




BMJ Open Parents' vaccination information seeking, satisfaction with and trust in medical providers in Switzerland: a mixed-methods study

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ABSTRACT

Objectives The aim of this study was to better understand parental trust in and satisfaction with information sources and medical providers regarding decision making about childhood vaccines.

Setting The study was part of a Swiss national research programme investigating vaccine hesitancy and underimmunisation.

Participants We conducted qualitative interviews with 37 providers and 30 parents, observed 34 vaccination consultations, and then conducted quantitative surveys with 130 providers (both complementary and alternative medicine (CAM) oriented and biomedically oriented) and 1390 parents.

Main outcome measures Participants' vaccination information sources used in their decision-making process, parents' trust in and satisfaction with these sources and providers.

Results Based on the Parent Attitudes about Childhood Vaccines scale, we considered 501 parents as vaccine-hesitant (VH) and 889 parents as non-VH. Whereas both groups mentioned providers as the most trusted source of information, VH-parents were less likely to mention paediatricians (N=358 (71%) vs N=755 (85%)) and public health authorities (N=101 (20%) vs N=333 (37%)) than non-VH-parents. VH-parents were more likely to have consulted another provider (N=196 (39%) vs N=173 (19%)) than non-VH-parents, to express less satisfaction with both their primary (N=342 (82%) vs N=586 (91%)) and other providers (N=82 (42%) vs N=142 (82%)) and less trust in their primary (N=368 (88%) vs N=632 (98%)) and other providers (N=108 (55%) vs N=146 (84%)). VH-parents were less likely to be satisfied with their biomedical primary provider than non-VH-parents (100 (69%) vs 467 (91%)). However, when the primary provider was CAM-oriented, there were similar levels of satisfaction among both groups (237 (89%) VH-parents vs 118 (89%) non-VH-parents). All differences were significant ($p < 0.05$).

Conclusions While the provider remains the main information source, VH parents turn to additional sources and providers, which is likely related to VH parents being rather dissatisfied with and distrusting in obtained information and their provider.

Strengths and limitations of this study

- The mixed-methods design brought added value to our study, as this allowed us to address qualitatively documented phenomena and then systematically analyse them on a larger scale.
- Our recruitment strategy explicitly oversampled complementary and alternative medicine (CAM) oriented providers and parents consulting them, which allowed us to compare the patient-provider relationship and patient-provider vaccine perspectives for parents seeing CAM versus biomedical providers.
- We consider the transdisciplinary research to be a distinct advantage.
- The quantitative survey was not administered to a random sample.
- Our provider sample was recruited through personal contacts and snowball sampling.

Ethics The local ethics committee (Ethikkommission Nordwest- und Zentralschweiz, EKNZ; project ID number 2017-00725) approved the study.

INTRODUCTION

The growing body of literature on vaccine hesitancy (VH) points to the multifaceted and complex nature of vaccination decision making.^{1 2} Most parents—whether vaccine accepting or VH—obtain their vaccine information primarily from healthcare professionals, with the most cited source being paediatricians, followed by other healthcare professionals, such as midwives, nurses and other therapists.^{3–5} As healthcare providers are the main source of information for parental decision making, issues around satisfaction with and trust in the provider are important to understand. Previous research has shown how trusting relationships between patients and providers are determinative in parents' vaccination decision making,



meaning that parents who trust their providers tend to trust their vaccination recommendations.^{6–8} In Switzerland, complementary and alternative medicine (CAM) is widely used and integrated into the healthcare system.^{9,10} Particularly in primary healthcare for children, CAM is mainly provided by biomedically trained physicians with additional CAM training in the sense of integrative medicine.¹¹ Researchers have established associations between VH and CAM use,^{6,12,13} and suggested that CAM providers and VH parents have a ‘symbiotic’ relationship, meaning that ‘VH and CAM exist and function separately, but when combined, provide each other with ‘resources’ that enable them to thrive together’ (p 111).¹² Others have shown that VH individuals have lower levels of trust in biomedicine than in CAM.^{12,14}

In addition to medical providers, sources of vaccination information include parents’ social networks, with similar views and norms being shared within networks. Generally, parents with people in their networks who vaccinate less are also less likely to vaccinate.^{15,16} Social media and the internet offer platforms for disseminating information and thus serve as popular vaccination information sources with its own complexities and dynamics.^{17–19} Testimonies of (negative) experiences during and after vaccination or the usage of forums are believed to be particularly appealing to parents seeking vaccination information.^{20,21} In the last two decades, patient–provider dynamics have partially changed from the former *doctor-provides-patient* to today’s *users-provide-users* (ie, patients no longer obtain their information only from the doctors who treat them, but doctors as well as lay people frequently disseminate information about health and illness on the internet, which is available to all other users), with health-information seeking audiences being potentially far larger, and everyone with internet access being capable of disseminating information.^{20,22} This context is further complicated with negative, emotion-focused and often untrue vaccination information being difficult to debunk with medical facts.²¹

Research consistently shows how trust in and satisfaction with providers who promote vaccination increases parental vaccine acceptance, while parents being misunderstood, criticised or alienated when expressing VH in clinical interactions can have a negative impact on vaccination acceptance.⁸ Ceasing to consult with a healthcare provider^{23,24} and, related, the phenomenon of doctor ‘shopping’ (which we refer to as browsing),²⁵ have previously been described as important expressions of patient dissatisfaction. Some of our qualitative data analysis has particularly demonstrated how issues of trust, satisfaction, affect and choice played determinative roles, not only in parents’ vaccination decisions, but also in the types of vaccination sources and the choices of healthcare practitioners (ie, biomedical or CAM) with whom they consult for their children’s cares.²⁴ The nuances of CAM vaccination counselling resulting in higher trust and satisfaction most likely lie within these providers taking time for

discussion, incorporating parents into decision making and taking parents’ concerns seriously.²⁶

In this mixed-methods study, we examined the extent to which trust in and satisfaction with vaccination information sources, and in particular, the healthcare provider as the main source of information, differs between VH and non-VH parents and how this affects the parental vaccination decision making.

MATERIAL AND METHODS

Study design and population

This study is part of a transdisciplinary national research program (NRP74) into vaccination decision making in Switzerland.²⁷ We employed a mixed-methods approach with sequential exploratory design, meaning that an initial qualitative component informed the design of a subsequent quantitative stage.²⁸ First, we analysed the qualitative results by identifying key areas that seemed to be of central importance. We then focused on these when compiling the quantitative questionnaires. The detailed analysis of qualitative and quantitative results was finally done in parallel by presenting a clustering of similar statements in the qualitative sector, followed by quantitative results showing similar dynamics on a larger scale. We interviewed parents throughout German, French and Italian-speaking Switzerland. The French-speaking part, with approximately 23% of the Swiss population and about 19% of our parental study sample, was slightly under-represented, and the Italian part was slightly over-represented (8% of the Swiss population and 18% of study parents).^{29,30} At the time of the survey, the interviewed parent was ≥ 18 years of age and their child was 0–11 years old. We asked parents to provide us with a copy of their children’s vaccination record.

Patient and public involvement

Given the presumably large number of people who are not to be regarded as vaccine opponents but as vaccine hesitant, we meant to employ a specific focus on the path to decision making with all the thought processes, worries and fears contained therein, as well as the influence of external information. During our qualitative research period, various starting points emerged that were worth investigating on a larger scale (in the quantitative sector). We recruited participating parents from a network of 86 biomedical and 44 CAM providers participating in the project. Participants who indicated they wished to receive the study results will receive notifications once results are published.

Qualitative data collection and analysis

We first conducted semistructured in-depth interviews with parents from September 2017 to February 2018 and with biomedically only trained doctors and providers (ie, physicians or non-physician providers) with additional CAM training from August 2017 to September 2018. Interviews aimed to better understand parents’ vaccination

decision-making processes and their interactions with healthcare providers. An interview guide was piloted and revisited iteratively for clarity. We also conducted ethnographic observations of vaccination consultations. Qualitative interviews were audiorecorded and transcribed verbatim. Online supplemental questionnaires S1 and S2 contain the interview guides for the qualitative parental and provider interviews, respectively. Interviews allowed us to gather background information about parents and their providers and perspectives on vaccination. Vaccination consultation observations were documented in field journals and then subsequently written into narrative accounts. Qualitative data were analysed by MD and AB. Analysis of the qualitative interviews and observations were guided by the Framework Method³¹ with support of MAXQDA software.

Quantitative data collection and analysis

For the study's quantitative component, we recruited parents in waiting rooms of participating providers' offices.²⁷ We refer to these providers as the primary providers. The questionnaire, however, was administered during a telephone interview conducted after office hours from January 2019 to April 2020.²⁷ The latter included the Parent Attitudes about Childhood Vaccines (PACV) survey score, a validated instrument that was designed by Opel *et al* in order to identify VH parents.^{32–34} The 2011 Opel-revised 15-item PACV³³ results in a score of 0–100 points. If a parent scores ≤ 49 points, they are considered non-VH; if they score ≥ 50 points, they are considered VH. Based on the results of a study validating a five-item version of the PACV in Switzerland with identical scoring,³⁰ we opted for the shorter five-item version for our analyses. The final questionnaire included PACV items, questions gathering sociodemographic information about the parents and the target child, and additional questions informed by our previously published qualitative research investigating CAM provider approaches to vaccination consultations,²⁶ biomedical provider descriptions of interactions with VH parents and dilemmas faced when addressing vaccine hesitancy and refusal,³⁵ and VH parents' navigation of information sources and consultations with CAM and biomedical providers.²⁴ These qualitative studies informed the design of several components of the quantitative survey, particularly including questions on the parent–provider relationship and vaccination information sources. The quantitative questionnaire is provided in online supplemental questionnaire S3.

A key question posed to parents was 'What are your most trusted information sources on vaccination?' to which a series of pre-established response options were made available (eg, 'internet'). We invited participants to provide additional information through open-answer responses (eg, 'which websites?'). The number of sources mentioned by each participant was analysed by coding and counting the reported sources, as well as the free-text answers.

We use descriptive statistics plus Pearson's χ^2 and Wilcoxon rank-sum tests to test whether observed differences between non-VH and VH parent participants are significant at the $p < 0.05$ level. Quantitative data analysis was performed by SE and KJ using STATA software V.12.1 (Stata). We personally reviewed the information sources cited by parents and, after consultation within the team, we decided whether to consider each source as critical or accepting of the official vaccination recommendations.

