

**OTTAWA COUNTY CHNA
KEY STAKEHOLDER TELEPHONE IDI'S
- Discussion Guide (FINAL)**

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

(30-45 minutes)

Pressing Issues

(6-8 minutes)

1. What do you feel are the most pressing or concerning health issues facing residents in Ottawa County, especially the underserved? **(PROBE FOR DIFFERENCES BETWEEN SUB-POPULATIONS, GROUPS. IF LIST IS LONG, LIMIT TO TOP THREE. FOR RESENDENTS WHO COMPLETED IN 2020, ASK ABOUT ISSUES THEY CITED THEN.)**
 - 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

(6-8 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** or **vulnerable** 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**)
 - d. (**ASK IF MENTAL HEALTH CARE NOT MENTIONED**) What specific mental health care programs or services are lacking or don't meet the needs of area residents very well? (**PROBE OF DIFFERENCES IN SUBPOPULATIONS, MILD TO SEVERE.**)
 - e. Are there adequate post-partum mental health services for mothers? (**PROBE FOR SERVICES TO ADDRESS DEPRESSION, ANXIETY, STRESS, SELF-CARE, DEVELOPING SUPPORT SYSTEMS**)
 - f. What child care programs and services are lacking in the community or don't meet the needs of area residents well?

5. 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. What are any issues with health literacy in the community, if any? (**PROBE FOR ISSUES WITH NAVIGATING THE SYSTEM**)
 - d. (**ASK IF NOT MENTIONED**) Is there an issue with insurance plans not covering ancillary services such as prescription drugs or dental care?
 - e. (**ASK IF NOT MENTIONED**) Are there still providers who do not accept patients with Medicaid and/or Medicare insurance?

Additional Questions

(18-30 minutes)

6. 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?
 - c. How can we better coordinate efforts, already underway at the local, regional, and state levels, to ensure communities are being served or have access to healthy food and have secure housing?

7. 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**)

8. 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**)
 - a. Why do you say that?
 - b. What factors affect the accessibility of food resources to different communities?
 - c. What did the COVID-19 pandemic reveal about your community relative to food insecurity, if anything?
 - d. What are the barriers to affordable and/or secure housing for people in Ottawa County, especially those with low incomes?
 - e. What has been the impact of the COVID-19 pandemic on housing, if anything?
 - f. Are there flexible funding streams to support housing initiatives?

9. How well do you think local health professionals responded to the coronavirus (COVID-19) pandemic? Would you say not at all well, not very well, somewhat well, very well, or extremely well?
 - a. Why do you say that?
 - b. What was done well?
 - c. What could have been done better?
 - d. What organizations were best prepared for this pandemic? (**PROBE FOR HOW WELL HOSPITALS, HEALTH DEPARTMENT, PROVIDERS HANDLED THE CRISIS**)
 - e. Why do you say that?

10. In your opinion, what is being done to promote maternal child health or the health of pregnant people, babies, families, etc., in Ottawa County, if anything?
 - a. What are the greatest assets, or resources, in the community for maternal child health?
 - b. What are the greatest barriers or challenges impeding maternal child health in Ottawa County?
 - c. What can be done as a community to improve maternal child health in Ottawa County?
 - d. Is your organization considering expanding maternal child health services in the future?
 - e. (**IF YES**) What is being planned?

11. There have been four Community Health Needs Assessments conducted in Ottawa County in the past twelve years (2011, 2014, 2017, 2020) 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.

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.**