

Discussion Guide
CHCR Focus Groups
February 12 and 13, 1997
Sacramento, CA

I. Introduction

Purpose

Explain that we are not with an HMO, can't solve their problems, but that we are doing research to help plan an organization that will help people in their situation.

Rules

Names, occupation, health plan

Raise hands: who is in PERS system?

Who is insured through private employers?

Who is in Medicare?

Anyone buy their own health insurance?

II. Talk about the Health Care system

How has it changed in recent years

Who makes the decisions about your care (doctors, corporations?)

III. Getting Help

(Preface: must keep explanation short)

Let's talk about what you did first to try to resolve the problem (For each, what did they do or not do?)

Who here went to their employers for help?

Who went to their provider for help?

Who went to their HMO for help through their formal grievance process?

Who went to PERS for help?

Who went to Medicare HICAP for help?

What did you do next? (Get three or four to describe experience)

How did you get to the Department of Corporations?

Looking back, what was helpful, and what would you do differently? Why?

Is there anything now you wish you knew, or help you wish you had had, that might have helped resolve your problem?

Did anyone try a different strategy than the ones described here?

Do you feel your experience was affected by:

Your age?

Your gender?

Your race or ethnicity?

Your personal financial situation?

Your health condition?

Managed care -- Before moving, on, please write down what you think the phrase managed care means.

V. Describe program (Read description)

Write down

Initial reactions

Should they be neutral or should they be your advocate? In which role could they be more effective?

Any hesitations? (probe response to funders)

What is the one thing you would want the program to do for you?

From what you can tell, would the program have the authority to solve your problems?

What if the program couldn't solve your problem - the answer from the HMO was still "No"?

What if you got voice mail instead of a person answering the phone?

VI. Name/Slogan

Ask for suggestions for a name

Test prepared names (show each one - write down reactions, then discuss. After all x, ask for best name)

VII. Contact

How would or could you find out about a service like this?

What are some different sources of information for you?

Conclusion

Please circle: Wednesday/Thursday

Center for Health Care Rights

The Center for Health Care Rights, an independent California-based consumer organization, is establishing a program a program to provide information and assistance to consumers of managed health care in the greater Sacramento area. Through a telephone hotline, the program will assist people with general questions about managed care as well as help individuals with specific problems with managed care plans. The program will also educate health care consumers about their rights and responsibilities as well as provide feedback to managed care plans, regulators, and others.

The program is funded by three private foundations: the Henry J. Kaiser Family Foundation, the Sierra Health Foundation, and the California Wellness Foundation.

Initial Reactions:

What do you like about this program?

Just from the description, do you have any concerns about this program?