RESULTS

Study population

For the qualitative study component, we conducted ethnographic observations of 34 paediatric vaccination consultations. We also conducted in-depth, face-to-face interviews with 30 parents and 37 providers. Among the provider interviewees, 20 were biomedically oriented physicians and 17 were CAM-oriented providers, of which 15 were biomedically trained physicians with additional training in CAM, and 2 were non-physician CAM providers.

For the research programme's quantitative component, (ie, both the childhood vaccines and HPV samples²⁷), we completed a full telephone interview with 1390 parents and 130 (86 biomedically and 44 CAM oriented) primary providers. A total of 889 (64%) parents had a PACV score of ≤ 49 , indicating non-VH, and 501 (36%) parents had a PACV score of ≥ 50 , indicating VH. Parent characteristics are shown in [table 1](#). VH parents were more likely to see a CAM-oriented primary provider than non-VH parents (307 (61%) vs 183 (21%); $p < 0.001$).

Variety of information sources on vaccination

During our qualitative interviews and observations of vaccination consultations, parents cited a broad array of vaccination information sources as part of their decision-making process. Many VH parents engaged in what we refer to as information browsing, which involves parents comparing and weighing different information sources while striving to reach certainty about the right vaccination decision to make for their children. For example, Mrs Sandoz, a 35-year-old mother of a 13-month-old unvaccinated son explained her decision not to vaccinate:

I think it was a mix of discussions with people close to us and with friends. [...] There is my personal feeling about the matter. There is certainly the social influence from my husband. I'll say that the decision surely came more from me than it did from him. I think I hold the decision closer to my heart than he does. I think it was kind of a vague questioning. There were some things I read on the Internet. I joined Facebook groups where they talk about it. I read some testimonies. I think when I was pregnant, I had a discussion with the [CAM] paediatrician in order to know the true risks that we were taking if we didn't vaccinate. I was looking for the most neutral point of view

**Table 1** Characteristics of the quantitative study population

	All parents (N=1390)		By PACV score				P value
			Non-VH parents (N=889)		VH parents (N=501)		
	N (%)		N (%)		N (%)		
Female respondent	1232	(89%)	798	(90)	434	(87)	0.141*
Relationship to child							0.095 [†]
Mother	1228	(88)	797	(90)	431	(86)	
Father	155	(11)	89	(10)	66	(13)	
Other	7	(1)	3	(0)	4	(1)	
Interviewee age (Mean (SD))	37.1	(6.27)	37	(6.16)	37.2	(6.46)	0.592 [†]
Born in Switzerland	981	(71)	608	(68)	373	(74)	0.059 [†]
Parent's highest education							<0.001 [*]
Low‡	272	(20)	188	(21)	84	(17)	
Medium§	321	(23)	209	(24)	112	(22)	
Bachelors¶	285	(21)	163	(18)	122	(24)	
Masters	358	(26)	226	(25)	132	(26)	
Doctorate	105	(8)	81	(9)	24	(5)	
Other, missing	49	(4)	22	(2)	27	(5)	
Household income							<0.001 [*]
<CHF80 000	319	(23)	174	(20)	145	(29)	
CHF80 000–CHF120 000	384	(28)	225	(25)	159	(32)	
>CHF120 000	279	(20)	195	(22)	84	(17)	
Missing, declined to respond	408	(29)	295	(33)	113	(23)	
Type of primary provider							<0.001 [*]
Biomedical	893	(64)	705	(79)	188	38	
CAM	490	(35)	183	(21)	307	(61)	
Missing	7	(1)	1	(0)	6	(1)	

*Pearson's χ^2 .

†Wilcoxon rank-sum tests were used for statistical analysis.

‡Secondary school not completed, no completed professional education, completed 9 years of school without further education, apprenticeship, technical school or business school.

§College, higher professional school.

¶Bachelor at university, primary school teacher seminar.

CAM, complementary and alternative medicine; PACV, Parent Attitudes about Childhood Vaccines; VH, vaccine hesitant.

possible. [...] For now, it's a decision that is in favor of not vaccinating.

Other VH parents explained how having multiple sources of information reassured them that they were taking the correct course of action for their families.

Qualitative results additionally shed light on parents, often VH parents, having consulted a multitude of sources that varied in both format and content. Parents described how each piece of information could temporarily solidify their opinion, but also raise further doubts and uncertainties. Mrs. Sandoz explained:

We have a lot of doubts around the benefits of vaccines. My husband and I are still reading about it and continue to have discussions and thinking about it in order to be comfortable. [...]. We have so much

information that we can get lost in it. [...] Up until now, everything that I've read and the discussions that I've had have reinforced our decision to not vaccinate our son.

VH parents described how a multitude of information sources could be both a source of reassurance and of hesitancy in their quest for neutral information about vaccination. We therefore investigated the potential association of VH with the number and trustworthiness of parents' vaccination information sources by including the question 'What are your most trusted information sources on vaccination?' in the quantitative questionnaire.

Figure 1 illustrates how the number of trusted information sources varied between VH and non-VH parents. VH parents reported using more sources on average than

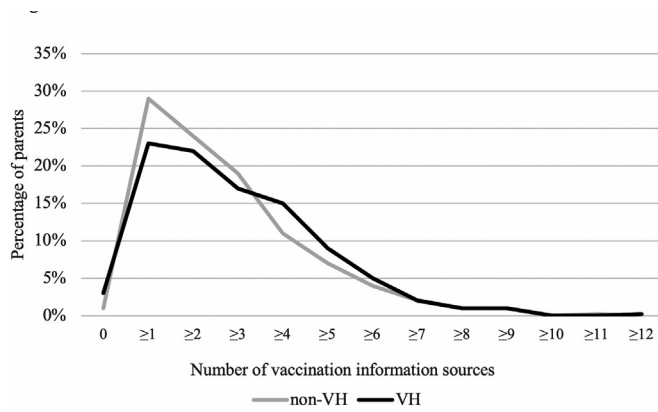


Figure 1 Number of trusted vaccination information sources. Note: distribution of the number of trusted vaccination information sources. We divided parents into non-VH and VH according to PACV score ≤ 50 . The median, mean (SD) of information sources was; 2, 2.80 (1.90) for the entire study population (N=1390); 2, 2.70 (1.83) for the non-VH parents (N=889) and; 3, 2.98 (2.02) for the VH parents (N=501). Wilcoxon rank-sum test was used for statistical analysis. VH, vaccine hesitant.

non-VH parents (2.98 (SD=2.02) vs 2.70 (SD=1.83)). While small, the difference was significant ($p=0.012$).

Types of information sources and media

Based on our initial qualitative research, we generated a preliminary list of information source types which we then included in the quantitative questionnaire. Commonly mentioned information sources included the child's doctor and other providers, family, friends and acquaintances, official public health recommendations, print media, such as books or newspaper articles, the internet and social media.

In [table 2](#), we list the trusted vaccination information sources cited most by parents. The child's doctor was the information source cited most (1113 (80%) parents) by both VH and non-VH parents, but VH parents were less likely to report the child's doctor as the most trusted source than non-VH parents (358 (71%) vs 755 (85%); $p<0.001$). VH parents were also less likely to report public health authorities as a trusted information source than non-VH parents (101 (20%) vs 333 (37%); $p<0.001$), as well as information materials that are consistent with the official vaccination recommendation (26 (5%) vs 74 (8%); $p=0.03$).

In contrast, VH parents tended to mention information sources other than the child's doctor or public health authorities more than non-VH parents, including social networks (215 (43%) vs 253 (28%); $p<0.001$), other healthcare workers (105 (21%) vs 119 (13%); $p<0.001$) and their personal gut feelings or experiences (16 (3%) vs 10 (1%); $p=0.006$). The largest difference we identified involved information materials, such as books, online or print magazines and websites that are critical of official vaccination recommendations (105 VH parents (21%) vs 4 non-VH parents (0%); $p<0.001$), and materials of

obvious CAM nature (12 VH parents (2%) vs 0 non-VH parents (0%); $p<0.001$).

In [table 3](#), we list where parents reported having obtained trusted information about vaccination. We list all information channels reported by at least five parents. The internet was considered the most trustworthy medium by VH parents and non-VH parents in similar proportions (176 (35%) vs 299 (34%); $p=0.572$). However, VH parents cited print media as their most trusted medium of vaccination information more frequently than non-VH parents (237 (47%) vs 176 (20%); $p<0.001$), including books and brochures (129 (26%) vs 63 (7%); $p<0.001$). With regard to specific internet sources, VH parents were less likely to report Google than non-VH parents (20 (4%) vs 78 (9%); $p=0.001$) as a trusted medium for vaccination information. VH parents were more likely than non-VH parents to cite social media (26 (5%) vs 21 (2%); $p=0.005$), although overall few parents in either group cited this as a trusted information source.

Satisfaction with and trust in the primary provider

Our qualitative findings revealed an understudied phenomenon in Switzerland—parents switching providers for their children's care around the issue of vaccination—and suggested that this switch was often made from biomedical-oriented physicians to those trained in CAM.²⁴ Quantitative results suggest that more VH parents than non-VH parents consulted providers other than the child's primary provider when making vaccination decisions, as can be seen below. We therefore explored whether this information seeking behaviour is related to issues of (dis)satisfaction with and (dis)trust in the primary provider.

Qualitative evidence particularly showed the saliency of the issue of trust for parents in their vaccination decision-making process. The following excerpt from an interview with Mrs. Godet, a 29-year-old mother of a 13-month-old fully vaccinated daughter illustrates how, despite the mother's media-induced uncertainty about her vaccination decision, trust in the provider was crucial for her to follow the provider's recommendation:

There are a lot of so-called 'scientific' studies which have come out with consequences that vaccines might have on children's health. [...] And so it's very hard to know who to believe, actually. [...] So, we trust, anyway. Well, I trust my pediatrician. So, if she tells me that I have to vaccinate, I think that's good. Now, it's true that if you read a little bit of what's on the Internet and everything, you don't really know what to do.

