

**MODERATOR GUIDE –*Davidson County***  
**CHNA “Community Member” Listening Sessions 2018**

**Introduction**

Good Morning/Afternoon/Evening. My name is \_\_\_\_\_ and I’ll be your moderator today for this very important discussion on [Community Health Needs]. My role as the moderator is to direct the content and flow of the discussion and to make sure that we cover the main topics.

[If an assistant is present, introduce him/her]

I would like to introduce \_\_\_\_\_ who will be observing and assisting in this discussion.

[If a transcriber is present, introduce him/her]

I would like to introduce \_\_\_\_\_ who will be taking notes during this discussion.

**Objectives and Agenda**

Currently - Vanderbilt University Medical Center, Saint Thomas Health, and the Metro Public Health Department are conducting a Community Health Assessment in Davidson County. We are collecting several types of data including the first-hand opinions of community members through the use of listening sessions, like this one. We want to take in to account the broad interests, experiences, and viewpoints of this community, which is why each of you has been invited to join this listening session. Today we want to get your understanding of the issues that face your community, what barriers exist – when it comes to health and healthcare, and what resources are either present, or missing.

**Description of process and consent**

Your participation in this listening session is voluntary. You are free to withdraw from this group at any time. The questions we ask will focus on your thoughts and feelings about the health needs of yourself and your community. We are interested in all feedback and opinions.

We will be taking notes during this conversation. However, your name and other information that might identify you will not be included in any reports from this session. The responses you share will be combined with other responses so that we can look for common themes in each question area.

We will also ask you to complete a brief background survey so that we can describe the composition of our groups. Please do not include your name on this survey.

The group discussion will last about one hour. Once the group discussion is over, your participation is finished. Please see me to receive your gift card.

The reports describing what we learned from this and other groups will be shared with leadership at both hospitals, with the community and will also be publicly available on the Vanderbilt University Medical Center, Saint Thomas Health, and Metro Public Health Department web sites. It will also be shared with the federal tax entity (i.e., the IRS) that both hospitals are required to report to annually.

If you stay in this group, we will assume you agree with what I have shared. Please do know that you can leave the group or ask me questions at any time.

## **Ground Rules**

Before we begin I would like to go over a few basic ground rules for our discussion. There are no right or wrong answers.

You do not have to speak in any particular order.

When you do have something to say, please do so. It is helpful for me to obtain the views of each of you.

You do not have to agree with the views of other people in the group.

Only one person should speak at a time. There may be temptation to jump in when someone is talking but please wait until they have finished.

Does anyone have any questions? Are any ground rules missing?

## **Introductions**

I would like to quickly go around the group and give each person a moment to introduce him or herself. We will go by first names only. In particular, please tell me:

- How long you lived in Davidson County?

## **Community Health Issues**

First, let's talk about quality of life in your community. By community, we mean your friends, neighbors, family, coworkers, and other people you have contact with on a regular basis. I am going to start by asking you about broad issues.

1. When I say "quality of life" what do you think about? How would you define "quality of life"?
2. Thinking about this shared definition, what are the top three things you believe you would improve QOL in your community?
3. What changes have you noticed in QOL for those who live in Davidson County?
4. What do you think are your community's strongest assets?
5. What are the obstacles or challenges within your community?
6. If you had a magic wand, what top initiatives would you implement in your community?
7. Was there anything you wanted to discuss today that we didn't cover?
8. Do you have any questions for us?

Those are all my questions. Thank you for your participation. Your feedback is very valuable to us.