

Appendix J. Patient Focus Group Guide

A. Introduction – 10 minutes

I'd like to start by having each of you **introduce yourself**. So we are going to do a brief round robin introduction. For your introduction if you could tell us 1) **your name**, 2) how long you have been a member of Group Health, 3) one other fact about you that will help us remember you (can be anything:

of grandchildren, hobbies, etc).

B. Understanding working with the CRS from the patient's perspective – 40minutes

- 1) We would like you to start by telling us how you found out about the CRS service?
 - a) Who told you about the CRS?
 - b) What were you told?
 - c) How were you approached by the CRS?
 - d) Did you have any concerns at that time?

- 2) Why did you decide to work with the CRS?
 - a) What types of service did you think you were going to get?
 - b) What it you hope to accomplish?

- 3) Please describe what it was like working with the CRS?
 - a) What did you talk about?
 - b) How often and/or how many times did you talk with the CRS?
 - c) What, if any, new information or resources did the CRS provide you that you don't think you could have found yourself?
 - d) Other than providing you information and resources, what other assistancedid the CRS provide you that you felt you helped you improve your health or well-being?

- 4) Did you set any goals with the CRS?
 - a) Did you develop action plans?
 - b) What types of goals did you set?
 - c) How often were you able to achieve the goals you set?

- 5) How do you think working with the CRS was different from calling a resources hotline?

C. Discussing the CRS role's outcome / impact – 30 minutes

- 6) What types of community resources did you use as a result of working with the CRS? (brainstorm a list)
 - a) ...for example, did anyone go to a fitness class?

- b) [after a robust list has been generated...poll group] How many of you used....
- 7) During the time you were working with the CRS, have you been able to make any changes that you feel allow you to live a healthier life?
- Can you give me any examples of how or when that happened?
 - How much would you say the CRS helped you make these changes?
 - Have they helped you find financial support for challenges you were having that were affecting your health?
 - Have you been able to stick with the changes that the CRS helped you with once you were no longer working with the CRS?
 - Imagine that your best friend is sitting in the chair next to you. What kind of changes in your life would they have noticed in the period of time you've been working with the CRS?
 - Are there any other positive changes in your life that you would say the CRS helped you make?
- 8) Do you feel more engaged with your health after working with the CRS?
- Has your use of medical care services changed since you began working with the CRS?
 - Do any of the changes in your health care or medical services feel like a burden, or do they feel like a benefit?
- 9) Have you added any additional costs as a result of working with the CRS? We'd like you to think very broadly about this question. This could be anything that seems like a cost to you – it be costs of programs or the time it takes to go to the places the CRS referred you?
- What kinds of additional costs? Can you give some give me an example?...transportation to a class, class fees, membership fees, childcare
 - Was the CRS able to find resources that were affordable for you?
 - Were these additional costs worth it?

D. Patient's perception of the CRS role – 30 minutes

I'm going to pull out a flip chart and just take notes while you are talking so that we capture some of the key points on this next set of questions.

- 10) In working with the CRS, did anything surprise you about the service?
- 11) What did you like best about working with the CRS?
- 12) What would you have changed about the service?
- 13) In your opinion, how important is it that the CRS works closely with your primary care doctor?

- a) Did you feel like the CRS was a member of your primary care team?
- 14) When you imagine what Group Health could be doing to help you be healthier in your life – was this the right new service for GH to try out? Was this the right use of resources?
- a. If so – why?
 - b. If not – other than charging less, what other service would have been more helpful to you?
- 15) What do you think are the most important skills and attributes of someone who is a CRS?
- a) What skills did you feel the CRS was lacking?
 - b) How important is it that the CRS has a deep knowledge of the resources in your local community?

E. Final Wrap up/Last thoughts – 5 minutes

- 16) What other thoughts do you have about the services the CRS provides and/or how Group Health can insure that you have the resources you need to stay healthy?