

COMMUNITY CONVERSATION DISCUSSION GUIDE

FOR GEOGRAPHY-BASED POPULATIONS

INTRODUCTION *[RECOMMENDED TIME: 10 MINUTES]*

Thank you for taking the time to attend this meeting.

[Note: HCIF staff will help participants rename themselves to whatever name they prefer, as they come in and we welcome them.]

My name is _____ and I work as part of the team with the Health Care Improvement Foundation. Also joining us for the meeting will be _____, who will _____. Our meeting today is one of the community conversations we're holding for the Community Health Needs Assessment.

Explanation of CHNA: A little background: every three years, non-profit hospitals are required by federal law to do a Community Health Needs Assessment. The goal of the assessment is to better understand health needs in communities from the perspective of community members themselves, so hospitals that serve those communities can plan the best ways to address health needs in the future.

We're working with a team from multiple health systems in southeastern Pennsylvania who have agreed to do this assessment together. Our meeting today is one of a series of meetings we're holding, so we can talk with people from all different neighborhoods in southeastern Pennsylvania. We will review what people from all the meetings have to tell us, in order to understand the common themes that come out of the meeting discussions. We will use that information in the final assessment report. The report will help hospitals develop plans and design programs to help support the communities and neighborhoods they serve.

When the report is complete, next June, the final report of this assessment will be available on hospital websites.

Before we do our introductions, we'd like to introduce you to our hospital partners who are joining briefly at the start of our meeting to welcome and thank you for your participation. *(Name of partner(s) and ask to say a few brief words.)*

Meeting purpose: As part of the assessment, it's important for us to speak to people who live in the communities our hospital partners serve. As a community resident you understand and are in a unique position to share insights about the community where you live. Today we want to get your feedback on what you see as the most important health needs and priorities in your

community. When I use the term health, I'm talking broadly about mental, physical and spiritual health, and any conditions that affect health. And, just as important: we want to hear your ideas on possible solutions to these important health issues.

Also, we understand that an important health issue for most people has been the COVID pandemic. We'll dedicate time later in our discussion to get your feedback on the pandemic, especially how it's affected health in your community. First, though, we'll ask about the wider range of health issues affecting you, your family and community.

Introductions: First, to help all of us get to know each other, please introduce yourselves and take a minute to tell us how many years you've lived in this neighborhood. I will call on each of you because we are on Zoom.

[Show slide that summarizes the ground rules]

Expectations and ground rules: Today's discussion will last for about 90 minutes. I will be asking some questions and [name] will be taking notes. We encourage everyone to please turn on their videos, so that we can see as well as hear everyone. To help ensure an open discussion where everyone can participate, here are some ground rules to please keep in mind throughout our discussion:

- First, **we value your privacy and confidentiality.** Everything that's said in this room stays in this room.
- **If you haven't already done so, please rename yourself or let us know what you'd like to be called and we can rename you.** We'll call you whatever name you prefer. For example, you're welcome to use just your first name or your initials or another name you choose. *[HCIF assistant on call will then rename participants according to their preferences.]* The name you provide is the name we'll use in our notes.
- **We will audio record and write down what we talk about in the meeting, but only people working on this assessment will have access to the written record and audio recording.**
- **Please refrain from using names of specific health care providers and hospitals.**
- **Everyone's opinions and comments are valued in this meeting!** Thank you for helping us create an atmosphere of openness and respect where everyone feels comfortable to candidly share their thoughts.
- **When you want to talk, just raise your hand like this *[moderator demonstrates]* and we'll see it and call on you. Or, if you don't have your camera on or are calling into the meeting, please just speak up.**
- **We want to hear from everyone who took the time to be here today.** If you're usually pretty talkative, try to give other people a turn to talk. Or, if you've shared a lot on a particular topic, I may ask you to stop talking to give others a chance to speak. On the other

hand, if you're usually on the quiet side, try to speak up more than you usually would. It can be **confusing if more than one person speaks at a time**. If more than one person is talking, I might choose one person who should go first.

- **Since we're using Zoom, we may mute those who are not talking at a given moment, to reduce background noise** and make it easier for everyone to hear who is speaking.
- Speaking of Zoom, **we'd also like to use the chat box today, to add to our discussion. If you're not able or don't wish to use the chat, that's okay, too—we'll provide time for everyone to share their thoughts. We'll be reviewing the chat as we go, so we can share comments there, as needed.** *[Briefly demonstrate use of chat.]*

COMMUNITY ASSETS AND CHALLENGES [RECOMMENDED TIME: 15-20 MINUTES]

Now I'm going to ask some questions related to health in your community—and ask you to think about both what helps you to stay healthy and what keeps you from being healthy. By health, I don't just mean not being sick. A lot of different things can affect your physical, mental, emotional, and spiritual well-being that we might talk about today. And, by community, I mean the neighborhood area where you and your immediate family live.

Let's start with things in your community that help you and others to stay healthy. In other words, what are the things that make your community a healthier place to live?

[Potential prompts: Relationships with other residents, schools, safe and clean public spaces like parks and community centers, availability of food, availability of public transit, walkability, how close by the places you need to go are, availability and quality of other social services and resources, etc.]

[Notetaker will record emergent topics for easy group reference later in the discussion.]

Let's talk next about what you're most concerned about when you think about the health in your community. What are the challenges or barriers that prevent you and others in your community from staying healthy?

