

**Table 3. Reported Use of Vaccine Communication Techniques Among Medical Assistants and Nurses**

Survey Question	%(n) N=185
<b>How often do you use the following communication techniques when discussing the HPV vaccine with vaccine hesitant parent(s) <u>before</u> they are seen by their clinician?</b>	
<b>1. <u>Presumptive</u> initiation (ex: “Sara is due for her HPV shot today.”)</b>	
Most of the time (>75%)	45.9% (85)
Often (51-75%)	26.5% (49)
Sometimes (26-50%)	12.4% (23)
Rarely/Never (0-25%)	15.1% (28)
<b>2. <u>Bundling</u> (ex: “Sara is due for her Tdap, <u>HPV</u>, and meningococcal vaccines today.”)</b>	
Most of the time (>75%)	62.2% (115)
Often (51-75%)	21.6% (40)
Sometimes (26-50%)	8.1% (15)
Rarely/Never (0-25%)	8.1% (15)
<b>3. <u>Ask questions</u> inviting parents to share more about what concerns they have (e.g. "What are your concerns about the vaccine?")</b>	
Most of the time (>75%)	25.4% (47)
Often (51-75%)	25.4% (47)
Sometimes (26-50%)	22.2% (41)
Rarely/Never (0-25%)	27.0% (50)
<b>4. Use <u>supportive statements</u> to demonstrate that I can understand the parents' perspective (e.g. "You are a good mom and you care about your daughter's health.")</b>	
Most of the time (>75%)	26.5% (49)
Often (51-75%)	24.9% (46)
Sometimes (26-50%)	21.1% (39)
Rarely/Never (0-25%)	27.6% (51)
<b>5. <u>Reflect back</u> to the parents the concerns I heard them voice before moving forward (e.g. "So it sounds like you're worried about the side effects of this vaccine.")</b>	
Most of the time (>75%)	27.0% (50)
Often (51-75%)	30.8% (57)
Sometimes (26-50%)	19.5% (36)
Rarely/Never (0-25%)	22.7% (42)
<b>6. Explain to the parents that while I strongly recommend the vaccines, it is <u>ultimately their decision</u> (e.g. That said, this is a decision only you can make)</b>	
Most of the time (>75%)	44.3% (82)
Often (51-75%)	26.5% (49)
Sometimes (26-50%)	15.1% (28)
Rarely/Never (0-25%)	14.1% (26)
<b>7. Before responding to parents' vaccine concerns, I <u>ask the parents' permission</u> to share what I know about vaccines (e.g. May I share what I know about this issue?)</b>	
Most of the time (>75%)	25.9% (48)
Often (51-75%)	23.8% (44)
Sometimes (26-50%)	23.2% (43)
Rarely/Never (0-25%)	27.0% (50)