

MODERATOR GUIDE – *Rutherford and Williamson 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 _____ Public Health Department are conducting a Community Health Assessment in <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 into 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 _____ Public Health Department websites. 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 <county>?

Community Health Issues

First, let's talk about the health issues 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. What do you think are your community's strongest assets?
2. Based on your experience, what are the top three issues that you are most concerned about in your community? [*Probe: think broadly, beyond health*]
3. What do you think are the barriers to addressing these issues?
4. If you had a magic wand, what top health initiatives would you implement in your community in the next three years?
5. Was there anything you wanted to discuss today that we didn't cover?
6. Do you have any questions for us?

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