[Two families of probes, "condition probes" and "social determinant probes," are included. Please give the opportunity for open discussion first, and use the probes below to generate further discussion as needed. Notetaker will record emergent topics for both types of probes for easy group reference later in the discussion.]

[Probes – health conditions, if not covered in the general discussion for this prompt:] **Many different health problems can affect communities—to name some, for example: heart disease, diabetes, high blood pressure, cancer, asthma, mental health issues, and substance use issues. What do you see as the biggest health problems in your community?**

[If needed: probe for chronic conditions, infectious diseases or diseases passed from person to person, mental health conditions, and substance use.]

[Probes – social determinants, if not covered in the general discussion for this prompt:] **As you may know, social and environmental factors play a role in a person’s ability to be healthy. Examples of these factors can include racism and discrimination as well as income, education, transportation, having a job, having enough food, and having a safe place to live. What are some of the most important things like these that affect health in your community?**

HEALTH OF SPECIFIC SUBPOPULATIONS *[RECOMMENDED TIME: 10 MINUTES]*

I want to turn the discussion to talking about the health of two different groups – first, youth and then, seniors – in the community. Let’s start by talking about children and youth, from birth through high school. **What are some things that help children and youth be healthy. What are some things that prevent them from being healthy?**

What are some of the most important issues that specifically affect the health of older adults (age 65 or older) in your community? **What are some things that help older adults in your community be healthy? What are some things that prevent them from being healthy?**

Are there other groups in your community who face challenges in being healthy? If yes, what groups and what are the challenges they face.

HEALTH CARE ACCESS *[RECOMMENDED TIME: 10 MINUTES]*

Now I want to ask about access to health care, or how easy or hard it is for you or the people in your life to get the health care they need when they need it. I don’t mean problems you’ve had with a specific provider, like a doctor or a nurse. **Instead, overall, how easy or hard is it for you to get care when you need it?**

[If not covered in a previous section, potential prompts: getting appointments; health insurance, transportation, cost; language, navigating the healthcare system, convenience, specialty care, etc.]

What kinds of challenges, if any, have you experienced or heard about in accessing care for help with mental health or substance use? (for example, getting appointments; health insurance, transportation, cost; convenience, etc.)

PANDEMIC IMPACT ON COMMUNITY HEALTH *[RECOMMENDED TIME: 10 MINUTES]*

Now we want to talk about how the pandemic may have affected you, your family and the community’s access to health care as a result of the pandemic **How, if at all, has the pandemic**

made it easier or harder for you to get health care? In other words, how has COVID impacted getting health care, if it has?"

During COVID, many people have been using their phones or computers to access health care. Have you had this experience? If so, what has this been like? *[Additional potential prompts: experience with telehealth visits or use of online portals to message a health care provider or look up test results and other records. Also, issues related to digital access and computer literacy issues.]* **What's been your experience using your phone or computer for health care? Have you used your phone or computer to get information on test results or to use a health portal to message your provider or get other health information?**

(Probe for specific subpopulations if enough time, such as seniors and children/youth, with regard to using technology to access health care during pandemic)

Let's talk about health and social services available to help your community during the pandemic. What services have worked well? What were the challenges? What would you like to see continued or improved? Are there services that were missing that could help keep people stay safer and healthier?

PRIORITIZATION & SUMMARY [RECOMMENDED TIME: UP TO 10 MINUTES]

We've talked about a lot of important issues today related to health in the community. This slide lists some of the things that you all shared. *[HCIF member on call will screen share a slide that lists key issues discussed during meeting.]* **Let's think now about prioritization. Based on the issues the group has brought up today, what do you think are the two most important issues to address to improve health in your community?**

Please take a moment to use the chat to write down your two most important issues. List your most important issue first, then your second issue. If you are unable to use the chat, you can simply tell us. *(If some participants are not using the chat, moderator will ask these participants to state their two priorities, in order of importance.)*

[Make brief observations about the list generated (e.g., common themes or priorities that cluster around similar topics, wide-ranging list of topics, etc.).]

POTENTIAL SOLUTIONS/STRATEGIES [RECOMMENDED TIME: UP TO 10 MINUTES]

[In the section below, summarize community assets based on earlier discussion as well as what may have been mentioned about "what's working well."]

Now that we've had a chance to talk about the different issues that affect health in your community, what do you see as some things that are working well to improve health in your

community? Also, what are some examples of things you would like to see get started or expanded in your community that could have a positive impact on health?

[Potential probe: What would need to be in place for something like that to get started?]

[Also let them know they can put their suggestions for solutions in the chat, if they prefer.]

CLOSING

Thank you so much for your participation today. We've learned a lot from what you all had to say. Before we wrap up, please let us know if there's something important you wanted to say that you didn't have a chance to say earlier, or that may have just come to mind. Please use the chat box or simply tell us if you'd like to share anything else that's important. We will keep the meeting room open for a few minutes after the meeting, if you need a bit more time to add any new comments to the conversation.

Also, just a brief reminder that we'll be following up to provide your incentive by _____ *[briefly summarize process for providing incentives]. [HCIF staff will provide this information]*

As I mentioned before, what we learn from these meetings will be written into a final report, available on hospital websites next summer. Our health care partners also will be creating community health improvement plans, based on what we learn. Information about the assessment and the report will be shared with you by email when it is complete. Meanwhile, if you have any questions or comments about this process, please feel free to get in touch with our team. Thank you again for sharing your feedback to help improve the health of our community.