## Figure 7

DOCUMENT/ FOLLOW UP	IMPLEMENT	PLAN	ASSESS	COLLECT	DO asse • You an you pn Do NOT • How d Patien Patien	
<ul> <li>Document to orient yourself and other for future:</li> <li>1. Date of note (objective)</li> <li>2. Vaccination recommended (objective)</li> <li>3. Reason for hesitancy (subjective)</li> <li>4. Stage of change (assessment)</li> <li>5. Plan for next time (plan)</li> </ul>	Close for <b>something actionable</b> • "Let's talk more next time you visit the pharmacy" • "Are you ready to move forward with vaccination?"	Plan must match the patient's <b>Stage of Change:</b> Precontemplation   Contemplation   Preparation   Action Plan may be to continue the conversation at next visit to move from one stage to the next	<ul> <li>Shelby County Hesitancy Data:</li> <li>About 30% are hesitant; 23% said cost largest barrier</li> <li>Only 8% offered vaccination in last 5 years, 7% received</li> <li>7% "Co what my provider tells me"</li> <li>55% "Vaccine Information received is reliable"</li> </ul>	To help you manage potential vaccine hesitancy, here are the <b>leading reasons</b> adults in your area gave for not being vaccinated: <b>1. Did not think It was needed</b> <b>2. Fear of needles</b> <b>3. Concerns about safety/side effects</b> <b>4. Didn't think the vaccine was effective</b> <b>5. Heard/read negative media</b> Keep these reasons in mind when preparing for pneumococcal vaccine-eligible adults entering your pharmacy.	DO assert your position • You are due for your vaccine today - which arm would you prefer? Do NOT ask for feelings or opinions • How do you feel about getting that vaccine today? Patient Accepts Recommendation > Vaccinate Patient Resists Recommendation > Move to Steps Below	TENNESSEE HEALTH SCIENCE CENTER.