

PROMOTING COOPERATION WITH VACCINE ADMINISTRATION

Supplementary Training Handbook for Community Health Aides

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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.

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

Before The Appointment

- Practice the vaccination steps with the individual in your care (please see **page 4** for further instructions)
- Ask the provider if it would be possible to prepare the environment to ensure that the appointment takes place in a comfortable location for the individual in your care (e.g., dimming the lights and/or scheduling the appointment during times when the clinic is less busy)
- Gather relevant information from the caregiver (see **page 5**)
- Meet with the healthcare provider separately to discuss the individual in your care's dislikes, likes, trigger words, communication modality, and any other relevant information (see **page 5** for an information checklist)

During The Appointment

- Allow the individual in your care to access highly preferred items or activities (e.g., keep the TV on with their favorite show throughout the appointment)
- Advocate for the individual in your care by coaching the provider to follow the behavioral techniques outlined in the training module
- Provide praise and 1 min breaks after every step that the individual in your care successfully completes
- Continue communicating with the provider and use your best judgment

Ending The Appointment

- Don't be discouraged if the individual in your care was not able to receive the vaccine
- Explain to the provider that by respecting the individual'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

PRACTICING THE VACCINE STEPS WITH THE INDIVIDUAL IN YOUR CARE

Procedures

- If you are comfortable doing so, try to have daily practice sessions with the individual in your care to get them accustomed to vaccine procedures
- You can conduct a mock vaccine appointment at home by using a wet paper towel to mimic an alcohol swab or a capped pen (or similar object) to mimic the needle
- During the practice session, you could pretend to be the healthcare provider by introducing each step of the vaccination process using tell-show-do (see **pages 7 and 8** for more detailed instructions)

DO ✓

- Do: Allow the individual in your care to continuously access highly preferred items or activities throughout the practice session
- Do: Give ongoing praise or compliments to the individual in your care
- Do: End the practice session if the individual in your care is uncomfortable or showing signs of distress
 - It can take time for the individual to get used to the vaccination steps so be patient

DON'T X

- Do not: Take the individuals's preferred items away
- Do not: Continue the practice session if the individual in your care is uncomfortable or showing signs of distress
 - By ending the practice session, we are respecting the individual's expression of discomfort which can help create a more positive experience surrounding vaccine appointments

INFORMATION CHECKLIST

Report the following to the provider prior to the appointment:

- How does the individual in your care typically **communicate** their wants and needs?
 - How can the provider best communicate with the individual in your care? (e.g., what familiar signs, gestures, phrases, etc. to use)
- What items, activities, or topics of conversation does the individual in your care **enjoy**?
 - What type of praise does the individual in your care like? (e.g., high-fives, clapping, compliments, etc.)
 - Does the individual in your care have a preference for dimmer lights or when others speak with a softer tone of voice?
- What items, activities, or topics of conversation does the individual in your care **dislike**?
 - Does the individual have any sensitivities to certain sounds, textures, or touch?
- Are there any **trigger words** that the provider should avoid mentioning to the individual in your care?
- What **potential behaviors** may the individual in your care engage in during the appointment?
 - What behaviors may indicate that the individual in your care is comfortable?
 - What behaviors may indicate that the individual in your care is in distress or is uncomfortable?
 - How do you typically respond when these behaviors occur?
 - How should the provider respond if these behaviors occur?
- What **other information** is important for the provider to know?
 - You know the individual in your care best so please use your best judgement to ensure that the provider knows essential details about the individual

BUILDING RAPPORT WITH THE HEALTHCARE PROVIDER

DO ✓

- Do: Encourage the provider to spend 5-10 min building rapport with the individual
- Do: Allow the individual in your care to continuously access highly preferred items or activities
- Do: Ask the provider to give ongoing praise or compliments
 - Be sure to inform the provider about the individual in your care's likes and dislikes
- Do: Inform the provider immediately if any behaviors occur that may indicate that the individual in your care is uncomfortable
- Do: Coach the provider to keep a calm demeanor by reducing negative statements or reactions to the individual's unexpected behaviors.
- Do: Reassure the provider if the individual in your care does not respond or engage in much conversation

DON'T X

- Do not: Give instructions
 - Ask the provider to avoid asking too many questions as some individuals may find that aversive or see the questions as an instruction
 - Some examples of instructions to avoid include:
 - "Show me your iPad" or "Who is this character?"
- Do not: Take the individuals's preferred items away
 - Ask the provider to avoid touching the individual's preferred items without permission
- Do not: Mention the vaccine
 - Inform the provider if the individual may react negatively to the mention of the vaccine so ask that the provider avoid doing so

USING TELL-SHOW-DO



Coach the provider to tell the individual what they will be doing by describing the step using simple words



Coach the provider to show the individual what they will be doing by demonstrating the step on themselves



Ask the provider to do the step by completing the step on the individual

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 individual's arm



Wipe the individual's arm using the alcohol wipe



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



Encourage the provider to continue to give praise to the individual for willingly touching or holding unfamiliar objects

GRADUAL EXPOSURE

Coach the provider to implement the following procedures:

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



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



Have the provider embed tell-show-do procedures for each step until step 7 which includes the actual needle. Instead, try not to show the needle during this step



Be sure to report to the provider what type of attention the individual likes. For example, some individuals like high-fives while others prefer compliments



When practicing at home, be patient and stop if the individual is uncomfortable. Taking things slowly is more important than pushing for cooperation right away

UNCOOPERATIVE BEHAVIOR

INCLUDES

- Behaviors that interfere with step completion
- Pushing the provider's 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 the provider is doing while allowing the step to be completed

Procedures

1. Ask the provider to take two steps away from the individual and put all materials down
2. Ask the provider to wait until the individual is calm for 1 min
3. Ask the provider to repeat the procedures, starting at [building rapport](#) before attempting the step again
4. Ask the provider to try two more times if uncooperative behavior continues
5. After a maximum of [three](#) total unsuccessful attempts, ask the provider to end the appointment



Use your best 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 individual
 - Our goal is to foster a positive environment for the individual when they are receiving vaccines
 - By providing frequent breaks and praise, we will increase the individual's comfort with the vaccine process and with medical professionals
- You are the individual's advocate
 - Inform the provider if they should continue making additional attempts
 - Do not make any further attempts you believe that the individual is uncomfortable
- You know the individual in your care best so use your best judgement when determining whether the appointment should continue

OVERVIEW

Tips for Success

1. Prepare important information prior to the appointment

It might help to make a list of the individual's likes, dislikes, or triggers so that you can give as much information to the provider as possible

2. Continue to advocate for the individual in your care

The provider working with you may not always be familiar with behavioral techniques so it's important that you continue to provide coaching to ensure that the individual in your care is comfortable throughout the procedures.

3. Use your best personal judgement

If you notice that the individual in your care is showing signs of high distress, don't be afraid to end the appointment. If you ever feel unprepared or that you, the provider, or the individual in your care may be in a harmful situation, err on the side of caution and end the appointment.

4. Be patient and remain calm throughout the appointment

These steps may take extra time to complete but they are important to ensure that the individual in your care is comfortable. If uncooperative behavior occurs, remain calm as you coach the provider to implement the steps. This can help provide comfort to both the individual in your care and to the provider.

5. Request additional support

Behavior therapists will be on-call and available to assist during appointments. 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

Hours of Operation: 8 AM - 12 PM CST, Monday-Friday

Visit www.uhcl.edu/autism-center/baiva or 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 and caregivers 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.

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