

**OTTAWA COUNTY CHNA  
KEY STAKEHOLDER TELEPHONE IDI'S  
- Discussion Guide (Draft #4: 12/27/14) -**

**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 most pressing health needs or issues in Ottawa County? (**PROBE FOR DIFFERENCES BETWEEN SUB-POPULATIONS, GROUPS. ALSO, CLARIFY ISSUES ARE THE SAME/DIFFERENT FOR COUNTY VS. THEIR LOCAL COMMUNITY**)
  - a. Is there anything currently being done to address these issues?
  - b. **(If yes)** How are these issues being addressed? (**PROBE FOR EFFECTIVENESS**)
  - c. **(If no)** In your opinion, why aren't these issues being addressed?
  - d. **(If no)** In what ways have these issues been addressed in past, if any? (**PROBE FOR EFFECTIVENESS**)
2. What are the outcomes that should be evaluated? (**PROBE FOR MORTALITY, MORBIDITY, RISK BEHAVIOR**)

***Health Care Access***

(3-5 minutes)

3. Describe the current state of health care access in Ottawa County. (**PROBE FOR ISSUES OF TRANSPORTATION, HEALTH COVERAGE, DIFFERENCES IN SUB-POPULATIONS, GROUPS. ALSO, CLARIFY ISSUES ARE THE SAME/DIFFERENT FOR COUNTY VS. THEIR LOCAL COMMUNITY**)
  - a. Is there a wide variety/choice of primary health care providers?
  - b. **(If yes)** Is this variety/choice available to both insured and uninsured people?
  - c. **(If no)** In your opinion, why is there a lack of primary health care providers?
  - d. Is there a lack of insurance coverage for ancillary services, such as prescriptions or dental care?
  - e. Is there an inability to afford out-of-pocket expenses, such as co-pays and deductibles?

### **Existing Programs/Services**

**(3-4 minutes)**

4. How well do existing programs and services meet the needs and demands of people in your community? Would you say they meet them exceptionally well, very well, somewhat well, not very well, or not at all well?
  - a. Why do you say **(INSERT RESPONSE)? (PROBE FOR DIFFERENCES IN SUB-POPULATIONS, GROUPS)**
  - b. What programs or services are lacking in the community? **(PROBE FOR PROGRAMS/SERVICES THAT ADDRESS SPECIFIC SUB-POPULATIONS, GROUPS, PRIMARY CARE, CHRONIC DISEASE)**
  - c. In your opinion, how could any of the existing services/programs in your community be implemented better?
5. Are there any partnerships that could be developed to better meet a need?
  - a. **(If yes)** What are the partnerships?
  - b. **(If yes)** How could they be better developed?

### **Barriers to Health Care Access**

**(3-5 minutes)**

6. Are there any barriers or obstacles to health care programs/services in your community?
  - a. **(If yes)** What are they? **(PROBE FOR ACCESS ISSUES, COST, LANGUAGE BARRIER, CULTURAL)**
  - b. Have any of these barriers been addressed? **(IF YES, PROBE FOR DEGREE OF EFFECTIVENESS)**
  - c. Are there any effective solutions to these issues?
  - d. **(If yes)** What are they? Are they cost effective?
  - e. Have any solutions been tried in the past? **(IF YES, PROBE FOR DEGREE OF EFFECTIVENESS)**

### **Concluding Questions**

**(4-6 minutes)**

7. What resources currently exist in your community beyond programs/services just discussed? **(PROBE FOR FINANCIAL, SOCIAL CAPITAL, PEOPLE)**
  - a. What are any resource limitations, if any? **(PROBE FOR FINANCIAL, SOCIAL CAPITAL)**
8. With regard to health and health care issues, are relevant stakeholders or community residents involved in planning and decision making?
  - a. **(If yes)** Who is involved? **(PROBE FOR TITLES/ROLES, NOT NAMES)**
  - b. **(If no)** Should they be?
  - c. **(If yes)** Who should be?
9. What has been the impact of Federal Health Care Reform or the Healthy Michigan Plan in your community? **(PROBE FOR POSITIVES AND NEGATIVES AND SPECIFIC IMPACT OF EITHER HCR OR MI)**
  - a. Has the implementation of HCR or Healthy MI positively impacted the access to health care? **(PROBE FOR ACCEPTANCE OF NEW PATIENTS WITH THIS INSURANCE, ACCEPTANCE OF MORE MEDICAID PATIENTS)**
  - b. In what ways have these changes impacted service delivery?
  - c. What impact has it had, if any, on health outcomes?

10. Since the Community Health Needs Assessment conducted three years ago in 2011, what has been done locally to address any issues relating to the health or healthcare of Ottawa County residents? **(PROBE FOR SPECIFIC ISSUES ADDRESSED AND HOW THEY WERE ADDRESSED. PROBE FOR EFFECTIVENESS)**
11. How well prepared are local health care professionals to deal with a communicable or infectious disease outbreak, such as Ebola? Would you say not at all well, not very well, somewhat well, very well, or extremely well? Why do you say that?
12. In concluding, do you have any additional comments on any issues regarding health or health care in your community or Ottawa County that we haven't discussed so far?
13. Initiatives focusing on improving health and healthcare for area residents require the involvement of wide array of community leaders and stakeholders. That said, would you be willing to be involved in the next steps of the Ottawa County Community Health Needs Assessment (often termed the strategic plan)? **(IF NECESSARY, EXPLAIN THIS IS THE PHASE WHERE WE TAKE THE DATA AND IMPLEMENT STRATEGIES AND ACTIONS TO ADDRESS ANY PRESSING AND PREVALENT ISSUES)**

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

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