**Recognition & Approaches to Reduce COVID 19 Vaccine Hesitancy in Different Populations**

Post-Test

**Learning objectives**

After completing this continuing education activity, pharmacists and pharmacy technicians will be able to

* Discuss Vaccine hesitancy and its frequency and risk factors
* Recognize vaccine hesitancy in pharmacy customers and patients
* Explain techniques to reduce vaccine hesitancy.
* Differentiate vaccine hesitancy from vaccine refusal

1. **Which of the following is a step-by-step approach healthcare professionals can use to talk to vaccine hesitant patients?**
   1. PrOTCT Framework
   2. Motivational Interviewing
   3. The Change Method
2. **Sam comes into the pharmacy and tells you that she saw on the Internet that the COVID vaccine is not safe because its development was extremely rushed. How should you respond?**
   1. Tell the patient you are busy, and he should read more about the vaccine online.
   2. Sincerely listen to the patient’s concerns and relay information that addresses those concerns.
   3. Tell the patient everything you know about the vaccine whether it is relevant to the patient’s question or not.
3. **What are the core skills of Motivational Interviewing?**
   1. Offering, Addressing, Recommending, Rolling with resistance, Summarizing
   2. Asking open-ended questions, Informing, Respecting, Specifying
   3. Asking open-ended questions, Affirming, Reflective Listening, Summarizing
4. **Jane arrives at the pharmacy and says that she has not received the COVID vaccine. Instead of telling her all the reasons why the vaccine is important, you want to know about her thoughts and concerns so that you can help address them. What spirit of motivational interviewing does this demonstrate?** 
   1. Collaboration between the healthcare professional and the patient
   2. Respect the patient’s autonomy
   3. Practice compassion throughout the conversation
5. **While on the phone with Mark about his medication refill delivery, you hear him say he has not received the COVID vaccine because he does not have any access to transportation. What should you do?**
   1. Tell him to reach out to his neighbors to see if they can give him a ride to the nearest pharmacy.
   2. Inform him about a mobile clinic that will be in his neighborhood where he can receive his vaccination.
   3. Advise him that wearing a mask and having good hand hygiene will be enough to protect him from the virus.
6. **Which question is an example of an open-ended question?**
   1. “Do you have any concerns about the COVID-19 vaccine?”
   2. “Would you like to receive the COVID-19 vaccine today?”
   3. “How do you feel about the COVID-19 vaccine?”
7. **What is the role of healthcare professionals, such as pharmacists & technicians, regarding COVID vaccinations?**
   1. Only administer vaccines when asked by patients
   2. Be proactive & advocate for the COVID vaccine in the pharmacy
   3. Force patients to receive the vaccine.
8. **While giving John his medication at the pharmacy, you ask if he received his COVID vaccine yet. However, John adamantly exclaims that he will NEVER get the vaccine. He believes that vaccinations are an infringement on human rights and are extremely dangerous. What does this illustrate?**
   1. Vaccine hesitancy
   2. Vaccine refusal
   3. Vaccine acceptance
9. **Olivia, a 16-year-old adolescent, tells you that she has been travelling for the last few months and has never caught COVID. Therefore, she does not think she needs to receive the vaccine. What barrier does this represent?**
   1. Adolescent belief that they are invincible to COVID-19
   2. Belief that the disease is not dangerous and easily preventable
   3. Belief that natural immunity is more beneficial than vaccine-induced immunity
10. **Maria wants to know more about the COVID vaccine before she decides whether to get one or not. However, she only speaks Spanish. How would you recognize and respond to Maria?**
    1. Identify that Maria’s vaccine hesitancy is due to a lack of trust in the healthcare system and tell her there are many online sites she can read about the COVID vaccine.
    2. Identify that Maria’s vaccine hesitancy is from misinformation and insist on her getting the COVID vaccine right away.
    3. Identify that Maria’s vaccine hesitancy stems from her language barrier and offer resources that can explain more about the vaccine in Spanish such as the UConn School of Pharmacy YouTube Channel.
11. **Which of the following is a risk factor for vaccine hesitancy?**
    1. Higher household income
    2. Lower education level
    3. Convenience in accessing the vaccine
12. **James comes into your pharmacy and says he does not understand herd immunity. What is your most appropriate response to James?** 
    1. Herd immunity can occur when a large proportion of the population is vaccinated or contracts a disease and consequently develops immunity.
    2. Herd immunity happens when a population is directly protected from an infectious disease.
    3. The World Health Organization prefers immunity through disease contraction as opposed to vaccinations.
13. **How can healthcare providers encourage parents to vaccinate their children?**
    1. Present vaccinations as optional so parents can effectively make the best choice for their child.
    2. Emphasize that there is a significant uptrend in healthcare utilization from childhood to early adulthood.
    3. Share that you are giving the vaccine to your own family members to increase confidence in vaccines.
14. **How can healthcare providers reduce missed opportunities for adolescent immunizations?**
    1. Offer to give only one vaccine at each visit and schedule frequent visits to increase patient willingness to receive vaccines in general.
    2. Review immunization records every two months to ensure the patient is receiving all recommended vaccines.
    3. Have parents send their child’s school hours, extracurricular activities, and work schedule to set up appointments that work for the patient.
15. **Which statement accurately portrays the definition of a vaccine hesitant individual?** 
    1. Vaccine hesitancy is a spectrum of patient indecision that ranges from total refusal to total acceptance.
    2. Vaccine hesitancy is the same as vaccine refusal; the individual is unreceptive to getting the vaccine in question.
    3. Vaccine hesitancy is the typical American’s stand on vaccine; most people need convincing to take vaccines.
16. **Which of the following is a CDC-created quality-improvement program that can access vaccine coverage and create goals for improvement?** 
    1. SELC
    2. AFIX
    3. IR
17. **An individual comes into the pharmacy for her vaccination appointment but explains how she is still worried about the vaccine’s potential effects. What is an accurate description of this patient?**
    1. She is vaccine hesitant and is classified as “accept but unsure.”
    2. she is not vaccine hesitant at all! She is getting the vaccine!
    3. She was previously vaccine hesitant, but no longer deemed so.
18. **Which of the following describes healthcare providers’ impact on vaccine acceptance?**
    1. Healthcare providers are unable to persuade patients to get vaccines if they initially refuse.
    2. Patients are more likely to vaccinate if they receive healthcare provider recommendations.
    3. Health care providers have no significant impact on vaccine acceptance as a whole.
19. **What is the correct way to view a patient who is displaying signs of vaccine hesitancy?**
    1. All vaccine hesitant individuals have the same reasoning for their hesitancy so develop and use one approach.
    2. Vaccine hesitant individuals are just ignorant of why they should get the vaccine and their concerns are groundless.
    3. Accept that hesitancy stems from legitimate doubts about the vaccine and concerns about their health and safety.
20. **Which statement is true about vaccine resistance rates among different demographics of people?**
    1. Parents are more resistant about the COVID-19 vaccine than other adults
    2. Parents are less resistant about the COVID-19 vaccine then other adults
    3. Parents are equally as resistant about the COVID-19 vaccine as other adults