

Person-Centered Decision Support at the ADRC

Person-centered counseling is all about facilitating **informed decision making**. Through the use of person-centered counseling, the NWD System empowers individuals to make informed choices, consistent with their personal goals, about their LTSS options ([NWD Key Elements](#)).



Source: [AD Council](#)

Vaccine Conversation Starters

“Do you need help scheduling your COVID-19 or booster shot?” *It’s important to frame vaccination as the standard of care* ([Yale course on COVID-19 Communication](#)).

If **YES**, proceed to help set up appointment and transportation.

- Uber and Lyft are offering free or discounted rides to COVID-19 vaccination appointments. Some cities and states offer additional transportation resources.

If **NO** or **hesitant**, **“Thanks for letting me know. May I ask what your concerns are?”** *See box below to help address concerns.*

Tip: Remember **HOW** we communicate is just as important as **WHAT** we communicate ([Yale course on COVID-19 Communication](#)).

Person-Centered Practices for Vaccine Communication

1. Lead with empathic listening. Listen to an individual’s beliefs, values, and concerns ([CDC](#)). Individuals can be vaccine hesitant for a variety of reasons, including religious or cultural values, fear, or misinformation. Try to understand what influences this particular individual and the communities they are a part of. The [AD Council](#) and the Department of Health and Human Services’ [We Can Do This Campaign](#) have a suite of toolkits for talking about vaccines with different audiences. Lastly, if you hear myths about the vaccine, don’t try to debunk them since that might just reinforce misinformation. Instead, provide facts available from the [CDC](#).

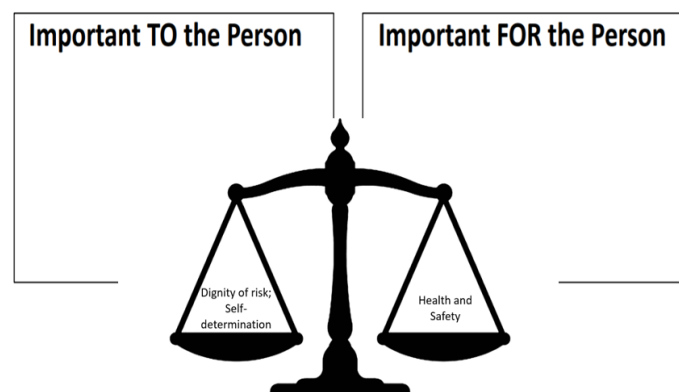
2. Start with what is personal to the person. Address their concerns by connecting to their underlying values. What is important to them in the context of the pandemic? What are their goals? Some examples include being able to hug friends again, go to concerts, etc. ([NWD Person-Centered Counseling on COVID-19 Vaccine Decision Making Webinar](#)).

3. Discuss the balance of what is important *for* and important *to* the person. In the “important for (health and safety discussion),” ask the individual for permission to share your knowledge with them. Use the graphic to individualize the discussion.

Research has shown that individuals are more willing to respond to an unknown risk when they perceive the threat as great and understand what they can do to protect themselves ([Yale course on COVID-19 Communication](#)).

4. If applicable, provide a personal endorsement. For example, “My family and I got vaccinated because...”

5. If the person is still undecided, keep communication open. Ask to continue the conversation next time.



Source: [LifeCourse Nexus](#) and [SDA LLC](#)