

PROMOTING COOPERATION WITH VACCINE ADMINISTRATION

Supplementary Training Handbook

Revised December 2021



Project Behavior Analysis for Inclusive Vaccine Administration (BAIVA) is the product of a collaboration between University of Houston - Clear Lake behavior analysis faculty and graduate students with the Texas Council for Developmental Disabilities that aims to train medical professionals on how to create more welcoming environments for individuals with disabilities during vaccine administration.

For more information, contact vaccines@uhcl.edu or 281-283-3456

University of Houston - Clear Lake

INTRODUCTION

The contents of this training were developed by behavior analysis faculty and graduate students at the University of Houston-Clear Lake. This handbook serves as supplementary training material and is designed to accompany the Project BAIVA vaccine training video. Please review the information provided both during the training video and presented in this handbook before completing the post-training test.

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APPOINTMENT OVERVIEW

Starting The Appointment

- Greet the family but avoid mentioning that you are there to give a vaccine if the patient is nearby and can overhear
- If you haven't already, ask the caregiver(s) to complete an initial questionnaire to gather information about the patient's communication modality, preferred items, and triggers

During The Appointment

- Allow the patient to access highly preferred items or activities (e.g., keep the TV on with their favorite show throughout the appointment)
- Keep a calm demeanor and match your patient's level of enthusiasm
- Remember that everyone is different so some individuals may respond to you and like your praise while others do not
- Provide praise and 1 min breaks after every step that your patient successfully completes
- Follow your agency's policies and use your professional judgement

Ending The Appointment

- End with a positive statement
- Don't be discouraged if you were unable to administer the vaccine
- Explain to the caregiver(s) that by respecting the patient's expression of discontent, we are creating a more positive environment
- Another appointment can always be made and that next appointment may be more successful

THE DO'S AND DON'TS OF BUILDING RAPPORT

DO ✓

- Do: Allow the patient to continuously access highly preferred items or activities (e.g., keep the TV on with their favorite show throughout the appointment)
- Do: Provide ongoing praise or give compliments
 - Be sure to refer back to the information the caregiver provided about the patient's likes and dislikes
 - Ex) The caregiver may report that the patient enjoys high-fives but does not like loud clapping. Use this information to change your own behavior when building rapport
- Do: Use simple language
- Do: Keep a calm demeanor and reflect the patient's verbal or body language
- Do: Be comfortable with no responding or silence

DON'T X

- Do not: Give instructions
 - Avoid asking too many questions as some patients may find that aversive or see the questions as an instruction
 - Some examples of instructions to avoid include:
 - "Show me your iPad"
 - "Who is this character?"
- Do not: Take the patient's preferred items away
- Do not: Mention the vaccine
 - Some patients may react negatively if they have had bad experiences with vaccines in the past

USING TELL-SHOW-DO



Tell the patient what you will be doing by describing the step using simple words



Show the patient what you will be doing by demonstrating the step on yourself



Do the step by completing the step on the patient

EXAMPLE

"Next, I'm going to wipe your arm with this square. It might feel a little cold and smell funny but it won't last long. This step helps make sure your arm is clean."



Gesture to the place on your arm and on the patient's arm



Wipe the patient's arm using the alcohol wipe



Because seeing needles can cause some individuals to feel nervous or scared, hide the needle when using tell-show-do during the final step



Continue to give praise to the individual for willingly touching or holding unfamiliar objects

GRADUAL EXPOSURE

Procedures

1. Build rapport (establish positive interactions with the patient)
Do this for 5-10 min or until you feel as if the patient is comfortable with you
2. Have the patient sit down
If the patient complies, provide praise and a 1 min break
3. Pull the patient's sleeve up to reveal the vaccine site on the arm
If the patient complies, provide praise and a 1 min break
4. Touch the patient's shoulder and arm with your hand for at least 1 s
If the patient complies, provide praise and a 1 min break
5. Wipe the vaccine site on the patient's arm with an alcohol swab for 1 s
If the patient complies, provide praise and a 1 min break. If available, give the patient another preferred item as an additional distractor
6. Wipe the vaccine site again with an alcohol swab and do a "mock poke" (using your finger, touch the patient's arm as if you were giving the vaccine)
If the patient complies, provide praise and a 1 min break
7. Wipe the vaccine site again and administer the vaccine



