**Childhood vaccination in-depth interview guides (version 1.0)**

The BeSD tools for childhood vaccination provide a set of four adaptable qualitative interview guides intended for use with different audiences. These guides can be used for in-depth interviews with individuals. Questions should be adapted to suit the cultural context of the people being interviewed and the research question being investigated.

*Interview guide for caregivers of children under 5*

| **BeSD model construct** | **Question/[Instruction]** | **Rationale** |
| --- | --- | --- |
| **General** | Introduction: Hello, I am [INTERVIEWER’S NAME] with [INSTITUTION OR ORGANIZATION NAME]. We are interviewing people to help improve vaccination services in [NAME OF COUNTRY]. The interview is expected to take \_\_ minutes. Your participation is completely voluntary and anonymous. The answers you give will be completely confidential. If you do not want to answer a question or wish to stop the interview, just let me know. Would you be willing to take part in an interview with me? [If audio recording the interview] Would you be happy for me to record our conversation? | * Clear introduction to ensure true informed consent for participation is obtained before proceeding.
 |
| **Tell me a little about yourself and your family.***Probe*:* Who lives in your household with you?
* How old is your child/are your children?
* Are your children up to date with their vaccines?
 | * Warm-up question.
* Enables understanding of the participant’s family situation and personal context.
 |
| **Motivation****Social processes** | **Thinking back to the first time you had your child vaccinated, tell me why you decided that you would go ahead with it.** [If first vaccine was administered at birth, ask about the first time they took their child back for their next set of scheduled vaccines.]*Probe*:* Did anyone suggest it?
* Who decided that you should take your child to be vaccinated?
* Who usually takes your child(ren) to have their vaccines?
 | * Aim to understand how the caregiver came to the decision about whether or not to vaccinate their child.
* Aim to understand who else was involved in the decision.
 |
| **Social processes** | **Do you talk about vaccination with anyone else?***Probe*:* Who do you talk to?
* What do they say?
* Do other parents you know vaccinate their children?
 | * Aim to understand what the social norms are for this caregiver (i.e., what the usual vaccination behaviour of other caregivers is in their community).
 |
| **Practical issues** | **Thinking back to the first time you took your child to be vaccinated, tell me how you knew it was time to do so?***Probe*:* What kind of reminders do you use?
 | * Aim to understand what prompts the caregiver to seek vaccination for their child.
 |
| **Practical issues** | **Thinking about vaccination day for your child, tell me about what happens before you arrive at the place where your child gets the vaccine. Start with before you leave home.***Probe*:* What do you need to do to prepare before you leave home?
* How do you travel to the vaccination place?

**Once you arrive at the vaccination place, tell me what happens next.***Probe*:* Who do you talk to when you get there?
* What happens in the waiting room or queue?
* Do you need to pay a fee?
* Are other health checks done while you’re there?

**What happens when it’s your child’s turn to get the vaccine?***Probe*:* What happens first?
* [Probe for each step until the vaccination is completed.]
* What do the health workers talk to you about while you’re there? How do you feel when you talk with them?

**After your child has had the vaccine, tell me what happens next.***Probe*:* What happens when you leave the vaccination place?
* How do you travel home?
* What happens after you arrive home?
 | * Aim to understand the practical and logistical considerations the caregiver must address or overcome to get their child vaccinated.
* Describe the process they follow on vaccination day.
* [Note: “Vaccination place” should be substituted with the correct word for the particular vaccination service the caregiver uses, for example “hospital” or “clinic”.]
 |
| **Practical issues** | **What do you like about what happens on vaccination day?***Probe*:* Ask about each step described by the caregiver in the question above.
* [If there is something identified that they like] Why do you like it?
 | * Aim to understand positive aspects of the vaccination process described.
 |
| **Practical issues** | **What don’t you like about what happens on vaccination day?***Probe*:* [If the response is “nothing”, list the steps in the process they describe and ask whether there is anything they don’t like about them individually.]
* Is there anything you find difficult? Why do you find it difficult?
 | * Aim to understand in detail any barriers to getting their child vaccinated.
 |
| **Thinking and feeling** | **Tell me how you feel about childhood vaccination?***Probe*: * Why do you feel this way?
* Do you think it’s a good thing? Why?
* Do you think it’s important? Why?
* Is there anything you feel isn’t good about vaccination? Can you tell me more about it?
 | * Aim to understand underlying feelings about childhood vaccination in general.
 |
| **Thinking and feeling** | **How do you feel when your child is vaccinated?***Probe*:* Do you think it’s good for your child? Why?
* Is there anything that worries you? Why does it worry you?
 | * Aim to understand their feelings when it comes to vaccinating their child specifically (different from the previous question, which aims to understand how they feel about vaccination in general).
 |
| **General** | **Is there anything else you’d like to say?** | * Aim to capture any other issues or thoughts that haven’t been captured in previous questions.
 |