Providers also discussed how they fostered trust as part of their clinical practice. Dr. Heffelfinger, an anthroposophic physician, explained how he thought his practices differed from those of a biomedically oriented paediatrician:

I try to take much more time and try to make something out of the time. To gain trust, to create insight

**Table 2** Types of trusted vaccination information sources

	By PACV score						
	All parents (N=1390)		Non-VH parents (N=889)		VH parents (N=501)		P value
	N	(%)	N	(%)	N	(%)	
My child's doctor	1113	(80)	755	(85)	358	(71)	<0.001
Social networks*	468	(34)	253	(28)	215	(43)	<0.001
Public health authorities	434	(31)	333	(37)	101	(20)	<0.001
Other healthcare workers	224	(16)	119	(13)	105	(21)	<0.001
Other physician	195	(14)	111	(12)	84	(17)	0.027
CAM	19	(1)	3	(0)	16	(3)	<0.001
Homeopathic	12	(1)	2	(0)	10	(2)	0.001
Midwife	13	(1)	4	(0)	9	(2)	0.268
Materials that are critical of public health vaccination recommendation†	109	(8)	4	(0)	105	(21)	<0.001
'Foundation for consumer protection'	22	(2)	3	(0)	19	(4)	<0.001
Hirte: 'Impfen Pro and Contra'	15	(1)	0	(0)	15	(3)	<0.001
Explicitly CAM materials	12	(1)	0	(0)	12	(2)	<0.001
Berthoud: 'Qui aime bien vaccine peu'	9	(1)	0	(0)	9	(2)	<0.001
Glöckler/Goebel/Michael: 'Kindersprechstunde'	6	(0)	0	(0)	6	(1)	0.001
'www.impfo.ch'	5	(0)	2	(0)	3	(1)	0.264
Materials that are consistent with public health vaccination recommendation‡	100	(7)	74	(8)	26	(5)	0.030
'www.swissmom.ch'	20	(1)	16	(2)	4	(1)	0.132
'Wir Eltern'	8	(1)	7	(1)	1	(0)	0.164
'Beobachter'	6	(0)	2	(0)	4	(1)	0.117
'Puls'	6	(0)	4	(0)	2	(0)	0.890
Google	98	(7)	78	(9)	20	(4)	0.001
Scientific literature§	55	(4)	37	(4)	18	(4)	0.601
No source, missing, don't know, don't want to disclose	49	(4)	26	(3)	23	(5)	0.106
Medical work experience‡	42	(3)	30	(3)	12	(2)	0.306
Nurse	8	(1)	6	(1)	2	(0)	0.514
News	31	(2)	22	(2)	9	(2)	0.411
Personal experience, gut feeling	26	(2)	10	(1)	16	(3)	0.006
Described as neutral	9	(1)	0	(0)	9	(2)	<0.001

*Family, friends and acquaintances.

†Print media, websites, organisations, television programmes and films that are critical of or consistent with public health vaccination recommendations based on our detailed assessment and on consensus among research team members.

‡Medical, biological or pharmaceutical training or work experience of the interviewee or the other parent of the target child.

§As stated by the interviewee. Pearson's χ^2 tests were used for statistical analysis.

CAM, complementary and alternative medicine; PACV, Parent Attitudes about Childhood Vaccine; VH, vaccine hesitant.

to the subject. [...]. To me, the free decision to vaccinate is the top priority. The decision belongs to the human being that decides for himself or herself.

Figure 2 and online supplemental table S1 show how VH parents were more likely to have discussed vaccination with their primary provider than non-VH parents

Table 3 Types of trusted media for vaccination information

	All parents (N=1390)		By PACV score				P value
	N	(%)	Non-VH parents (N=889)	VH parents (N=501)	N (%)		
Internet	475	(34)	299	(34)	176	(35)	0.572
Google	98	(7)	78	(9)	20	(4)	0.001
Social media	47	(3)	21	(2)	26	(5)	0.005
Facebook	17	(1)	7	(1)	10	(2)	0.490
Print media	413	(30)	176	(20)	237	(47)	<0.001
Books and brochures	192	(14)	63	(7)	129	(26)	<0.001
Magazine and newspapers	60	(4)	42	(5)	18	(4)	0.319
Television	67	(5)	37	(4)	30	(6)	0.127
Films	13	(1)	1	(0)	12	(2)	<0.001
Conferences	9	(1)	2	(0)	7	(1)	0.150

Pearson's χ^2 tests were used for statistical analysis.

(418 (83%) vs 645 (73%); $p<0.001$). VH parents were less likely to be satisfied with and to trust their primary provider than non-VH parents (satisfaction: 342 (82%) vs 586 (91%); trust: 368 (88%) vs 632 (98%); $p<0.001$ for both satisfaction and trust). When their primary provider was biomedically oriented, this difference was even more notable (satisfaction: 100 (69%) vs 467 (91%); trust: 120 (83%) vs 503 (98%); $p<0.001$ for both satisfaction and trust). In contrast, when the primary provider was CAM-oriented, there was no significant difference in satisfaction and trust for VH and non-VH parents (satisfaction: 237 (89%) vs 118 (89%); trust: 243 (91%) vs 128 (96%); $p=0.395$ and $p=0.164$, respectively).

To evaluate issues of (dis)satisfaction and (dis)trust, we analysed parents' responses regarding perceived agreement between their own vaccination view and their primary provider's view. VH parents reported significantly lower agreement between their own vaccination view and their child's doctor perceived view than non-VH parents (271 (65%) vs 567 (88%); $p<0.001$). The gap between parent and provider views was larger when the primary provider was biomedically oriented (79 (54%) VH parents vs 449 (88%) non-VH parents; $p<0.001$) and smaller when the primary provider was CAM-oriented (188 (70%) VH parents vs 117 (88%) non-VH parents; $p=0.001$).

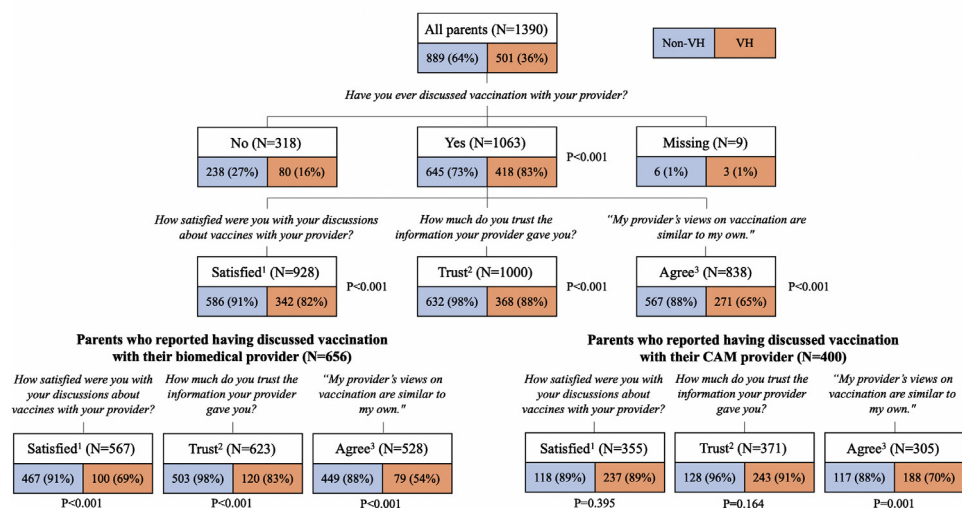


Figure 2 Parental satisfaction with and trust in the child's biomedical or CAM primary provider. Note: ¹Very satisfied or satisfied; ²Completely or somewhat trust; ³Completely or somewhat agree; Percentages refer to the total number of non-VH and VH parent participants; Pearson's χ^2 tests were used for statistical analysis. CAM, complementary and alternative medicine; VH, vaccine hesitant.



Seeking multiple provider opinions on vaccination

Given the important role children's doctors play in influencing parents' vaccination decisions, we further explored a phenomenon that our initial qualitative work brought to light—parents consulting with and/or switching from one to another provider, often to one offering CAM services, in response to issues arising during vaccination consultations,²⁴ a phenomenon we call provider browsing. The following conversation with Mrs. Kugler, a 37-year-old mother of one partially vaccinated child, illustrates this behaviour:

Researcher: Ok. I've already seen in the vaccination booklet, there are two or three different doctors that you consult. Do you prefer to see a biomedical provider?

Mother: Well, we actually tend to go to the homeopath. [...]. She's always a little, "I told you so," after every vaccination. But she tolerates it. It takes her two or three weeks until she gets well enough to be neutral towards us again [laughing]. Because we do vaccinate. And [the homeopath] is the one who treats [our daughter] when she's sick. [...]. And if we needed a diagnosis, for example, if I wasn't sure whether it was otitis media or something like that, I used to go see [the local pediatrician]. [...]. He is a classic [biomedical] Algifor-Dafalgan [commonly prescribed pain killers in Switzerland, containing ibuprofen and paracetamol, respectively] doctor.

Researcher: Ok. Purely conventional biomedical?

Mother: Yes, [...]. At every diagnosis. In winter, [my daughter] was very sick again with an extremely high temperature. Again, the remedy was Algifor. The doctor added, 'We should start vaccinating soon. [...]. It's a classic fever. We can easily vaccinate. It's not too bad at this age.' [...] I felt we were no longer in good hands and switched to Dr. Heffelfinger.

Qualitative analysis of provider browsing suggested that parents were seeking healthcare providers who were willing to listen to and understand parents' rationales around vaccination and their adherence to complementary and alternative approaches to medicine. Dr. Heffelfinger, an anthroposophical doctor, pointed to the practice of listening to and responding to parents' questions and concerns. He hypothesised why parents might switch to him after seeing a biomedically oriented physician,

That style of consultation doesn't suit them. [...]. The parents don't feel like they are being taken seriously, or they have many more questions than what they were able to discuss.

When asked if parents followed this provider's vaccination recommendations, he responded affirmatively, noting that parents did not often return to their previous paediatrician,

People don't consult that pediatrician again because the pediatrician was vaccinating insanely. [With me], parents do almost exactly the same vaccines as they would have done with their previous pediatrician. But we talked about them.

Table 4 reports quantitative analysis of this phenomenon showing that more VH parents than non-VH parents reported consulting with a provider other than the primary provider for vaccination questions (196 (39%) vs 173 (19%); $p < 0.001$). We specifically asked questions about parents' motivations for consulting with another provider. More VH parents than non-VH parents cited seeking a second opinion or having a disagreement as the reason for consulting with another provider (87 (17%) vs 38 (4%); $p < 0.001$). Logistical reasons (eg, parents moved or provider stopped working) were mentioned with similar frequency (43 (9%) among VH parents vs 68 (8%) among non-VH parents; $p = 0.537$).

Interestingly, among parents who had asked another provider about vaccination, about half as many VH parents as non-VH parents reported satisfaction with and trust in the other provider (satisfaction: 82 (42%) vs 142 (82%); trust: 108 (55%) vs 146 (84%); $p < 0.001$ for both satisfaction and trust).

Since VH parents report higher satisfaction and trust in CAM-oriented providers, we investigated whether provider browsing varied by type of primary provider (ie, biomedical or CAM orientation). Among parents with biomedically oriented primary providers, more VH parents than non-VH parents engaged in provider browsing (54 (29%) vs 129 (18%); $p = 0.002$). However, this difference was even starker among parents with CAM-oriented primary providers (137 (45%) of VH parents vs 43 (23%) of non-VH parents; $p < 0.001$).

