

Below is a post from the MI trainers list (MINT) that I thought would be useful for VMG providers.

"At Mayo Clinic we have created a lot of information for staff to use around the topic of vaccination hesitancy. We also have a module on misinformation/disinformation.

Some of the strategies we use include:

1.

Perspective Taking first (utilizing reflections that take in the entire experience that the patient/client has brought to the conversation). We encourage to start a reflection with the word, "you" or at least another word other than, "I." Ex: "Mr. Smith, YOU are concerned... "

2.

Legitimize the patient's/client's perspective: "Anyone in your situation would be hesitant based on what you've heard/experienced..."

3.

Asking Permission to share (We shift into giving the clinician/Mayo's perspective, but not until we've fully taken, understood, and communicated back the patient's/client's perspective)

Other strategies that we encourage clinicians to use as they see fit:

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E-P-E (Elicit-Provide-Elicit)

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Utilizing partnering language: "Let's look at this together"

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Supporting autonomy: "You know you best..." "You ultimately make this decision..."

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Stating what we agree on and acknowledging what we disagree on

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Reaching agreement/creating common ground "Would you take some time to think about....?" "Would it be okay if I brought this up at our next visit?"

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Reiterate or stating a recommendation/position with empathic emotion (This is something we put into our trainings based on clinicians feeling they have an ethical duty when misinformation/disinformation is brought forth)

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Empathic Redirection: This is a strategy that includes a lot of MI and is a way to empathically redirect (instead of interrupting) a patient when they are ruminative in nature and/or are repeating or going off on a tangent. Because we know that people believe what they hear themselves say, and we know that rumination can exacerbate negative mood states such as depression or anxiety, we want to redirect

when necessary, but never in a rude or interrupting fashion. We have specific steps that we use for this strategy. "

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Black Lives Matter