



SUMMARY

TRAINER'S GUIDE: INTERPERSONAL COMMUNICATION FOR HEALTH CARE PROVIDERS ON COVID-19 VACCINATION

LHSS KYRGYZ REPUBLIC

Local Health System Sustainability Project

Task Order I, USAID Integrated Health Systems IDIQ

Local Health System Sustainability Project

The Local Health System Sustainability Project (LHSS) under the USAID Integrated Health Systems IDIQ helps low- and middle-income countries transition to sustainable, self-financed health systems as a means to support access to universal health coverage. The project works with partner countries and local stakeholders to reduce financial barriers to care and treatment, ensure equitable access to essential health services for all people, and improve the quality of health services. Led by Abt Associates, the five-year, \$209 million project will build local capacity to sustain strong health system performance, supporting countries on their journey to self-reliance and prosperity.

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TRAINER'S GUIDE: INTERPERSONAL COMMUNICATION FOR HEALTH CARE PROVIDERS ON COVID-19 VACCINATION

OBJECTIVE

The objective of the trainer's guide is to increase the confidence of health care providers to effectively respond to patient questions and concerns regarding the safety and efficacy of COVID-19 vaccines.

AUDIENCE

The audience is primary health care providers and health promotion workers in the Kyrgyz Republic.

CONTENT

The trainer's guide consists of the following sections:

- Introduction to the training.
- Confidence in vaccines and the role of health care providers in the vaccination process, including identification of concerns about vaccination and establishing trust in health care providers regarding vaccination.
- Risk communication and decision making, including effective risk communication for good decision making and basic principles of risk communications.
- Understanding positive perceptions of vaccines and increasing demand, including behavior change for vaccine acceptance.
- Information about COVID-19 vaccines, including definition of herd immunity, types of COVID-19 vaccines, efficacy and safety of vaccines.
- Interpersonal communication skills and techniques.
- COVID-19 patient communication framework for health care providers, which identifies types of patient attitudes toward vaccination and patient communication needs and goals for a COVID-19 vaccination consultation. Framework encourages applying a structured approach based on motivational interviewing techniques and providing patients with information.

Based on the guide, LHSS supported the Ministry to develop training modules that provide a structured approach that assists health care providers with interpersonal communication during COVID-19 vaccination consultations.