

Script for Community-Based Organization Summit Event Facilitators

Introductions

1. Introduce yourself to the group
2. As you notice, we have a court reporter with us today. This is *(Name of Transcriber)*

Information collected during this discussion will be used to develop the Community Need Assessment Reports for Nassau and Suffolk counties. We would like to use direct quotes from our conversation, referencing your organization, and without using your name to supplement the report. Please let us know if you do not want your organization to be quoted. If there are questions you do not want to respond to, you can pass. Your participation in this program is voluntary. With your permission, this interview will be transcribed and documented. Do I have permission from everyone?

This discussion will last about one hour and twenty minutes. If after this interview you have questions or concerns, you may contact the Long Island Health Collaborative at 631-257-6957. Thank you.

I would like to begin with Introductions. Going around the table, please introduce yourself and tell me what organization you represent.

Everyone should have a card (or two for bi-county organizations). This will help us identify who would like to speak (or on behalf of which county they are speaking).

Demonstrate Example by holding up cards "In Nassau we feel that youth risk is a concern, while in Suffolk, we feel senior housing is a concern. In Nassau and Suffolk, we feel that transportation is a concern".

To ensure *(Name of Transcriber)* is able to accurately capture responses and match them to the representative speaking, it will be important to adhere to the event guidelines, which I will read to you:

1. If you would like to share your opinion or respond to another speaker's feedback, please raise your number card. I (the facilitator) will prompt you to speak.
2. Everyone will be given a chance to respond.
3. Do your best to talk slowly, taking pauses, so the transcriber can capture your response accurately.
4. Although it may be tempting, please do not interrupt the person speaking.
5. During this discussion, we hope to hear a wide range of views and differences in opinion.
6. Details from this discussion and participant identities will remain confidential among the group.

Are there any other guidelines that you would like to add to this list?

Does anyone have questions about the event guidelines?

Let's get started:

(5 MINUTES)

1. What makes you excited to work for the organization you are representing? **(5 MINUTES)**
2. Please identify some of the biggest health problems for the people/communities you serve. *{Leave this as open ended, probing for specificity, then follow-up with list of priorities}.*
3. Now we are going to move a little deeper into this discussion. **(5 MINUTES)**
Hand each group member a list of NYS DOH priorities with focus areas. Read through the priority areas. Ask participants to review and consider.

a. Of the focus areas listed, which are important to the people/communities you serve?
First participant to speak identifies one priority area (eg. Mental Health/Substance Abuse). The facilitator should remain on this priority area until everyone has provided feedback (if applicable). Ask if anyone else can identify areas of need within this priority area. Then move on to the next priority area.

Facilitator will be responsible for ensuring all priority areas have been mentioned by end of discussion.

(10 MINUTES)

b. What specific health concerns, within these focus areas, are important to the various groups your organization serves?

If participant conversation moves toward the topic of “barriers”, facilitator should re-direct the focus of the conversation by reminding the group to look at the list of health concerns under each focus area. Ask “How are the health concerns listed on the handout important to the people/communities you serve?”

(5 MINUTES)

4. According to the Office of Minority Health (2011), Health Disparities are defined as “Differences in health outcomes that are closely linked with social, economic and environmental disadvantage”. Let’s discuss some of the factors related to health disparities that affect the health care community members receive.

Ask questions a-f. Probe participants for specificity as they provide responses.

- a. In what way do race and/or ethnicity affect the health care they receive?
- b. How do issues of identity related to gender affect the health care they receive?
- c. Describe how language affects the health care they receive?
- d. How does age affect the health care received by the community you serve?
- e. How do disabilities affect the health care they receive?
- f. How does financial security affect the quality of health care they receive?
- g. Are there any other factors that we have not discussed? Please describe.

(10 MINUTES)

5. What barriers keep people in the community you serve from obtaining or using the resources needed to address these issues?

If participants are having trouble, please give an example. {Ideas could include: transportation, issues of insurance, religion/cultural difference, fear, doctor availability, etc.}

(5 MINUTES)

6. How can these barriers you described be addressed?

- a. In what ways can services be improved?
- b. What additional services are needed in the community you serve?

What strategies do you recommend for overcoming these barriers? **(5 MINUTES)**

7. What resources are used by your community members in relation to the health needs you have identified?

If participants are having trouble, please give an example. {Ideas could include: (i.e. health services, community education programs, screenings, etc.)}

- a. How often do they access these services?
- b. Where do they access these services?
- c. What resources are not available that you feel should be?

(5 MINUTES)

8. What additional services or programs are needed to improve the community’s health?

(5 MINUTES)

New York State Department of Health
Has identified 5 focus areas that health communities could address

1. *Chronic Diseases*
 - a. *Obesity*
 - b. *Tobacco Use and Secondhand Smoke Exposure*
 - c. *Preventive Care and Management*

2. *Healthy and Safe Environment*
 - a. *Injuries and Violence*
 - b. *Outdoor Air Quality*
 - c. *Built Environment*
 - d. *Water Quality*

3. *Healthy Women, Infants and Children*
 - a. *Maternal and Infant Health*
 - b. *Child Health*
 - c. *Reproductive Health and Wellness*

4. *Mental Health and Substance Abuse*
 - a. *Mental, Emotional and Behavioral Health*
 - b. *Substance Abuse and Mental, Emotional, and Behavioral Health Disorders*
 - c. *Integration of Promotion, Prevention, Treatment and Recovery Services*

5. *HIV, STD, Vaccine Preventable Diseases and Health Care-Associated Infections*
 - a. *HIV and STDs*
 - b. *Vaccination Against Vaccine-Preventable Diseases*
 - c. *Hepatitis C Virus (HCV)*
 - d. *Healthcare-Associated Infections*