

## Focus Group Procedures and Discussion Guide

### Consent Process

Consent forms for focus group participants are completed in advance by all those seeking to participate. Below is a summary of the information in the consent form that focus group organizers and facilitators will use to make sure participants understand the information in the consent form.

*Thank you for agreeing to participate. Frederick Memorial Hospital and the Frederick County Health Department are very interested to hear your valuable opinion on how the County could better address your health needs.*

- *The purpose of this project is to learn how Frederick County residents obtain health care, how they perceive their health and health care needs, and whether they perceive that there are barriers to obtaining or receiving care. We hope to learn things that the Frederick Memorial Hospital, County Health Providers, and the County Health Department can use to improve care and address barriers.*

*Frederick Memorial Hospital and the Frederick County Health Department have partnered to learn more about how Frederick County residents obtain health care, their health and health care needs, and barriers to receiving care. The information will be used to improve care and reduce barriers.*

- *The information you give us is completely confidential, and we will not associate your name with anything you say in the focus group.*
- *We would like to tape/record the focus groups so that we can make sure to capture the thoughts, opinions, and ideas we hear from the group. No names will be attached to the focus groups and the tapes will be destroyed as soon as they are transcribed.*
- *You may refuse to answer any question or withdraw from the project at any time.*
- *We understand how important it is that this information is kept private and confidential. We will ask participants to respect each other's confidentiality.*
- *If you have any questions now or after you have completed the questionnaire, you can always contact a project team member like me, or you can call the GW project team leaders whose names and phone numbers are on this form.*
- *Please sign the adjoining consent form if you agree to participate.*

## Focus Group Questions:

1. Let's start the discussion by talking about what makes Frederick County a good place to live. What are some of the good things that you enjoy about living here?
2. What are some things that aren't so good about living here in Frederick County?
3. Thinking now about your health, are your health needs being met by county resources and facilities?
  - a. If yes, are you satisfied with your care?
  - b. If no, what more would you like to see?
4. Thinking now about your family's health, are their health needs being met by county resources and facilities?
  - a. If yes, are you satisfied with the care that they are receiving?
  - b. If no, what more would you like to see?
5. What are some of the challenges or barriers that you experience when seeking health care?
6. Are there challenges or barriers that you experience that are specific to your race/ethnicity, age, gender, sexual identity, or geographical location?
7. Is there anything else that you would like to share related to health care in Frederick County?

### *Probes for Discussion:*

- *Language/Translation services*
- *Insurance issues*
- *Needed programs*
- *Transportation and other barriers*
- *Variety in providers (i.e., doctors, nurses)*
- *Long wait times*
- *Feeling respected/ heard*
- *Satisfaction*
- *Trust*

That concludes our focus group. Thank you so much for coming and sharing your thoughts and opinions with us. We have a short evaluation form that we would like you to fill out if you time. If you have additional information that you did not get to say in the focus group, please feel free to write it on this evaluation form.