PHAC Vaccine Confidence Webcast Series

Implementing the CARD system to support vaccination in practice:
Experiences from the Centre for Addiction and Mental Health
Objectives

At the end of this webcast, you will be able to:

1) Identify strategies and approaches used by the Centre for Addiction and Mental Health (CAMH) to implement the CARD system to support vaccination

2) Identify strategies and approaches for implementing CARD in your own practice or clinic
What is the CARD (Comfort – Ask – Relax – Distract) system?

Watch this webcast to learn about what the CARD system is, the evidence behind it, and why it is needed.
Implementing the CARD System in practice
Experiences from the Centre for Addiction and Mental Health

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Dr. Anna Taddio, University of Toronto
Acknowledgements

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Partners:

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Why is addressing needle fear and anxiety important?

- Vaccines are the most common reason why people receive needles.
- Pain is the most common adverse event associated with immunization.
- 2/3 children and 1/4 adults are afraid of needles.
- Fear can fuel pain and lead to immunization stress-related responses (dizziness, headache, nausea, fainting).
- Negative vaccination experiences contribute to negative attitudes about vaccination and vaccine hesitancy.
- Up to 1 person in every 10 refuse vaccinations because of fear/pain.

Taddio et al. (2012); McMurtry et al. (2015); McMurtry (2020)
Why we needed CARD

• CAMH started a vaccine clinic for their patient population.

• Identified need for supports to prepare individuals for positive vaccination experience.

• Adult Neurodevelopmental Services were offered first opportunity.

• Positive experiences lead to expanding the program.

• Anecdotal feedback from early clinics.
What does the CARD System look like in a hospital clinic?

**Education**
- Posters with CARD approach outlined
- Handouts with information about the approach
- Checklist with accommodation options, patient preferences

**Environment**
- Lights and sounds (ocean sounds vs. news on TV)
- Crowd control (reduced volumes)
- Remove triggering visuals (vitals machines, sharps bins)

**Engagement**
- Friendly approachable staff (t-shirts)
- Offer of extra support (walk to privacy booth, fidget items)
- Train vaccinators in the approach

**Evaluation**
- Task specific staff with handing these out
- Provide surveys at the same time as check-in
Preparing clients ahead of time for their vaccination

At our clinic we accommodate those who have a needle phobia or medical anxiety.

We use the CARD System, Comfort, Ask, Relax, and Distract. We provide handouts with a checklist of accommodations we are able to support.

We can give you options such as offering you a privacy booth, a stretcher to lay down, juice, longer appointment slots and a variety of distraction techniques during the appointment.

You are welcome to bring a support person to your appointment...
What our posters, handouts and checklists look like:

Visit www.CardSystem.ca to download printable resources for your clinic!
Examples of checklists

### Adult version

<table>
<thead>
<tr>
<th>CARD System</th>
<th>Options in our clinic (Circle that apply)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comfort</td>
<td>• Regular table (seated upright)</td>
</tr>
<tr>
<td></td>
<td>• Privacy booth</td>
</tr>
<tr>
<td></td>
<td>• Lay down on stretcher</td>
</tr>
<tr>
<td></td>
<td>• Lay down on floor mats</td>
</tr>
<tr>
<td></td>
<td>• Option to sit outside</td>
</tr>
<tr>
<td>Ask</td>
<td>• Ask questions to the Medical Doctor</td>
</tr>
<tr>
<td></td>
<td>• Monitoring the Clinic floor about the</td>
</tr>
<tr>
<td></td>
<td>• vaccine</td>
</tr>
<tr>
<td></td>
<td>• Ask staff about accommodation options</td>
</tr>
<tr>
<td></td>
<td>• available during the appointment</td>
</tr>
<tr>
<td></td>
<td>• Ask any staff for information on how</td>
</tr>
<tr>
<td></td>
<td>• to connect or follow-up with services</td>
</tr>
<tr>
<td></td>
<td>• at CAMH</td>
</tr>
<tr>
<td>Relax</td>
<td>• No noise</td>
</tr>
<tr>
<td></td>
<td>• Less eyelid lights</td>
</tr>
<tr>
<td></td>
<td>• Do not see the needle</td>
</tr>
<tr>
<td></td>
<td>• No alcohol wipes before hand</td>
</tr>
<tr>
<td></td>
<td>• No consent received at the table</td>
</tr>
<tr>
<td>Distractions</td>
<td>• Different distraction techniques can</td>
</tr>
<tr>
<td></td>
<td>• be used to reduce the stress response</td>
</tr>
<tr>
<td></td>
<td>• while receiving the vaccine.</td>
</tr>
</tbody>
</table>

*Please note that if you are not able to achieve your goal within the 20 minutes appointment window, you are welcome to go outside for a quick stretch and return and come in to try for another 20 minutes.*