*Interview guide for health workers*

| **Question/[Instruction]** | **Rationale** |
| --- | --- |
| *Introduction: Hello, I am [INTERVIEWER’S NAME] with [INSTITUTION OR ORGANIZATION NAME]. We are interviewing people to help improve vaccination services in [NAME OF COUNTRY].* *The interview is expected to take \_\_ minutes. Your participation is completely voluntary and anonymous. The answers you give will be completely confidential. If you do not want to answer a question or wish to stop the interview, just let me know. Would you be willing to take part in an interview with me? [If audio recording the interview] Would you be happy for me to record our conversation?* | * Clear introduction to ensure true informed consent for participation is obtained before proceeding.
 |
| **Tell me a little about yourself and what you do.***Probe*:* What are you responsible for?
* How many days do you work in this role?
* Where do you perform your duties?
 | * Warm-up question.
* Enables understanding of the participant’s professional role.
* Understanding the breadth of the participant’s responsibilities.
* Understanding how many days per week the participant works and where they are situated physically (e.g., does the participant work at multiple sites?).
 |
| **To what extent does your role involve immunization?***Probe*:* What parts of your job involve immunization?
* Can you tell me more about that?
 | * To understand how much of the participant’s role is immunization related.
* To understand in some detail what those immunization-related responsibilities are.
 |
| **I’d like to understand the process you follow to immunize a child, starting from the very beginning.***Probe*:* Does it involve work for you even before the family arrives at the centre for vaccination?
* Can you summarize the procedure of immunization in around five steps, starting once a family arrives at the centre for vaccination? *[Note: Adjust this question for non-clinic settings if required.]*
* Are there follow-ups or steps involved once they leave the centre?

*[Note: Other probes, such as ongoing door to door, systems of recording vaccinations, making vaccination cards and so on, could be added as required.]* | * This question is for workers who administer immunizations to children.
* The aim is to understand the work processes followed by the participant:
	+ May shed light on logistical or practical barriers they may encounter when delivering immunization services.
	+ May shed light on facilitators that could be applied elsewhere.
* [Note: The wording of this question is currently framed for a health worker in a clinic-type setting. The wording will have to be adjusted for the approach used in the setting being researched, for example outreach or mobile vaccination services.]
 |
| **What do you find works in helping families stay up to date with immunization?***Probe*:* What helps them not miss doses or appointments? *[Note: This is to probe for practical issues.]*
* What helps those who are hesitant about getting their children vaccinated?
 | * This question is designed to find out what, in the participant’s experience, helps keep families up to date with immunizations for their children.
* [Note: The question is intentionally broad and open-ended so that all possible answers are gathered.]
 |
| **What do you find difficult when it comes to helping families stay up to date with immunization?***Probe*:* Which part of the process you described before do you find the hardest to complete? Why is that?
* Can you give some examples of reasons people give when their child has fallen behind the vaccination schedule?
* Can you give some examples of reasons that people give for refusing vaccines for their children?
 | * This question is designed to help identify and understand difficulties the participant faces in helping families to keep up to date with vaccinations.
* [Note: The suggested probes are to help separate differences between difficulties in the process they describe above, and difficulties they think families experience.]
 |
| **If you had the chance, what would you do to improve immunization services in your area?** | * The aim is to identify any other issues or suggestions not identified in the previous line of questioning.
* Closing question.
 |