Allow the patient to have access to a preferred item throughout the appointment. This helps associate the vaccines with positive experiences



Embed tell-show-do procedures for each step until step 7 which includes the actual needle. Instead, hide the needle during this step



Be sure to ask the caregiver(s) about what type of attention the patient likes. For example, some individuals like high-fives while others prefer compliments



When building rapport, stay calm and try to match the patient's level of enthusiasm. Avoid giving instructions. Some patients may not respond to you, and that's okay!

UNCOOPERATIVE BEHAVIOR

INCLUDES

- Behaviors that interfere with step completion
- Pushing your hand away
- Moving their arm or body away
- Leaving the area

DOES NOT INCLUDE

- Behaviors that do NOT interfere with step completion
- Saying that they don't like what you're doing while they are allowing the step to be completed

Procedures

1. Take two steps away from the patient and put your materials down
2. Wait until the patient is calm for 1 min
3. Repeat the procedures, starting at **building rapport** before attempting the step again
4. Try two more times if uncooperative behavior continues
5. After a maximum of **three** total unsuccessful attempts, end the appointment



Use your professional judgement.
If you feel or suspect that the safety of yourself or others is at risk, end the appointment immediately

Further Recommendations

- NEVER physically restrain the patient
 - Our goal is to foster a positive environment for the patient when they are receiving vaccines
 - By providing frequent breaks and praise, we will increase patient comfort with the vaccine process and with medical professionals
- The caregiver is your best resource
 - Always consult with the caregiver before making any additional attempts
 - Do not make any further attempts if the caregiver informs you that they or the patient are uncomfortable
- Consider alternatives if it is safe to do so
 - Continue to adhere to your agency's policies and standards of care

OVERVIEW

Tips for Success

1. Everyone is different so always individualize each appointment
What works for one patient may not work for another. That's why it's important to always ask the caregiver(s) if you're not sure!
2. Adhere to the policies outlined by your agency
Your agency may have more specific guidelines on how to protect yourself and others during appointments and when giving vaccines
3. Use your professional judgement
End the appointment immediately if you feel unsafe or if you believe the safety of others is at risk. Err on the side of caution.
4. Keep an open mind and remain calm
Remember that some patients may have limited experiences or even bad experiences when receiving healthcare services. Patients with IDD may also have difficulty understanding or communicating with you, which can lead to noncompliance and fearful behavior. Be patient and take things slowly to help you and your patient become more comfortable.
5. Request additional support
Behavior therapists will be on-call and available to assist during appointments. We will also be offering limited one-on-one training sessions. Please contact us at vaccines@uhcl.edu for more information.

CERTIFICATE REQUIREMENTS

- Complete the pre-test
- Watch the training video and review the handout material
- Complete and score 100% on the post-test
- Attend at least one Q&A session (OPTIONAL - will receive additional certificate)

CONTACT US

Email: vaccines@uhcl.edu

Phone: (281) 283-3456

Website: uhcl.edu/baiva

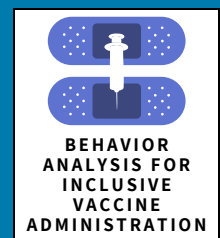
Please contact us for up-to-date information about on-call services or to schedule a free one-on-one training session

ABOUT THE PROGRAM

This training was created by a team at the University of Houston - Clear Lake located in Houston, TX in partnership with the Texas Council for Developmental Disabilities (TCDD). The goal of this training is to combat healthcare disparities experienced by individuals with intellectual or developmental disabilities (IDD) by preparing healthcare professionals for appointments during which the patient may be fearful of or uncooperative with vaccine administration. Using behavior analytic principles, this training provides guidelines to promote comfort and safety for both the patient and the provider during healthcare visits.

The team currently consists of:

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