ASK-TELL-ASK FRAMEWORK FOR FLU VACCINATION

Ask: “I understand you don’t want the influenza shot today. Can you help me understand why not? Do you mind if I share some information with you about the vaccine?”

Listen and observe the patient carefully. What is he or she telling you? What emotions is the patient showing? Responses may include, “I don’t want to catch the flu from the shot” or “I got the flu shot last year.” Get the patient’s permission before offering information.

Tell: Respond with information centered on the patient’s belief or question.

Listen and observe the patient carefully. Listen to verbal responses and watch for nonverbal reactions to what you tell the patient. Address further questions or confusion.

Ask: “What are your thoughts now about getting a flu shot?”

If the patient agrees, have your nurse administer the vaccine. If the patient is firmly opposed to getting the vaccine, respect the patient’s autonomy but welcome further conversation.