*Interview guide for community influencers*

| **Question/[Instruction]** | **Rationale** |
| --- | --- |
| Introduction: Hello, I am [INTERVIEWER’S NAME] with [INSTITUTION OR ORGANIZATION NAME]. We are interviewing people to help improve vaccination services in [NAME OF COUNTRY]. The interview is expected to take \_\_ minutes. Your participation is completely voluntary and anonymous. The answers you give will be completely confidential. If you do not want to answer a question or wish to stop the interview, just let me know. Would you be willing to take part in an interview with me? *[If audio recording the interview]* Would you be happy for me to record our conversation? | * Clear introduction to ensure true informed consent for participation is obtained before proceeding.
 |
| **Tell me a little about yourself and your role here in the community.***Probe*:* To what extent does your work involve immunization?
* Can you tell me more about that?
* Who do you work with to do that work?
 | * Warm-up question.
* Enables understanding of the participant’s role in the community.
* Understanding the breadth of the participant’s responsibilities.
 |
| **Can you take me through the process you follow when you work in a community?***Probe*:* *[Note: This probe is for participants who work with families.]* When you visit a family:
	+ What do you talk about?
	+ What information can you not leave without saying?
	+ Do you follow up with the families afterwards? How do you do that?
* *[Note: This question is for participants who work with other people and organizations; use as appropriate for the participant.]*
	+ How do you help the front-line health workers in working with families?
	+ How do you help with routine immunization?
 | * To understand the details of the participant’s immunization-related activities.
* [Note: Some participants may work directly with families; others work with NGOs (nongovernmental organizations) and other agencies. The suggested probe questions should be adjusted to suit the participant’s setting and role.]
 |
| **What do you find works in helping families stay up to date with their children’s immunizations?***Probe*:* What helps them not miss doses or appointments? *[Note: This is to probe for practical issues.]*
* What helps those who are hesitant about getting their children vaccinated?
 | * This question is designed to find out what, in the participant’s experience, helps families keep up to date with immunizations for their children.
* [Note: The question is intentionally broad and open-ended so that all possible answers are gathered].
 |
| **What makes it difficult for families stay up to date with immunization?**Probe:* Can you give some examples of reasons people give when their child has fallen behind the vaccination schedule?
* Can you give some examples of reasons that people give for refusing vaccines for their children?
* Are you able to overcome these challenges? How?
 | * This question is designed to help identify and understand difficulties the participant sees for families in keeping up to date with vaccinations in their community.
 |
| **If you had the chance, what would you do to improve immunization services in your area?** | * Aim to identify any other issues or suggestions not identified in the previous line of questioning.
* Closing question.
 |

*Interview guide for programme managers*

| **Question/[Instruction]** | **Rationale** |
| --- | --- |
| Introduction: Hello, I am [INTERVIEWER’S NAME] with [INSTITUTION OR ORGANIZATION NAME]. We are interviewing people to help improve vaccination services in [NAME OF COUNTRY]. We’re seeking input from people like you who know the processes and the work well. Your views are crucial and very valuable.The interview is expected to take \_\_ minutes. Your participation is completely voluntary and anonymous. The answers you give will be completely confidential. If you do not want to answer a question or wish to stop the interview, just let me know. Would you be willing to take part in an interview with me? [If audio recording the interview] Would you be happy for me to record our conversation? | * Clear introduction to ensure true informed consent for participation is obtained before proceeding.
 |
| **Tell me a little about yourself and your current role.** *Probe*:* To what extent does your work involve childhood immunization?
* What kinds of immunization-related activities are you responsible for (e.g., surveillance, campaigns, communications)?
* Can you tell me more about those?
 | * Warm-up question.
* Enables understanding of the participant’s overall current role.
* Understanding the breadth of the participant’s responsibilities.
* Understanding the extent of their immunization-related activities and what those entail.
 |
| **What makes the provision of childhood immunization a success in your area?** *Probe*:* Are there specific examples you can describe?
 | * This question is designed to find out what, in the participant’s experience, helps keep families up to date with immunizations for their children.
* [Note: The question is intentionally broad and open-ended so that all possible answers are gathered.]
 |
| **What do you think are the difficulties when it comes to providing childhood immunization in your area?***Probe*:* Do you face difficulties with children falling behind the vaccination schedule in your area? Can you describe those difficulties?
* Do you face difficulties with parents refusing vaccines for their children?
* Are you able to overcome these challenges? How?
 | * This question is designed to help identify and understand difficulties the participant sees for families in keeping up to date with vaccinations in their jurisdiction.
 |
| **If you had the chance, what would you do to improve the childhood immunization situation in your area?** | * Aim to identify any other issues or suggestions not identified in the previous line of questioning.
* Closing question.
 |