

**OTTAWA COUNTY CHNA  
KEY STAKEHOLDER TELEPHONE IDI'S  
- Discussion Guide (Draft #2: 8/15/20) -**

**A. Introduction**

(2-3 minutes)

- a. Moderator/VIP Research & Evaluation Introduction: Independent research firm
- b. Disclosures: Audio taping, reporting, not selling anything
- c. Guidelines: Frank and honest opinions/no right or wrong answers, etc.
- d. Respondent Introduction:
  - o Name
  - o Title
  - o Brief overview of job responsibilities/role
  - o Tenure at current position
  - o **(If applicable)** Tenure in health/health care field

**B. Discussion Questions**

(20-30 minutes)

***Pressing Issues***

(4-6 minutes)

1. What do you feel are the two or three most pressing or concerning health issues facing residents in Ottawa County, especially the underserved? (**PROBE FOR DIFFERENCES BETWEEN SUB-POPULATIONS, GROUPS**)
  - a. Why do you feel that these issues are the most important to discuss?
  - b. In what ways are these issues being addressed, if at all?
  - c. (**IF THEY ARE NOT BEING ADDRESSED**) In your opinion, why aren't these issues being addressed?
  - d. Are there adequate area resources available to address these issues?
  - e. (If no) What are your recommendations?
2. In your opinion, what is a healthy community? In other words, what does a healthy community look like? (**PROBE FOR OUTCOMES/INDICATORS TO BE EVALUATED, CRITERIA USED TO ASSESS COMMUNITY HEALTH**)
  - a. Is Ottawa County a healthy community/county?
  - b. (If yes) What makes it healthy?
  - c. (If no) What makes it unhealthy?

***Health Care Access***

(3-5 minutes)

3. Next, I want to ask you about the current state of health care **access** in Ottawa County. With regard to health care access, what specific **underserved** groups or subpopulations should we focus on most as a community?
  - a. Why do these groups warrant our attention as a community?
4. How well do existing health care programs and services meet the needs and demands of people in your community? Would you say they meet them not at all well, not very well, somewhat well, very well, or exceptionally well?
  - a. Why do you say (**INSERT RESPONSE**)? (**PROBE FOR DIFFERENCES IN SUB-POPULATIONS, GROUPS**)

- b. What health care programs or services are in abundance or meet the needs of area residents very well? (**ASK ABOUT PRIMARY CARE IF NOT MENTIONED**)
  - c. What health care programs or services are lacking in the community or do not meet area residents' needs well? (**PROBE FOR PROGRAMS/SERVICES THAT ADDRESS SPECIFIC SUB-POPULATIONS, GROUPS, PRIMARY CARE, CHRONIC DISEASE**)
5. Over the past two CHNA iterations, so going back 6 years, there have been certain programs and services that Key Stakeholders and Key Informants reported **did not** meet the needs of **all** Ottawa County residents well. I am going to read you a list of these programs services and want you to tell me if access to them now is better, worse, or about the same as it was six years ago. Of course, you can also say you "don't know."
- a. Mental health treatment for **mild to moderate disorders** (e.g., anxiety, depression)
  - b. Mental health treatment for **severe and/or persistent disorders** (e.g., schizophrenia, psychoses, permanently developmentally disabled)
  - c. Substance use disorder treatment
  - d. Pediatric specialty services
  - e. Geriatrics
  - f. Mental health, primary care, or dental care for the **uninsured**
  - g. Mental health, primary care, or dental care for the **underinsured** (e.g., can't afford co-pays or deductibles, their insurance plan has limited coverage)
  - h. Programs that promote healthy lifestyles, such as healthy eating and exercise
6. What continue to be the greatest **barriers** or obstacles to accessing health care programs and services in your community? (**PROBE FOR ACCESS ISSUES, TRANSPORTATION, COST – ESPECIALLY OUT-OF-POCKET, LANGUAGE BARRIERS, CULTURAL**)
- a. How have any of these barriers been addressed effectively?
  - b. Do you have any ideas or effective solutions to address these issues?
  - c. (**ASK IF NOT MENTIONED**) Is there an issue with insurance plans not covering ancillary services such as prescription drugs or dental care?
  - d. (**ASK IF NOT MENTIONED**) Are there still providers who do not accept patients with Medicaid and/or Medicare insurance?

**Concluding Questions**

(5-7 minutes)

7. Do area organizations and agencies in Ottawa County continue to collaborate and coordinate services well in order to make programs and services more accessible to area residents?
- a. What organizations and agencies work particularly well together to ensure area residents can access needed services? (**PROBE FOR HOSPITALS WORKING WITH HEALTH DEPARTMENT, CMH, PROVIDERS. PROBE FOR BARRIERS**)
  - b. Where could improvements be made?
8. In order to improve the health of your community, please talk about some of the strengths/resources that your community has to build upon. List the strengths/resources that can be built upon and describe how those strengths/resources could be used. (**PROBE FOR FINANCIAL, SOCIAL CAPITAL, PEOPLE**)
- a. What are any resource limitations, if any? (**PROBE FOR FINANCIAL, SOCIAL CAPITAL**)

9. In your opinion, do you think **social determinants of health** are given enough consideration when designing strategies or action plans to improve the overall health of Ottawa County residents? (**EXAMPLES INCLUDE POVERTY, AFFORDABLE HOUSING, AFFORDABLE HEALTHY FOOD, EDUCATION, ECONOMY**)
- Why do you say that?
10. Based on the recent coronavirus, or COVID-19, pandemic, how well prepared do you think local health care professionals are to deal with a communicable or infectious disease outbreak? Would you say not at all well, not very well, somewhat well, very well, or extremely well?
- Why do you say that?
  - What was done well?
  - What could have been done better?
  - What organizations were best prepared for this pandemic? (**PROBE FOR HOW WELL HOSPITALS, HEALTH DEPARTMENT, PROVIDERS HANDLED THE CRISIS**)
  - Why do you say that?
11. There have been three Community Health Needs Assessments conducted in Ottawa County in the past nine years (2011, 2014, 2017) and we know there has been a lot done locally to address issues uncovered in that research. That said, what do you think are 2-3 highlights, or the most important steps that have been taken to address areas of need or gaps in services with regard to health and health care? (**PROBE FOR SPECIFIC ISSUES ADDRESSED AND HOW THEY WERE ADDRESSED. PROBE FOR EFFECTIVENESS. PROBE FOR PATHWAYS TO BETTER HEALTH**)
- NOTE: For respondents with whom we are interviewing again, go back to their previous interview transcripts and look at what they mentioned as issues and specifically ask them if they have seen anything done to address the issues that were concerning to them.**

CLOSING: The results from this Community Health Needs Assessment will be made available to the public and you can view the full reports for both the Behavioral Risk Factor Survey and the complete CNHA report online at [www.miottawa.org/healthdata](http://www.miottawa.org/healthdata).

**Thank you for your time and opinions!**

**Sub-Populations of Interest: older adults, low-income, children, minority groups, uninsured/underinsured/uninsurable**

This time we want to try something different with our Key Stakeholders to tap into your wealth of knowledge and experience regarding health and human services by asking you to develop your own question and response(s) regarding something you deem as very important to discuss that may not typically be asked of you when participating in the Community Health Needs Assessments. Instead of asking you during the interview if there is anything else you would like to discuss (which is spontaneous without a lot of preparation) we want to give you ample time to give this some thought. **In other words, we want you to develop a question that you wish would be asked of you and then offer your response(s) to that question.**