DISCUSSION

Principal findings

Our mixed-methods study has several main findings. First, our results confirm previous research showing that children's doctors are parents' most important vaccination information.^{3-5 36} Similarly, VH participants were more likely to turn to additional information sources, including their social networks, books, and other materials critical of official vaccination recommendations.^{4 15 16} More VH parents than non-VH parents cited print media as a trusted information source. To our knowledge, this has not been reported on previously.

Second, VH parents expressed lower levels of satisfaction with and trust in their primary provider, particularly biomedically oriented physicians. This finding is likely associated with our third main finding showing that VH parents engaged more in provider browsing than non-VH parents. Nevertheless, VH parents reported lower levels of satisfaction with and trust in these other providers. VH parents were more likely to consult with CAM-oriented primary providers and to have higher levels of satisfaction

Table 4 Parents having consulted another doctor about vaccination

	All parents (N=1390)		By PACV score				P value
			Non-VH parents (N=889)		VH parents (N=501)		
	N	(%)	N	(%)	N	(%)	
Consulted another doctor							<0.001
No	1012	(73)	712	(80)	300	(60)	
Yes	369	(27)	173	(19)	196	(39)	
Missing	9	(1)	4	(0)	5	(1)	
Reason for consultation							<0.001
Second opinion or disagreement	125	(9)	38	(4)	87	(17)	
Moved or stopped working	111	(8)	68	(8)	43	(9)	
Other	130	(9)	64	(7)	66	(13)	
Missing	3	(0)	3	(0)	0	(0)	
Parents with a biomedical primary doctor	Total sample (N=893)		By PACV score				
	N (%)		Non-VH parents (N=705)		VH parents (N=188)		P value
			N (%)		N (%)		
Consulted another doctor							0.002
No	703	(79)	572	(81)	131	(70)	
Yes	183	(20)	129	(18)	54	(29)	
Missing	7	(1)	4	(1)	3	(2)	
Reason for consultation							0.134
Second opinion or disagreement	46	(5)	27	(4)	19	(10)	
Moved or stopped working	71	(8)	55	(8)	16	(9)	
Other	64	(7)	45	(6)	19	(10)	
Missing	2	(0)	2	(0)	0	(0)	
Parents with a CAM primary doctor	Total sample (N=490)		By PACV score				
	N (%)		Non-VH parents (N=183)		VH parents (N=307)		P value
			N (%)		N (%)		
Consulted another doctor							<0.001
No	308	(63)	140	(77)	168	(55)	
Yes	180	(37)	43	(23)	137	(45)	
Missing	2	(0)	0	(0)	2	(1)	
Reason for consultation							0.014
Second opinion or disagreement	75	(15)	10	(5)	65	(21)	
Moved or stopped working	40	(8)	13	(7)	27	(9)	
Other	64	(13)	19	(10)	45	(15)	
Missing	1	(0)	1	(1)	0	(0)	

Continued

Table 4 Continued

	All parents (N=1390)		By PACV score		P value	
	N (%)		Non-VH parents (N=889)			
			VH parents (N=501)			
			N (%)			
All parents having consulted another doctor before	Total sample (N=369)		By PACV score			
			Non-VH parents (N=173)			
			VH parents (N=196)			
	N (%)		N (%)		P value	
Satisfied with other doctor*	224	(61)	142	(82)	82 (42)	<0.001
Trust other doctor†	254	(69)	146	(84)	108 (55)	<0.001

Pearson's χ^2 tests were used for statistical analysis.

*Satisfied or very satisfied.

†Somewhat or completely.

CAM, complementary and alternative medicine; PACV, Parent Attitudes about Childhood Vaccine; VH, vaccine hesitant.

with and trust in CAM than in biomedical providers. Interestingly, the phenomenon of VH parents having consulted with other providers about vaccination occurred more when the primary provider was CAM oriented.

Previous research suggests that the relationship between VH and CAM use is not fully explained by VH individuals' trust in CAM services, but rather by distrust in biomedicine.¹⁴ Accordingly, we argue that the VH parents in our sample may have been more likely to be pushed away from biomedicine than pulled toward CAM, as VH parents seemed to switch providers when they were no longer satisfied with or no longer fully trusted their provider, therefore substantiating not necessarily the attractiveness of the second provider, but rather a form of dissatisfaction with the initial provider. Whereas low trust in medical providers has been documented in previous research as characteristics of VH parents,^{8 37 38} VH parents' consultations with multiple providers about vaccination has, to our knowledge, not extensively been studied.

Our results further imply that VH parents' information browsing behaviours are, similarly to provider browsing, an expression of dissatisfaction and distrust. We argue that individuals who are exposed to a variety of information,³⁹ via the internet^{40 41} or their social networks,¹⁶ are likely to harbour concerns or doubts about official vaccination recommendations. Our qualitative data suggest that these doubts may lead VH parents to seek information from additional sources, by consulting a different doctor or reading additional information materials. Reflecting previous findings,³⁷ several parents described how persistent or novel doubts, uncertainty or dissatisfaction surfaced when they were exposed to new vaccination information.

Strengths and weaknesses in relation to other studies

Building on existing literature, our study provides evidence demonstrating how VH parents can be characterised by their lower levels of satisfaction and trust, and that this may be an important basis for a vicious circle

of information seeking, dissatisfaction, distrust and VH, as previous studies have shown the importance of trust when it comes to addressing VH.^{8 42 43} Furthermore, there is a need to examine decision making on childhood vaccinations and underimmunisation among VH parents in countries where little research has been conducted.¹ It is, therefore, important that research provides context-specific insights on Switzerland, due particularly to its high CAM use¹⁰ and high rates of VH.²⁷ The focus on Switzerland, the large-scale data on the questions of VH, and the study's mixed-methods approach speak to the novelty of this research.

That said, this is not a representative, population-based sample and it provides cross-sectional data.

Future studies could investigate how trust and satisfaction are maintained, gained, or lost over time in consultations between parents and HCPs over time.

Meaning of the study

Our results suggest potential intervention possibilities for addressing VH. Since providers remain the number one source of both VH and non-VH parents, we argue that providers can undergo vaccine consultation and communication training to engage more effectively in dialogue about vaccination with patients. Parents, especially VH parents, do not always lack facts but also may lack certainty, trust and satisfaction towards the information they obtain as well as in their medical provider. Previous literature shows that parents showing reluctance towards childhood vaccination are not necessarily poised to reject vaccination. Such reluctance is rather a result of uncertainty and doubt acquired through conflicting information.²⁶ It is important that the provider does not hastily label or even exclude those patients, but rather views them as patients with doubts or concerns and with potential for productive dialogue. If hesitant parents' questions are not adequately addressed and concerns are not met with understanding, distrust and dissatisfaction can arise. In these instances, parents may engage in provider browsing, information

browsing and engage in behaviours that might increase their VH.

Unanswered questions and future research

Given the current sociocultural tension surrounding the COVID-19 pandemic, a thorough analysis of the underlying factors and potential intervention measures of widespread VH about the SARS-CoV-2 vaccine is needed. It will also be important for researchers to examine how issues of trust and satisfaction around COVID-19 vaccination services might be associated with routine childhood vaccinations and the influenza vaccination.

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Contributors SJE, MD, and PET codrafted the manuscript. SJE and KJ focused on the quantitative components and MD and AB focused on the qualitative components. SM provided valuable feedback during the writing process. BMH, BW and DK gave rich insight into CAM in Switzerland. BMH and BW helped establishing the network of CAM providers and gave an insight into pediatrics in Switzerland. AB was part of the gathering of qualitative data and gave valuable feedback during the writing process. RE, JP and JH gathered data. PET was the head of the entire project. He directed and supervised all operations from start to finish. He also provided important expertise on infectious diseases and internal medicine. PET is the guarantor - he accepts full responsibility for the work and/or the conduct of the study, had access to the data, and controlled the decision to publish. All authors read and approved the final manuscript.

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Ethics approval This study was conducted in compliance with the Swiss Federal Act on Research Involving Human Beings (Human Research Act) and the Declaration of Helsinki. The local ethics committee (Ethikkommission Nordwest- und Zentralschweiz, EKNZ; project ID number 2017-00725) approved the study. We obtained written informed consent from each participant after the nature and possible consequences of the study had been fully explained. Pseudonyms are used for participants throughout. Direct quotes were translated from the original language of utterance (German, French) into English.

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Qualitative interview guideline for parents

Background about the children and parents

- 1) How many children do you have? How old are they? Are they boys or girls?
- 2) What type of school do your children attend (probe: public, private, daycare)?
- 3) What is your civil status (married/divorced/widowed/single/etc.)? Is your child's/children's other parent(s) present?
- 4) How old are you? How old is your partner (spouse, other child's parent)?
- 5) Where were you born and raised? And your partner (spouse, child's other parent)? What is your nationality? And your partner's (spouse, child's other parent)?
 - a. For participants not originally from Switzerland:
 - i. How long have you been in Switzerland?
 - ii. How long has your partner (spouse, child's other parent) been in Switzerland?
- 6) Where in Switzerland do you live?
- 7) What is the highest level of education that you have attained? What is the highest level of education that your partner (spouse, other child's parent) has attained?
 - i. no completed school or professional education
 - iii. mandatory school (9 years in Switzerland)
 - iv. finished apprenticeship
 - v. bachelors degree
 - vi. higher professional education
 - vii. higher technical or commercial school
 - viii. university
 - ix. other
- 8) What is your current occupation? What is your rate of occupation (i.e. 25, 50, 75, or 100%) What is your partner's (spouse, other child's parent) current occupation? What is your partner's rate of occupation (i.e. 25, 50, 75, or 100%)
- 9) Could you talk about the parents' roles in the family? Who works? Who takes care of the children? Who makes the children's healthcare decisions? Who made the decision regarding the children's vaccinations?
- 10) Do your children attend daycare? Does one parent stay home with the children while the other parent works? How do you manage childcare?

Questions about the children, their health, and their healthcare

- 11) What kind of health are your children in? (prompt: any chronic illnesses? birth defects? healthy?)
- 12) For your children's health, do you consult traditional biomedical doctors? CAM providers? Both?
- 13) **When you consult biomedical providers:** For what issues do you seek biomedical doctors' input for your children? Why? How often? Can you think of an example?
- 14) **When you consult CAM providers:** For what issues do you seek CAM providers' input for your children? Why? How often? Can you think of an example?
- 15) How would you describe your family's lifestyle? (Probe: What kinds of foods does your family eat (healthy/organic/avoid toxins)? What kind of physical activities do you do? Would you consider your family as making healthy choices? Why or why not?)

