What do you think of the new vaccines? Do you think I should get it? Is it safe?

When LTC staff ask these questions, it may be tempting to dive into answering. However, LTC colleagues who have had success in promoting vaccine confidence with team members tell us that:

"You really, really need to take your time, before giving the facts. It makes a difference. And although less efficient, smaller group conversations are going to be more effective."

The goal is to build trust with team members and to support incremental shifts in confidence over multiple conversations.

This framework will help approach these iterative conversations thoughtfully using cognitive, emotional and behavioural supports to achieve a positive, effective interaction that builds trust while sharing important information.

The “e” in the adapted framework emphasizes the importance of relationship-building through empathy and understanding to foster vaccine confidence. The pandemic has been stressful for all LTC team members. The first step to vaccine confidence is to acknowledge the disruption COVID-19 has caused in all our lives, providing an opportunity to recognize the emotional and personal concerns that can be addressed by a vaccine. Understanding holistic needs, then empathizing with the many factors that impact a vaccination decision are key to developing trust and positive health behaviour engagement. This component overarches the framework.

*Adapted and reprinted with permission from the Centre for Effective Practice, by the Ontario Centres for Learning, Research and Innovation in Long-Term Care at Baycrest Centre for Geriatric Care, 2021.

This Resource was developed by the Centre for Effective Practice and Alberta Department of Pediatrics. Clinical leadership and expertise provided by Cora Constantinescu, BSc, MD, FRCP, Noah Ivers MD, CCFP, PHD and Kelly Grindrod, BScPharm, PharmD, MSc. This Resource was developed for licensed health care professionals in Canada as a guide only and does not constitute medical or other professional advice. Primary care providers and other health care professionals are required to exercise their own clinical judgment in using this Resource.

*The PrOTCT Framework is a product of Centre for Effective Practice to use, copy, and distribute this material for all non-commercial and research purposes is granted, provided the above disclaimer, this paragraph and the following paragraphs, and appropriate citations appear in all copies, modifications, and distributions. PrOTCT Framework is for commercial purposes or any modifications of the Resource are subject to charge and use must be negotiated with the Centre for Effective Practice (Email: info@cep.health).

For statistical and bibliographic purposes, please notify the Centre for Effective Practice (info@cep.health) of any use or reprinting of the Resource. Please use the below citation when referencing the Resource: Reprinted with Permission from the Centre for Effective Practice. (December 2020) Constantinescu, C., Ivers, N., Grindrod, K. PrOTCT Framework: Ontario. Toronto: Centre for Effective Practice.
PrOTE Ct Framework* for promoting COVID-19 vaccine confidence in LTC teams

**Pr** Presume they will get the vaccine with positive statements

- "The COVID-19 vaccine is important for you – as a member of a family and community and because of your role in LTC. It will not only protect your health and health of your family members, but also help keep the residents you care for safe. You play a pivotal role in helping to end this pandemic. Getting vaccinated will give you the protection you need to stay safe and continue to care for those who are counting on you."
- "I will get the COVID vaccine and I am happy to help you get it too, so you can protect yourself, your loved ones and your residents."

**O** Offer to share your knowledge about the facts and your experience with having had the vaccine

- "I have been thinking a lot about this vaccine and educating myself on the science around it. Can I share some of what I know with you?"
- "Though getting the COVID vaccine is your choice, as your colleague and peer, I strongly recommend that you get the vaccine to protect yourself, your loved ones and LTC residents from COVID."

**T** Tailor the recommendation to their specific health concerns

- "Here’s why you are the right person to get this vaccine": for example, you have high blood pressure and diabetes but have a high quality of life. Because of your conditions, you are at high risk of being hospitalized with COVID, so we need to maintain the quality of life you have right now."
- "The COVID vaccines are 100% effective in reducing your symptom burden and keeping you out of the hospital if you do get it. Because you have [e. g. high blood pressure and diabetes] you are at high risk of being hospitalized with COVID. The vaccine, then, is very important for you to consider."

**E** Empathize with their feelings, thoughts, and lived experiences

- "It’s ok to have questions and concerns about the vaccine - you are not the only one. I want to give you the answers you may need in order for you to make an informed decision about getting vaccinated."

**C** Address specific concerns, yet focus on the positive message

- "When you think of the COVID-19 vaccine, what do you think about?"
- "What are your particular concerns about this vaccine that you want me to address?"

**T** Talk through a specific plan for where and when to get the vaccine

- "You can do the following to get the vaccine…"

---

References