### Child version

<table>
<thead>
<tr>
<th>CARD System</th>
<th>Options in our clinic (Circle that apply)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comfort</td>
<td>• Have a support person with me</td>
</tr>
<tr>
<td></td>
<td>• Have staff member support with me</td>
</tr>
<tr>
<td></td>
<td>• Use comfort items and fractures to play with and distract during the appointment</td>
</tr>
<tr>
<td></td>
<td>• Wear headphones and music the whole time</td>
</tr>
<tr>
<td></td>
<td>• No conversation at the table</td>
</tr>
<tr>
<td></td>
<td>• Keep my eyes closed and my gaze away from the vaccine</td>
</tr>
<tr>
<td></td>
<td>• Tell me when it will happen</td>
</tr>
<tr>
<td></td>
<td>• Do not tell me when it will happen</td>
</tr>
</tbody>
</table>

*You may need to purchase and apply the wristband cream 20 to 60 minutes before your appointment.*

Visit [www.CardSystem.ca](http://www.CardSystem.ca) to download printable resources for your clinic!
Lessons Learned from Implementing CARD at CAMH COVID Vaccine Clinic

Appointment timeframe

Checklists & Surveys

Setting expectations

Messaging & Communication

DATA
What does CARD look like in a clinic?
Privacy Booths
Privacy Booths (cont'd)
What does CARD look like in a clinic from a kids' perspective?
## Feedback Survey Results about CARD at CAMH

<table>
<thead>
<tr>
<th>Question</th>
<th>Frequency (%)</th>
<th>n</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number that reviewed CARD information before attending</td>
<td>(n=116)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>75 (65%)</td>
<td></td>
</tr>
<tr>
<td>CARD information affected decision to attend clinic by a moderate amount to a great extent</td>
<td>(n=71)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>51 (72%)</td>
<td></td>
</tr>
<tr>
<td>CARD helped by a moderate amount to a great extent</td>
<td>(n=103)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>71 (69%)</td>
<td></td>
</tr>
<tr>
<td>Experience better compared to last needle</td>
<td>(n=61)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>43 (71%)</td>
<td></td>
</tr>
<tr>
<td>Number that would get other vaccines at CAMH</td>
<td>(n=59)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>56 (95%)</td>
<td></td>
</tr>
</tbody>
</table>
Qualitative Feedback about CARD at CAMH

I truly feel that this approach saved my son from fearing health care professionals for the rest of his life and I am forever grateful. Please know that this approach is an important offering, not just for my son but for anyone with severe needle phobia.

I could go there knowing I would be understood, supported, and no one would refer to me as a “fainter”.

Having fears of needles myself, this was particularly exciting on a personal front. As psychiatrists, seldom do we have opportunities to integrate our clinical skills in non-psychiatric treatment settings. The privilege of doing so will be one that I cherish for some time. Kudos to the stars who organized and coordinated this very important service!
CARD improves:

Attitudes

Knowledge

Safety

Experiences

Taddio et al. (2019); Taddio et al. (2022); Tetui et al. (2022); Taddio et al. (2022)
Self-reflection activity

Take a moment to think about what you learned here today.

Thinking back on the strategies and approaches used by CAMH to implement the CARD system, what could you apply in your clinic setting?
Resources

- Aboutkidshealth (SickKids): [www.cardsystem.ca](http://www.cardsystem.ca) or [www.aboutkidshealth.ca/card](http://www.aboutkidshealth.ca/card)
- Immunize Canada: [CARD resources](#)
  - *New:* [CARD Game for Kids](#) (mobile web game)
- HELPinKids&Adults (University of Toronto) and resources
- Pediatric Pain, Health and Communication Lab and resources
- Government of Canada: [Vaccination pain management for children: Guidance for health care providers](#)
- Government of Canada: [Vaccination pain management for adults: Guidance for health care providers](#)
- Canadian Paediatric Society's [statement on COVID-19 vaccinations](#)
- World Health Organization 2015 guideline on pain mitigation during vaccination
- Immunization stress-related responses: [full manual, synopsis, summary for clinicians](#)
Resources (cont’d)

Videos from original research with CARD for kids getting vaccinated:

- School Vaccinations – Improving the vaccination experience at school
- School Vaccinations – What you need to know about vaccines at school
- School Vaccinations – The CARD™ System: Play your power CARD

Some new stuff posted for adults:

- CARD video playlist (released Sept 2021)
For more PHAC webinars and videos on COVID-19, visit:

COVID-19 for health professionals: Training

National Collaborating Centre for Infectious diseases
www.nccid.ca/phac-webinars-on-covid-19-vaccines

Canadian Vaccination Evidence Resource and Exchange Centre
www.canvax.ca/canvax-webinar-series

Subscribe to the PHAC Vaccine Confidence InfoBulletin: vaccination@phac-aspc.gc.ca
Thank you for joining us!

Copies of the presentation and video will be made available on canvax.ca
References