Questions about vaccine practices and beliefs

- 16) **Childhood vaccinations:** I had a look at your child's/children's vaccine certificate, and I noticed... (i.e. differences between the children, missing or delayed vaccinations, all vaccinations were administered according to the OFSP/BAG recommendations, etc.*During this part of the interview, Julia and/or Mike will have the vaccination booklet in order to look it over with the parents. We decided to consider the two youngest children and to ask if there have been any

Qualitative interview guideline for parents

major vaccination changes between the two youngest and the other children in the family. If there have been major vaccination changes, ask about this).

- a. Do you think your child/children had all the recommended vaccinations?
 - b. What were the reasons and/or your motivations for your children to receive the vaccinations that they did receive?
 - c. If your child/children haven't received some of the recommended vaccinations, why not?
 - d. Have all your children received the same vaccinations? Why or why not? Has something changed the way that you think about vaccinations between your children? (Prompt: learned new information about vaccinations, vaccination experience with the first child, differences between children (e.g. each child's perceived immunity/potential of getting sick, particular childhood ailments, allergies, sensitivities, etc.))
 - e. Do you have any regrets about vaccinating or not vaccinating your child/children for childhood vaccinations? Why or why not?
 - f. How do you feel about childhood vaccinations? Why? Probe:
 - Are you for them? Are you against them?
 - Worldviews: Do your religious convictions influence views on vaccines? Do your political convictions influence views on vaccines?
 - Work and family set-up: How do you prevent your children from becoming sick? How do you manage when your children are sick? Can you stay home with them? Can you take them to see a doctor?
 - Can you give examples?
 - g. What are the benefits of childhood vaccinations? What are the risks of childhood vaccinations?
 - h. Do you think there are differences between different types of vaccinations? Are some more beneficial than others? If yes, which ones? Why? Are some more risky than others? If yes, which ones? Why?
- 17) HPV:** I had a look at your child's/children's vaccine certificate and I noticed... (i.e. differences between the children, missing or delayed vaccinations, etc.)
- a. Are your children aged 11 to 14 boys or girls? Did you consider the HPV vaccine for both boys and girls? Why or why not?
 - b. Do you think your child has received all the recommended doses of the HPV vaccine?
 - c. Why did they receive them or why did they not receive them?
 - d. Were all your children vaccinated against HPV? Why or why not? What changed your mind? Prompt:
 - boys vs. girls getting the vaccination
 - learned new information about vaccination
 - vaccination experience with the first child
 - differences between children (e.g. each child's perceived immunity/potential of getting sick, particular childhood ailments, allergies, sensitivities, etc.)
 - it is a relatively new vaccine
 - e. What did you consider when deciding on the HPV vaccine for your children? Probe:
 - What does the vaccine protect against?
 - How new the vaccine is?
 - Not knowing the side effects or long-term effects?
 - Did you consider the preventative aspects for sexually transmitted infections? Does receiving the vaccine encourage earlier sexual relationships? Does its ability to protect against certain STI's influence your decision? Why or why not?
 - f. What are the benefits of HPV vaccinations? What are the risks of HPV vaccinations?
 - g. Do you have regrets about vaccinating or not vaccinating your child/children against HPV? Why or why not?

Qualitative interview guideline for parents

- 18) Have your children ever had any side effects or complications from any vaccinations? If yes, what were they? And from what vaccinations? Did you expect these side effects or complications? Why or why not?
- 19) How was the actual experience of vaccinating your child/children? (prompts: stressful, child crying, painful for child, feeling helpless, agreeable/not stressful). Who vaccinated your child/children? (prompts: pediatrician, school health service, etc.)
- 20) What do you think about alternative vaccination schedules, which allow parents to decide at what moment the vaccination should be administered, even if this does not strictly follow BAG/OFSP guidelines?
- 21) Do you think vaccinations should be an individual choice for families? Why or why not? Is this how you viewed it when making your decisions? Did you consider public and community health consequences when deciding whether to vaccinate your children or not? (Probe: For example, did you consider how your child being vaccinated or not might affect other people (e.g. children infecting other children)? Why or why not?

Questions about the decision-making process regarding vaccines

- 22) How did you decide if you were going to vaccinate your children or not? Why?
- 23) With whom did you discuss vaccines for your children? (Probe: spouse/child's other parent? Parents? Friends? Family? Doctors? School doctors/nurses/medical staff? Teachers/daycare providers?) Do you trust these people and how they make healthcare decisions? Why or why not? What specifically did you discuss with these people? Did you trust what they said? Why or why not? Who was the most influential person in determining whether or not you would vaccinate your children? Why?
- 24) Did you look for information about childhood/HPV vaccines? If so, where did you look? (probe: Internet websites, forums, magazine articles, books, etc.)? Were you comfortable with the information that these sources provided? Why or why not? Which source was the most influential for you?
- 25) Did your child's school (or school health services) offer to provide vaccinations for your children? If so, which ones? What kind of information did they provide? Did you have the opportunity to discuss vaccinations with someone from the school/school health service? How was authorization requested? What do you think about this process (probe: Were you satisfied with the process? Why or why not?)?
- 26) Have you ever felt pressured to vaccinate or not vaccinate your children outside of a medical setting? By whom? (Probe: spouse/child's other parent? Parents? Friends? Family? Authorities? Teachers/daycare providers (perhaps may have excluded children from being allowed to come to daycare)?) How specifically did they pressure you? Did they influence your decision?

Questions about the decision-making process during the patient-provider interaction

- 27) When discussing the vaccination decision with your provider(s), what were your questions regarding vaccines? Were you comfortable raising these questions or concerns? How did the provider(s) react to your questions or concerns? (probe: Was the provider receptive? Were you criticized, belittled, or patronized for your questions/concerns? Were you taken seriously?) Were your questions sufficiently addressed by the medical provider(s) (**biomedical and/or CAM**)? Why or why not?
- 28) Did you discuss the vaccination decision for your children with your medical provider(s)? With a biomedical provider? A CAM provider? Or both?
 - a. **For parents seeking vaccine advice from CAM providers, probe further:** Why did you choose to seek vaccine-related information from a CAM medical provider? Do you trust this information? Why or why not? How did the discussion go? Were your questions sufficiently addressed by the CAM provider? Why or why not?

Qualitative interview guideline for parents

- b. For parents seeking vaccine advice from biomedical providers, probe further:** Why did you choose to seek vaccine-related information from a biomedical provider? Do you trust this information? Why or why not? How did the discussion go? Were your questions sufficient addressed by the biomedical provider? Why or why not?
 - c. For parents seeking vaccine advice from both, probe further:** Why did you choose to seek vaccine-related information from both CAM and biomedical providers?
- 29) Have you ever felt pressured to vaccinate or not vaccinate your children by any of your providers? And in other medical settings (i.e. urgent care centers)? How specifically did the provider pressure you? How did it happen in other medical settings? Did this influence your decision to vaccinate or not vaccinate your children? How so?
 - 30) Have you ever been criticized or excluded from a practitioner's office because of your views towards vaccinations? In what circumstances? Did this influence your decision to vaccinate or not vaccinate your children?
 - 31) About how much time did you spend discussing vaccinations with your provider(s)? Do you think the medical provider(s) (**biomedical and/or CAM**) spent enough time addressing your vaccine-related concerns? Would you have liked to spend more time discussing vaccinations with your provider? Why or why not?
 - 32) How clearly did your medical provider(s) explain vaccinations to you? Did you understand the information provided to you? Would you have liked to receive more/other information from your medical provider(s)? If so, about what specifically?

Concluding Questions

- 33) In conclusion, what is the most important factor influencing your decision towards vaccinations?
- 34) Is there anything that you could recommend to improve upon how vaccines are currently administered in Switzerland? If so, what would you recommend?
- 35) Would you like to make any clarifications about anything we discussed? Would you like to add anything that we did not discuss? Do you have any questions?

Questions for providers

Introduction - Establishing background information about the provider

- 1) Can you talk a bit about yourself and briefly present your job title? How would you introduce yourself to other colleagues?
- 2) What type of provider are you (probe: pediatrician, generalist, biomedical, CAM, etc.)?
- 3) How long have you been practicing medicine? In what year was your final exam? How long have you been practicing in your current position?
- 4) Do you follow any specific approaches to medicine and medical treatment?
- 5) What types of patients do you see and treat?

Questions about patient-provider interactions

- 6) Do you recommend vaccinations to your patients? If so, which ones? Why do you recommend them?
- 7) If you do not recommend vaccinations to your patients, why not? Which ones do you not recommend? Why?
- 8) **Childhood vaccines:** Can you describe a typical vaccine consultation which involves young children's (less than 11 years old) vaccination-related decisions? Who is present? How do you inform parents/children about vaccinations? What is discussed? Who makes the decisions (probe: mother, father, child, provider decides for the parent, etc.)?
- 9) **HPV:** Can you describe a typical vaccine consultation, which involves adolescent patients' (between 11 and 14 years old) vaccination-related decisions for HPV? Who is present? How do you inform parents/adolescents about vaccinations? Do you broach sexuality? What is discussed (probe: sexuality, genital warts, cervical cancer, ear nose and throat cancers, anal/penis cancer)? Is there any difference when discussing HPV-vaccinations with a female or male adolescent? Who makes the decisions (probe: mother, father, adolescent, provider, school physician/authorities)?
- 10) In general, when it comes to vaccination-related decisions, who tends to make the decisions? (probe: mother, father, both, child/adolescent, provider, school physician/authorities)?
- 11) What are typical questions parents (mothers/fathers) have concerning vaccines for their children? (Probe: What kinds of questions do they have about childhood vaccinations? What kinds of questions do they have about the HPV vaccine? Anxieties/concerns?)
- 12) How do you discuss the consequences of vaccinating or not vaccinating children with parents? Can you give examples?
 - a. How do you discuss vaccinations with parents who wish to vaccinate their children? Do you have any examples? What are the key reasons for parents that come to you to vaccinate their children?
 - b. How do you discuss vaccinations with parents who are hesitant to vaccinate their children? Do you have any examples? What are the key reasons for parents that come to you not to vaccinate their children?
- 13) Do you try to influence parents' decisions regarding vaccination for their children? If so, how do you try to convince parents to follow your recommendations? What advice do you give? Do you have any strategies to influence parents' decisions?
- 14) Do parents generally follow your advice and recommendations regarding vaccination? Why or why not?
- 15) Have you ever excluded a patient from your practice/clinic due to his/her perspectives on vaccination? Can you provide an example? What happened during this consultation?
- 16) How much time do you usually have for the discussions with parents regarding vaccination? Do you feel that this amount of time is sufficient? How much time do you need? (Probe: would you like more or less time spent on the topic?)
- 17) Do you feel like you have been properly trained to discuss vaccinations with parents and children/adolescent? Would you like extra training? What should this extra training cover?

