

**OTTAWA COUNTY CHNA  
KEY STAKEHOLDER TELEPHONE IDI's  
- Discussion Guide (Draft #2: 11/4/16) -**

**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. ALSO, CLARIFY ISSUES ARE THE SAME/DIFFERENT FOR COUNTY VS. THEIR LOCAL COMMUNITY)**
  - a. Are there adequate area resources available to address these issues?
  - b. (If no) What are your recommendations?
  - c. (If no) In what ways have these issues been addressed in past, if any? **(PROBE FOR EFFECTIVENESS)**
  - d. (If yes) How are these issues being addressed? **(PROBE FOR EFFECTIVENESS)**
  - e. How would your community be different (better/improved) if these issues went away?
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) Why makes it unhealthy?

***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?
- f. (If not mentioned above) Is there a refusal among any providers to accept patients with Medicaid and/or Medicare insurance?

**Existing Programs/Services and Coordination of Care**

**(5-7 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 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 programs or services are lacking in the community? **(PROBE FOR PROGRAMS/SERVICES THAT ADDRESS SPECIFIC SUB-POPULATIONS, GROUPS, PRIMARY CARE, CHRONIC DISEASE)**
- 5. How well do organizations and agencies in Ottawa County collaborate and coordinate services in order to make programs and services more accessible to area residents? Would you say not at all well, not very well, somewhat well, very well, or exceptionally well?
  - a. Why do you say **(INSERT RESPONSE)? (PROBE FOR SPECIFIC EXAMPLES, HOSPITALS, HEALTH DEPARTMENT, HEALTH CARE PROVIDERS, ETC.)**
  - b. In your opinion, do area programs and services take a comprehensive, integrated, and/or holistic approach to serving the health and health care needs of area residents?
  - c. Why do you say **(INSERT RESPONSE)? (PROBE FOR SPECIFIC EXAMPLES,**
  - d. Are there any barriers to care coordination?
- 6. Are there any specific 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**

**(3-4 minutes)**

- 7. 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**

**(5-7 minutes)**

- 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. 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?
  
10. There have been two Community Health Needs Assessments conducted in Ottawa County in the past six years (2011, 2014). What, if anything, 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**)
 

**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.**
  
11. Are there any environmental factors in Ottawa County that could/do negatively impact the health of area residents (adults and children)?
  - a. **(If yes)** What are these factors? (**PROBE FOR AIR QUALITY, WATER QUALITY, HOUSING AND ASBETOS/MOLD/RADON/LEAD PAINT, EMERGENCY PREPAREDNESS**)
  - b. Conversely, are their environmental factors that positively impact the health of area residents?
  - c. **(If yes)** What are these factors?
  
12. Are there any activities that local health care organizations could participate in that would help accelerate improvement in some of the health priorities we've just discussed?
  - a. **(If yes)** What are these activities?
  
13. In your opinion, what do you think the health care system will look like in the next 5 to 15 years? (**PROBE FOR METHODS OF DELIEVERY, PAYMENT, TIER MODELS, INTERESTED IN PERSPECTIVES OF REGIONAL, STATE, AND NATIONAL LEVELS**)
  
14. In concluding, do you see any emerging community health needs that were not mentioned previously? (**PROBE FOR ISSUES AMONG UNDERSERVED POPULATIONS**)

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**