-3 sentences?.
- Autonomy Check: Do I explicitly state, "This is 100% your decision"?
- Managing Reactions: Can I hear "no" without showing disappointment or judgment?.

5. Conversation Flow Diagram: Red Light vs. Green Light

Moving through a vaccine conversation requires watching for "green lights" to offer information.

1. START: Broach the Subject (Step 1).
2. IF RESISTANCE (Red Light): Stop. Reflect the emotion or concern until the patient feels heard and the "temperature drops".
3. IF OPENNESS (Green Light): The patient stops talking or looks at you for an answer. Ask permission to move to Step 3 (Offer Info).
4. THE BRIDGE: Use Ask-Offer-Ask to exchange information without lecturing.
5. FINISH: Summarize the patient's values and ask for their decision (Step 4). If "no," respect it to keep the door open.