Questions for providers

Information about vaccination beliefs, practices, and recommendations to patients

- 18) How do you feel about vaccinations?
- 19) Where do you obtain your information regarding vaccinations (probe: colleagues, Swiss/BAG recommendations, specific approach to medicine, Internet, medical textbooks, etc.)?
- 20) For you, is there a difference between immunity that has been acquired “naturally” (i.e. having been infected with a disease and surviving) and immunity acquired through the use of vaccines? What is the difference for you? Is one way better than the other? Why or why not?
- 21) What do you think about waiting to vaccinate children when they are older,(prompt: immune systems more mature, body integrity, causing injury, vulnerability, protected by mother antibodies)?
- 22) How do you feel about individualized vaccine schedules?
- 23) Do you think vaccinations should be an individual choice for families? Why or why not? Should considerations of community/public health (i.e. herd immunity) also play a role in vaccine decisions? Why or why not? (If needed, explain herd immunity: When a critical portion of a community is immunized against a contagious disease, most members of the community are protected against that disease because there is little opportunity for an outbreak.)
- 24) In your opinion, are people in Switzerland vaccinated sufficiently? Should there be a specific vaccination rate? (probe: higher rates, lower rates, fine as is, etc.)
- 25) Do you think vaccinations can have any benefits? What kind of benefits? Where do you get the information related to benefits? Do you trust these sources? Why or why not?
- 26) Do you think vaccinations can have any risks? What kind of risks? Where do you get the information related to risks? Do you trust these sources? Why or why not?
- 27) Do you think there are differences between different types of vaccinations? Are some more beneficial than others? If yes, which ones? Are some more risky than others? If yes, which ones?
 - a. **Recommended childhood vaccinations:** (Probe: recommended childhood vaccines in Switzerland: DTP-HIB-IPV; Diphtheria, Tetanus, Pertussis, Haemophilus influenzae (meningitis), Polio; MMR: mumps, measles, rubella).
 - b. **Adolescent Vaccines: for HPV:** What do you consider when discussing HPV with your patients? (probe: Do you have different advice for males and females? What does the vaccine protect against? How new the vaccine is? Not knowing the side effects or long-term effects? Did you consider the preventative aspects for sexually transmitted infections? earlier onset of sexual activity, more partners, more unprotected sex because the vaccine “protects”, etc. Does that influence your advice? Why or why not?)
- 28) Is there anything that could prompt you to change your beliefs about vaccinations for your patients?

Concluding Questions

- 29) To conclude, what are the most important considerations regarding vaccines?
- 30) Is there anything that you could recommend to improve upon how vaccines are currently administered in Switzerland? If so, what would you recommend?
- 31) Would you like to make any clarifications about anything we discussed? Would you like to add anything that we did not discuss? Do you have any questions?

Quantitative questionnaire

Select the questionnaire

Childhood vaccination

HPV parent

HPV adolescent

Provider

Select the language

English

Français

Deutsch

Italiano

Date of the interview

Date

ID of interviewer

Identifying number

ID of questionnaire

Identifying number

ID of provider

Identifying number

Name of provider

Write-in response with provider's name

Name of respondent

Write-in response with respondent's name

Name of the target child

Write-in response with target child's/youth's name

Birthday of the target child

Date of birth of target child/youth

Is a copy of the vaccination card available to the study team?

Yes

Not yet available, but participant agreed to send it during recruitment

Card not available: do not vaccinate

Card not available: lost vaccination card

Card not available: child too young

Card not available: other reason

Participant does not want to share the card

No answer

Consent form available

Yes

No

Is the relevant person available?

Yes, target person is already on the phone and ready for interview

Another situation...

Please describe why the person is not available and what are the next steps

Write-in response with why the person is not available and what are the next steps

What is the sex of [child's name]?

Boy

Girl

Intersex

Doesn't want to disclose

Is Dr. [primary providers's name] [child's name]'s doctor?

Yes

No

Unclear

Right person identified, interview can start

Interview started

Language problems

Person refused

Interviewee incapacitated

Other

The interview cannot take place as not all identification or selection criteria are met. I would like to thank you very much for your time.

In order to obtain more background about you and your practices, could you please tell me if you are a licensed medical doctor in Switzerland?

Yes

No

Missing

Have you undertaken any additional specialist training in any discipline of complementary and/or alternative medicine?

Yes

No

Missing

Which ones?

Anthroposophic medicine

Traditional Chinese Medicine / Acupuncture

Homeopathic medicine

Phytotherapy (i.e. plant-based/herbal remedies)

Other(s)

No answer

Ok. Thank you. Do you provide any complementary or alternative medicines to your patients?

No

Yes

Missing

Which ones?

Anthroposophic medicine

Traditional Chinese Medicine / Acupuncture

Homeopathic medicine

Phytotherapy (i.e. plant-based/herbal remedies)

Other(s)

No answer

Anthroposophic medicine

No

Yes

Traditional Chinese Medicine / Acupuncture

No

Yes

Homeopathic medicine

- No
- Yes

Phytotherapy (i.e. plant-based/herbal remedies)

- No
- Yes

Other(s)

- No
- Yes

No answer

- No
- Yes

You live in a household with X people. How would you describe the household you live in. Is it...

Household of a couple with 1 or more children
Household of a single parent with 1 or more children

Household of people who are not related at all
Household where some of the people are related

Household of people who are all related

Doesn't want to disclose

Doesn't know

Missing

Could you please tell me about the people who live in your home, yourself included?

First yourself [person 1], what is your age?

Age

Person 1, sex

Male

Female

Other/not disclosed

Missing

How are you related to [child's name]?

Mother

Step-mother

Mother/father's partner

Sister or half-sister

Step-sister

Grand-mother

Aunt, cousin

Other relative

Not a relative

Doesn't want to disclose

Doesn't know

Missing

How are you related to [child's name]?

Father

Step-father

Mother/father's partner

Brother or half-brother

Step-brother
Grand-father
Uncle, cousin
Other relative
Not a relative
Doesn't want to disclose
Doesn't know
Missing

Besides you and [child's name], who else lives in your household?
Indicates that another person lives in household
Indicates that NO other person lives in household
Doesn't want to say
Missing

Person 2, age
[Same as above]

Person 2, sex
[Same as above]

How is she related to [child's name]?
[Same as above]

How is he related to [child's name]?
[Same as above]

Does someone else live in your household?
[Same as above]

Person 3, age
[Same as above]

Person 3, sex
[Same as above]

How is she related to [child's name]?
[Same as above]

How is he related to [child's name]?
[Same as above]

Do you have children?
Yes
No
Doesn't want to disclose
Doesn't know
Missing

How many?
Number of children

Do you have any children who do not live at home?
Yes
No
Doesn't want to disclose
Doesn't know
Missing

How many?
Number of children

How would you describe the household you live in. Is it...

Household of couple without children
Household of a couple with 1 or more children
Household of a single parent with 1 or more children
Household of people who are not related at all
Household where some of the people are related
Household of people who are all related
doesn't want to disclose
doesn't know
missing

Have you ever delayed [child's name]'s vaccination for reasons other than illness or allergy?

Yes
No
Doesn't want to disclose
Doesn't know
Missing

Have you ever refused [child's name]'s vaccination for reasons other than illness or allergy?

Yes
No
Doesn't want to disclose
Doesn't know
Missing

On a scale from 0 to 10, with 0 being not sure at all and 10 being completely sure, How sure are you that following the recommended vaccine schedule is a good idea for [child's name]?

0 - 10

I will rephrase the question: On a scale from 0 to 10, with 0 being not sure at all and 10 being completely sure, how sure are you that it is a good idea to vaccinate [child's name] with the vaccines recommended by the Federal Office of Public Health?

0 - 10

Do you agree or disagree with the following statements:

It is my role as a parent to question shots.

Strongly agree
Sgree
Not sure
Disagree
Strongly disagree
Doesn't want to disclose
Missing

I believe that many of the illnesses that vaccines prevent are severe.

Strongly agree
Sgree
Not sure
Disagree
Strongly disagree
Doesn't want to disclose
Missing

It is better for [child's name] to develop immunity by getting sick than to get a vaccine.

Strongly agree

Sgree

Not sure

Disagree

Strongly disagree

Doesn't want to disclose

Missing

It's better for [child's name] to get fewer vaccines at the same time.

Strongly agree

Sgree

Not sure

Disagree

Strongly disagree

Doesn't want to disclose

Missing

How concerned are you that [child's name] might have a serious side effect from a vaccine?

Not at all concerned

Not too concerned

Not sure

Somewhat concerned

Very concerned

Doesn't want to disclose

Missing

How concerned are you that one of the vaccines might not be safe?

Not at all concerned

Not too concerned

Not sure

Somewhat concerned

Very concerned

Doesn't want to disclose

Missing

How concerned are you that vaccines might not prevent disease?

Not at all concerned

Not too concerned

Not sure

Somewhat concerned

Very concerned

Doesn't want to disclose

Missing

If you had another child today, would you want him/her to get all the recommended vaccines?

Yes

No

Doesn't want to disclose

Doesn't know

Missing

Overall, how hesitant about vaccinations would you consider yourself to be?

Not at all hesitant

Not too hesitant

Not sure

Somewhat hesitant

Very hesitant

doesn't want to disclose

missing

Do you agree or disagree with the following statements:

I educate parents of children in my practice about the importance of immunizations.

Strongly agree

Sgree

Not sure

Disagree

Strongly disagree

Doesn't want to disclose

Missing

I monitor whether or not children I see are up to date on their immunizations.

Strongly agree

Sgree

Not sure

Disagree

Strongly disagree

Doesn't want to disclose

Missing

I trust the information I receive about vaccinations .

Strongly agree

Sgree

Not sure

Disagree

Strongly disagree

Doesn't want to disclose

Missing

I am able to openly discuss my concerns about vaccines with my child's doctor.

Strongly agree

Sgree

Not sure

Disagree

Strongly disagree

Doesn't want to disclose

Missing

All things considered, how much do you trust your child's doctor, on a scale from 0 to 10, with 0 being not at all and 10 being completely?

0 - 10

Have you ever discussed [child's name]'s vaccination with [provider's name]?

