

Interview Guide

Introduction

Thank you for agreeing to meet and participate in our research study. We are interviewing you to better understand the challenges faced by healthcare providers in delivering vaccinations to migrants and the potential barriers migrants face in accessing vaccinations in Norway, as perceived by healthcare providers. The hope is that this exploratory study can identify gaps and direct future research for the vaccination of migrant populations in Norway and Europe. There are no right or wrong answers to any of our questions, as we are interested in your own experiences.

Participation in this study is completely voluntary. All information that you share with me today will be anonymized and confidential. Furthermore, we will be focusing on getting an overview of the system and processes in place for the vaccination of migrants in Norway and its functioning, rather than any personal data related to patients, yourselves, or others.

Definitions we will be using in our study:

- Immigrant: a person who makes a conscious choice to leave their country to seek a better life elsewhere with the goal of living permanently in the foreign country.
- Refugee: a person who has been forced to leave their country in order to escape war, persecution, or natural disaster, seeking protection in another country.
- Asylum seeker: A person who awaits a decision on the application for refugee status.

For simplicity, these three groups will be grouped under the term 'migrant' in our study. Wherever you feel that you can specify if you are talking about refugees or immigrants, please do so.

We are looking at all age groups. We are considering a child to be between the ages of 0-10 years old, an adolescent: 10-19, and an adult: 20+ years old.

We'll also be referring to vaccine-preventable diseases (VPDs), which includes measles, mumps, rubella, diphtheria, tetanus, pertussis, polio, *Haemophilus influenzae* type B (HiB) and hepatitis B (ECDC, 2018).

**Opportunity for participant to ask questions and interviewer to provide clarification*

Today's interview will take about 1 hour.

Would it be okay with you if we audio-recorded the interview after you have provided a background of yourself and your role? We want to start the recording after a description of yourself to ensure no personal identifiers are audio recorded. I will tell you when I will turn on the recording. The purpose of the audio-recording will be to allow for a deeper analysis of what you tell me here today. Again, all responses will be kept confidential and are anonymized. This means that your de-identified interview responses will only be shared with research team members and we will ensure that any information we include in our report does not identify you as the respondent. You may decline to answer any question or stop the interview at any time and for any reason.

The interview will first focus on your work here, then the process of vaccination of migrants in Norway, the possible challenges, and possible solutions if you see any.

If anything I say is unclear, please let me know.

Do you have any questions now before we begin?

Background questions:

1. What is your role here and what do you do?

**Ask to start recording*

2. In what ways does this clinic interact with migrant populations?
3. Could you describe the patient demographic that you work with?

Process of immunization of migrants in Norway and potential challenges/barriers

1. What is the process in place to ensure that adult migrants obtain proper vaccinations upon arrival to Norway?
2. Where can migrants obtain vaccination?
3. Are there specific policies or guidelines for health care providers on how to provide vaccinations to adult migrants?
4. How does this process of vaccination, if at all, differ between refugees and immigrants?
5. What is the process in place to ensure that migrant children and adolescents obtain the proper vaccinations?
6. As official data is not available on migrant vaccination coverage in Norway, do you consider that some migrant groups, if any, are less covered by immunization than the Norwegian population?
7. Based on your experience, do you believe that migrants have a low uptake or acceptance of vaccination in Norway?
8. Do you consider that there is a specific age group of migrants less covered by immunization than other age groups? If yes, which age group?
9. In your opinion, what do you consider to be the main barriers, if there are any, to vaccination among migrants?
10. Do migrants have to pay any medical fees associated with vaccination? Is there a difference for vaccination costs between children, adolescent, or adult migrants? Do you believe there are any barriers around this?
11. In what ways do the barriers to vaccination differ for immigrants, refugees, asylum seekers, and undocumented migrants?
12. In your opinion, do you believe that there are specific challenges for completing multi-dose vaccinations for migrants? If yes, what do you consider these challenges to be?
13. Do you feel there are any gaps or challenges with the guidelines for vaccinations for migrant groups?

Strategies employed

14. Are you aware of any initiatives developed with regards to increasing vaccination of migrants in Norway? If so, could you please describe them?
15. Does your clinic have any initiatives to improve the immunization coverage of migrants? If so, could you please describe them?

Use of translators by HCPs with migrant patients

16. Are health care providers trained or educated on how to work with migrant patients? If so, what do these courses entail?
17. Could you describe any initiatives to improve the cultural competency of health care providers in Norway?
18. Are translators available when working with migrant patients?
19. Are translators used when working with migrant patients? What does this process of arranging and using a translator look like?
20. Is information about vaccinations available in various languages? Where can one obtain these?

The Norwegian health system

21. In your opinion, what are the strengths and/or weaknesses of the Norwegian healthcare system in providing vaccinations to migrants?

Areas for improvement

22. What information would be helpful for healthcare providers with regards to improving access to vaccinations for migrants in Norway?