Yes

No

Doesn't want to disclose

Doesn't know

Missing

How strongly does [provider's name] recommend vaccinating [child's name] with all the recommended vaccines?

Supports all recommended vaccines

Supports most recommended vaccines

Supports some recommended vaccines

Doesn't support any recommended vaccines

Doesn't want to disclose

Doesn't know

Missing

How important is following the recommended vaccination schedule for [provider's name]?

Very important

Somewhat important

Not very important

Not important at all

Doesn't want to disclose

Doesn't know

Missing

How much do you trust the information [provider's name] gave you?

Completely trust

Somewhat trust

Neither trust nor distrust

Somewhat distrust

Don't trust at all

Doesn't want to disclose

Doesn't know

Missing

How satisfied were you with your discussions about vaccines with [provider's name]?

Not at all satisfied

Somewhat satisfied

Neither satisfied nor unsatisfied

Satisfied

Very satisfied

Doesn't want to disclose

Doesn't know

Missing

Please indicate how much you agree with the following statements:

I am able to ask [provider's name] questions about vaccination.

Completely agree

Somewhat agree
Neither agree nor disagree
Somewhat disagree
Completely disagree
Doesn't want to disclose
Doesn't know
Missing

[Provider's name] takes the time needed to discuss my concerns about vaccination with me.

Completely agree
Somewhat agree
Neither agree nor disagree
Somewhat disagree
Completely disagree
Doesn't want to disclose
Doesn't know
Missing

[Provider's name] takes my concerns about vaccination seriously.

Completely agree
Somewhat agree
Neither agree nor disagree
Somewhat disagree
Completely disagree
Doesn't want to disclose
Doesn't know
Missing

[Provider's name]'s views on vaccination are similar to my own.

Completely agree
Somewhat agree
Neither agree nor disagree
Somewhat disagree
Completely disagree
Doesn't want to disclose
Doesn't know
Missing

Have you discussed vaccination for [child's name] with any other doctor?

Yes
No
Doesn't want to disclose
Doesn't know
Missing

What led you to consult another doctor?

Second opinion
Moved
Former provider stopped working

Disagreement with provider

Other: _____

Doesn't want to disclose

Doesn't know

Missing

How satisfied were you with your discussions about [child's name]'s vaccines with that doctor?

Not at all satisfied

Somewhat satisfied

Neither satisfied nor unsatisfied

Satisfied

Very satisfied

Doesn't want to disclose

Doesn't know

Missing

How much do you trust the information that doctor gave you about vaccines?

Completely trust

Somewhat trust

Neither trust nor distrust

Somewhat distrust

Don't trust at all

Doesn't want to disclose

Doesn't know

Missing

What are your most trusted information sources on vaccination?

No information/no source

Family

My child's doctor

Other doctor

Friends and acquaintances

Public health authorities

TV

Internet

Social media (such as Facebook, Instagram and Twitter)

Print media (such as books, magazines and newspapers)

Other: _____

Doesn't want to disclose

Doesn't know

Missing

Which TV programs?

Write-in response

Which websites?

Write-in response

What social media?

Write-in response

What print media?

Write-in response
What other sources?

Write-in response
Did you apply the information you received when making decisions about vaccination for your child?

Yes
No
Doesn't want to disclose
Doesn't know
Missing

Please indicate how much you agree with the following statements:
I can always prevent my child from being infected with vaccine-preventable diseases by other means than vaccination.

Completely agree
Somewhat agree
Neither agree nor disagree
Somewhat disagree
Completely disagree
Doesn't want to disclose
Doesn't know
Missing

Vaccine-preventable diseases can be easily cured in Switzerland.

Completely agree
Somewhat agree
Neither agree nor disagree
Somewhat disagree
Completely disagree
Doesn't want to disclose
Doesn't know
Missing

Vaccines can cause serious long-term harm to health.

Completely agree
Somewhat agree
Neither agree nor disagree
Somewhat disagree
Completely disagree
Doesn't want to disclose
Doesn't know
Missing

Vaccination is unnatural, so it is best to vaccinate as little as possible.

Completely agree
Somewhat agree
Neither agree nor disagree
Somewhat disagree
Completely disagree
Doesn't want to disclose

Doesn't know

Missing

How likely do you think it is that your child will be exposed to vaccine-preventable diseases in your home?

Very likely

Somewhat likely

Not sure

Somewhat unlikely

Very unlikely

Doesn't want to disclose

Doesn't know

Missing

How likely do you think it is that your child will be exposed to vaccine-preventable diseases in your community?

Very likely

Somewhat likely

Not sure

Somewhat unlikely

Very unlikely

Doesn't want to disclose

Doesn't know

Missing

About how many of your family members with children do you think have vaccinated their children?

Almost all

About three-quarters

About half

About a quarter

Almost none

Doesn't want to disclose

Doesn't know

Missing

About how many of your friends with children do you think have vaccinated their children?

Almost all

About three-quarters

About half

About a quarter

Almost none

Doesn't want to disclose

Doesn't know

Missing

About how many of the children in your community do you think are vaccinated?

Almost all

About three-quarters

About half

About a quarter

Almost none
Doesn't want to disclose
Doesn't know
Missing

Now I would like to ask you some questions about health more generally.

How is your child's health, in general?

Very good
Good
OK
Bad
Very bad
Doesn't want to disclose
Doesn't know
Missing

Do you agree or disagree with the following statements:

It is my responsibility as a parent to actively research health decisions for my child

Strongly agree
Agree
Neither agree nor disagree
Disagree
Strongly disagree
Doesn't want to disclose
Doesn't know
Missing

I took an active role in choosing my child's doctor.

Strongly agree
Agree
Neither agree nor disagree
Disagree
Strongly disagree
Doesn't want to disclose
Doesn't know
Missing

I chose a doctor for my child who shares my views on health.

Strongly agree
Agree
Neither agree nor disagree
Disagree
Strongly disagree
Doesn't want to disclose
Doesn't know
Missing

If I disagree or am uncertain about the advice of a nurse or a doctor, I am comfortable saying so.

Strongly agree

Agree
Neither agree nor disagree
Disagree
Strongly disagree
Doesn't want to disclose
Doesn't know
Missing

How many of the recommended well-child visits from birth until now has your child completed?

All recommended visits
Some but maybe not all recommended visits
None of them
Doesn't want to disclose
Doesn't know
Missing

When [child's name] was an infant (0-2 years old), which of the following childcare options did you use? Please indicate all that apply.

I (or my partner) stayed home with him/her.
Other family cared for him/her.
A nanny cared for him/her in my home.
He/she attended a small, home-based day care.
He/she attended private day care.
He/she attended public day care.
Other
Doesn't want to disclose
Doesn't know
Missing

And how old was he/she when he/she started day care?

Age

I will now list some activities. Please indicate which of these descriptions applies to what you did when [child's name] was an infant (0-2 years old)? Please indicate all that apply

In paid work
In education (even if on vacation)
Unemployed and actively looking for a job
Unemployed, wished to work but didn't actively look for a job
Permanently sick or disabled
Retired
In community or military service
Doing housework, looking after children or other persons
Other
Doesn't want to disclose
Doesn't know
Missing

What were your total 'basic' or contracted hours each week (in your main job), excluding any paid and unpaid overtime?

Hours

How is your health in general? Is it...

- Very good
- Good
- OK
- Bad
- Very bad
- Doesn't want to disclose
- Doesn't know
- Missing

How important is health for you? Here are three options, please tell us which one is closest to your own opinion.

- I live without worrying too much about consequences for my health.
- My lifestyle is influenced by considerations about maintaining my health.
- Considerations about my health have a large impact on how I live.
- Doesn't want to disclose
- Doesn't know
- Missing

In the last 12 months, that is since [month, year], which of the following treatments have you used for your own health? Please indicate yes or no for each.

- Acupressure
- Acupuncture
- Anthroposophical medicine
- Chinese medicine
- Chiropractics
- Herbal treatment
- Homeopathy
- Hypnotherapy
- Massage therapy
- Osteopathy
- Physiotherapy
- Reflexology
- Spiritual Healing
- Other: _____
- None of these
- Don't know

The following questions have been posed to your patients who participated in this study. We would now like to pose the same questions to you. This will help us to better understand the factors that play a role when patients choose their providers.

Now I would like to ask you some questions about other topics to get a sense of your core worldview and political and religious sentiments.

Do you consider yourself as belonging to any particular religion or denomination?

- Yes
- No
- Doesn't want to disclose
- Doesn't know

Missing

Which one?

Christian: _____

Jewish: _____

Islamic: _____

Eastern religions: _____

Other non-Christian religions: _____

Doesn't want to disclose

Doesn't know

Missing

Please specify which exactly:

Write-in response

Apart from special occasions such as weddings and funerals, about how often do you attend religious services nowadays?

Every day

More than once a week

Once a week

At least once a month

Only on special holy days

Less often

Never

Doesn't want to disclose

Doesn't know

Missing

Regardless of whether you belong to a particular religion, how religious would you say you are?

Not at all religious

Somewhat religious

Religious

Very religious

Doesn't want to disclose

Doesn't know

Missing

How important do you consider spiritual experiences to be in your everyday life?

Very important

Somewhat important

Not very important

Not important at all

Not sure

Doesn't want to disclose

Doesn't know

Missing

How interested would you say you are in politics? Are you...

Very interested

Quite interested

Hardly interested

Or, not at all interested?

Doesn't want to disclose

Doesn't know

Missing

Is there a particular political party that you feel closer to than all the other political parties?

Yes

No

Doesn't want to disclose

Doesn't know

Missing

Which one?

Write-in response

In politics, people sometimes talk of "left" and "right". Where would you place yourself? Would you consider yourself...

Left

Center left

Center

Center right

Right

Doesn't want to disclose

Doesn't know

Missing

How often do you participate in activities with a society, a club, a political party, a cultural association, or other groups, including religious groups?

Almost every day

About once a week

About 1-3 times a month

A few times a year

More rarely

Never

Doesn't want to disclose

Doesn't know

Missing

We would now like to pose some questions regarding the values that generally guide people in their everyday life. The questions don't directly relate to vaccinations.

When you decide whether something is right or wrong, to what extent are the following considerations relevant to your thinking?

Whether or not someone suffered emotionally. Is it not at all relevant, not very relevant, slightly relevant, somewhat relevant, very relevant or extremely relevant?

Not at all relevant

Not very relevant

Slightly relevant

Somewhat relevant

Very relevant

Extremely relevant

Doesn't want to disclose

Doesn't know

Missing

Whether or not someone was treated differently than others.

Not at all relevant

Not very relevant

Slightly relevant

Somewhat relevant

Very relevant

Extremely relevant

Doesn't want to disclose

Doesn't know

Missing

Whether or not someone's actions showed love for his or her country.

Not at all relevant

Not very relevant

Slightly relevant

Somewhat relevant

Very relevant

Extremely relevant

Doesn't want to disclose

Doesn't know

Missing

Whether or not someone's actions showed a lack of respect for authority.

Not at all relevant

Not very relevant

Slightly relevant

Somewhat relevant

Very relevant

Extremely relevant

Doesn't want to disclose

Doesn't know

Missing

Whether or not someone violated standards of purity and decency.

Not at all relevant

Not very relevant

Slightly relevant

Somewhat relevant

Very relevant

Extremely relevant

Doesn't want to disclose

Doesn't know

Missing

Whether or not someone was good at math.

Not at all relevant

Not very relevant

Slightly relevant
Somewhat relevant
Very relevant
Extremely relevant
Doesn't want to disclose
Doesn't know
Missing

Whether or not someone cared for someone weak or vulnerable.

Not at all relevant
Not very relevant
Slightly relevant
Somewhat relevant
Very relevant
Extremely relevant
Doesn't want to disclose
Doesn't know
Missing

Whether or not someone acted unfairly.

Not at all relevant
Not very relevant
Slightly relevant
Somewhat relevant
Very relevant
Extremely relevant
Doesn't want to disclose
Doesn't know
Missing

Whether or not someone did something to betray his or her group.

Not at all relevant
Not very relevant
Slightly relevant
Somewhat relevant
Very relevant
Extremely relevant
Doesn't want to disclose
Doesn't know
Missing

Whether or not someone conformed to the traditions of society.

Not at all relevant
Not very relevant
Slightly relevant
Somewhat relevant
Very relevant
Extremely relevant

Doesn't want to disclose

Doesn't know

Missing

Whether or not someone did something disgusting.

Not at all relevant

Not very relevant

Slightly relevant

Somewhat relevant

Very relevant

Extremely relevant

Doesn't want to disclose

Doesn't know

Missing

Please listen to the following statements and indicate whether you strongly disagree, moderately disagree, slightly disagree, slightly agree, moderately agree or strongly agree

Compassion for those who are suffering is the most crucial virtue.

Strongly disagree

Moderately disagree

Slightly disagree

Slightly agree

Moderately agree

Strongly agree

Doesn't want to disclose

Doesn't know

Missing

When the government makes laws, the number one principle should be ensuring that everyone is treated fairly.

Strongly disagree

Moderately disagree

Slightly disagree

Slightly agree

Moderately agree

Strongly agree

Doesn't want to disclose

Doesn't know

Missing

I am proud of my country's history.

Strongly disagree

Moderately disagree

Slightly disagree

Slightly agree

Moderately agree

Strongly agree

Doesn't want to disclose

Doesn't know

Missing

Respect for authority is something all children need to learn.

Strongly disagree

Moderately disagree

Slightly disagree

Slightly agree

Moderately agree

Strongly agree

Doesn't want to disclose

Doesn't know

Missing

People should not do things that are disgusting even if no one is harmed.

Strongly disagree

Moderately disagree

Slightly disagree

Slightly agree

Moderately agree

Strongly agree

Doesn't want to disclose

Doesn't know

Missing

It is better to do good than to do bad.

Strongly disagree

Moderately disagree

Slightly disagree

Slightly agree

Moderately agree

Strongly agree

Doesn't want to disclose

Doesn't know

Missing

One of the worst things a person could do is hurt a defenseless animal.

Strongly disagree

Moderately disagree

Slightly disagree

Slightly agree

Moderately agree

Strongly agree

Doesn't want to disclose

Doesn't know

Missing

Justice is the most important requirement for a society.

Strongly disagree

Moderately disagree

Slightly disagree
Slightly agree
Moderately agree
Strongly agree
Doesn't want to disclose
Doesn't know
Missing

People should be loyal to their family members even when they have done something wrong.

Strongly disagree
Moderately disagree
Slightly disagree
Slightly agree
Moderately agree
Strongly agree
Doesn't want to disclose
Doesn't know
Missing

Men and women should each have different roles to play in society.

Strongly disagree
Moderately disagree
Slightly disagree
Slightly agree
Moderately agree
Strongly agree
Doesn't want to disclose
Doesn't know
Missing

I would call some acts wrong on the grounds that they are unnatural.

Strongly disagree
Moderately disagree
Slightly disagree
Slightly agree
Moderately agree
Strongly agree
Doesn't want to disclose
Doesn't know
Missing

I just have a few more questions to finish up.

First I would like to ask some questions about you and [child's name]'s other parent's education.
What is the highest level of education you have successfully completed?

Secondary school not completed, no completed
Professional education
Completed 9 years of school, no further
education
Technical school or business school

Completed apprenticeship
College
Primary school teacher seminar
Higher professional school
Bachelor at University or applied university
Master at University or applied university
Doctorate at University or applied university
Other
Doesn't want to disclose
Doesn't know
Missing

And what about [child's name]'s father/mother? What is the highest level of education s/he has successfully completed?

Secondary school not completed, no completed
Professional education
Completed 9 years of school, no further education
Technical school or business school
Completed apprenticeship
College
Primary school teacher seminar
Higher professional school
Bachelor at University or applied university
Master at University or applied university
Doctorate at University or applied university
Other
Doesn't want to disclose
Doesn't know
Missing

Which of these descriptions apply to what you have been doing for the last seven days?

In paid work or away temporarily
In education (even if on vacation)
Unemployed and actively looking for a job
Unemployed, wishes to work but doesn't actively look for a job
Permanently sick or disabled
Retired
In community or military service
Doing housework, looking after children or other persons
Other
Doesn't want to disclose
Doesn't know
Missing

Regardless of your basic or contracted hours, how many hours per week do you normally work, including any paid or unpaid overtime?

Hours

What is your current occupation?

Write-in response

And what about [child's name]'s father/mother? Which describes his/her situation in the last seven days?

In paid work or away temporarily

In education (even if on vacation)

Unemployed and actively looking for a job

Unemployed, wishes to work but doesn't actively look for a job

Permanently sick or disabled

Retired

In community or military service

Doing housework, looking after children or other persons

Other

Doesn't want to disclose

Doesn't know

Missing

How many hours does s/he normally work, including any paid or unpaid overtime?

Hours

What is his/her current occupation?

Write-in response

In what range is your current annual household income?

<20'000

<40'000

<60'000

<80'000

<100'000

<120'000

<150'000

Min. 150'000

Refuses answer

Doesn't know

Missing

Are you a citizen of Switzerland?

Yes

No

Doesn't want to disclose

Doesn't know

Missing

What citizenship do you hold?

Write-in response

Were you born in Switzerland?

Yes

No

Doesn't want to disclose

Doesn't know

Missing

In which country were you born?

Write-in response

What year did you first come to live in Switzerland?

Year

What languages do you speak most often at home?

Write-in response

Second language:

Write-in response

What language do you speak most often with your doctor?

Write-in response

What is your postcode?

Write-in response

Do you have comments you would like to make?

Write-in response

Supplementary Table S1. Satisfaction with and trust in primary biomedically- and CAM-oriented providers.

	All parents (N=1390)	By PACV-score		P value
		Non-VH parents (N=889)	VH parents (N=501)	
	N (%)	N (%)	N (%)	
<i>Type of primary provider</i>				<0.001
Biomedical	893 (64)	705 (79)	188 (38)	
CAM	490 (35)	183 (21)	307 (61)	
Missing	7 (1)	1 (0)	6 (1)	
<i>Discussed vaccines with primary provider</i>				<0.001
No	318 (23)	238 (27)	80 (16)	
Yes	1063 (76)	645 (73)	418 (83)	
Missing	9 (1)	6 (1)	3 (1)	
<i>Parents who reported having discussed vaccination with primary provider</i>	Total sample (N=1063)	By PACV-score		
		Non-VH parents (N=645)	VH parents (N=418)	
	N (%)	N (%)	N (%)	P value
Satisfied with provider ¹	928 (87)	586 (91)	342 (82)	<0.001
Trust provider ²	1000 (94)	632 (98)	368 (88)	<0.001
Provider's views are similar to parents ²	838 (79)	567 (88)	271 (65)	<0.001
<i>Parents who reported having discussed vaccination with biomedical primary provider</i>	Total sample (N=656)	By PACV-score		
		Non-VH parents (N=511)	VH parents (N=145)	
	N (%)	N (%)	N (%)	P value
Satisfied with provider ¹	567 (86)	467 (91)	100 (69)	<0.001
Trust provider ²	623 (95)	503 (98)	120 (83)	<0.001
Provider's views are similar to parents ²	528 (80)	449 (88)	79 (54)	<0.001
<i>Parents who reported having discussed vaccination with CAM primary provider</i>	Total sample (N=400)	By PACV-score		
		Non-VH parents (N=133)	VH parents (N=267)	
	N (%)	N (%)	N (%)	P value
Satisfied with provider ¹	355 (89)	118 (89)	237 (89)	0.395
Trust provider ²	371 (93)	128 (96)	243 (91)	0.164
Provider's views are similar to parents ²	305 (76)	117 (88)	188 (70)	0.001
<i>Parents reporting that primary providers' views are similar to their own²</i>	Total sample (N=838)	By PACV-score		
		Non-VH parents (N=567)	VH parents (N=271)	
	N (%)	N (%)	N (%)	P value
Satisfied with provider ¹	774 (92)	522 (92)	252 (93)	0.485
Trust provider ²	820 (98)	560 (99)	260 (96)	0.004
<i>Parents reporting that biomedical primary providers' views are similar to their own²</i>	Total sample (N=528)	By PACV-score		
		Non-VH parents (N=449)	VH parents (N=79)	
	N (%)	N (%)	N (%)	P value
Satisfied with provider ¹	479 (91)	413 (92)	66 (84)	0.081
Trust provider ²	518 (98)	444 (99)	74 (94)	<0.001
<i>Parents reporting that CAM primary providers' views are similar to their own²</i>	Total sample (N=305)	By PACV-score		
		Non-VH parents (N=117)	VH parents (N=188)	
	N (%)	N (%)	N (%)	P value
Satisfied with provider ¹	290 (95)	108 (92)	182 (97)	0.141
Trust provider ²	297 (97)	115 (98)	182 (97)	0.516

Note. ¹Satisfied/very satisfied; ²Somewhat or completely; Pearson's Chi-squared tests were used for statistical analysis.