



Facilitator Guide

**Commonwealth
Common Health**

Kentucky Conversations for Health Action

**Kentucky Citizens Discuss
Key Health Issues**

Introduction

The overall goal of these forums is to identify the important dimensions necessary for a high performing health system in Kentucky. Through the forums we will:

- Better understand the healthcare system in Kentucky;
- Examine different approaches for addressing these issues;
- Better understand what Kentuckians value in a health system;
- Identify common ground, as well as concerns that need further discussion, and
- Explore possible actions, individually, as a community, and as a Commonwealth.

The data about the health of citizens of Kentucky reveals that Kentucky ranks at the top of the list of states for many healthcare problems from chronic diseases to toothlessness. Individuals, healthcare leaders, business leaders, and members of the faith community shared their concerns about the health system in focus groups held across the Commonwealth. From those discussions, major themes emerged that define the issues. Although the issues are not mutually exclusive, they reflect different priorities and viewpoints that people have about the health system in Kentucky.

Issue 1: Access to Healthcare

Issue 2: Quality of Healthcare

Issue 3: Cost of Care

Issue 4: Healthy Lifestyles

Your Role as a Facilitator:

- To set a relaxed and open tone
- To provide an overview of the process of deliberation —the rationale for the kind of work the participants are getting ready to do
- To ask questions that probe deeply into what's at stake in the issue
- To encourage participants to direct their responses and questions toward one another
- To remain neutral throughout the discussion
- To keep track of who has spoken and who has not
- To ensure that all points receive a fair hearing
- To keep track of the time so participants can move through a discussion of each of the issues and into an ending period of reflections
- To identify and underscore the principles that emerge in the discussion
- To try to understand why people feel the way they do
- To identify values people draw on
- To identify common ground for action, what people can live with, not just what they agree on

The Role of the Recorder:

- To create a written record of the group's work that can be analyzed for major themes
- To write what people say and not to interpret without validating
- To express main ideas in clearly written brief phrases
- To listen to what people agree and disagree about
- To record the values that people express

Suggested Format for a Community Forum

Welcome

Let participants know the purpose of the forum, who is sponsoring the forum and how this forum fits in with those across Kentucky.

Ground Rules

- Make clear that the forum is not a debate.
- Stress that the goal is to understand what makes a health system work for Kentucky.
- Encourage everyone to participate.
- Make clear that there all comments are respected and welcome
- Emphasize that all comments are welcome, but no one should dominate the conversation.
- Encourage everyone to respect the ideas of others.

Overview of Health System

Take a few minutes to review the talking point that gives an overview of the health system and the effects of a broken system on the people of Kentucky.

Personal Stake

Why involve Kentucky residents in discussions about the health system in Kentucky? Everyone has a stake in health and you are the ones who live with the current system and have the power to change it. Connect the issues to people's lives and concerns by getting participants to talk about their personal experiences with the issue and to tell their stories. You might ask questions like: "Within your family or friends, is this an important issue?" "What aspects of the issue are important to you?" "How does the issue affect people?" "Why is this issue a concern?"

The Forum Deliberation

Facilitators ask basic types of questions in a forum:

What is valuable to you?

The issues deal with things that people care about very deeply, such as being treated fairly or being kept informed.

What are the costs or consequences associated with focusing on the various issues?

This question may take some time to consider. Be careful not to end the discussion too soon because people may need a few extra minutes to think about the likely effects of focusing on what is valuable to them.

What are the differences of opinion in this issue that we have to “work through”?

This questions gets at the “gray areas” and the tension between different principles underlying the issue.

Issue 1: Access to healthcare

What is needed for all Kentuckians to have access to the healthcare they need?

Please share your personal experiences with access to healthcare. What was good or bad about this experience?

If you don't have a personal experience to share, think about your friends, family, or other people you may have witnessed trying to access the healthcare system. What was good or bad about that experience.

Do you think most people have access to healthcare?

Issue 2: Quality Healthcare

What is needed for all Kentuckians to have high quality healthcare?

Please share your personal experiences, good or bad, that relate to quality healthcare in Kentucky. What was good or bad about this experience?

If you don't have a personal experience you would like to share, think about other people you may know and their experience with quality healthcare in Kentucky. What was good or bad about their experience.

What do you think about the quality of healthcare for most people in Kentucky?

Issue 3: Cost of Care

How does cost of care affect the health system for all Kentuckians?

Please share an experience, good or bad, that reflects the cost of care. What was good or bad about the experience?

If you don't have a personal experience to share, think about others in your community and how the cost of care affects the health system for them. How is this good or bad?

How does the cost of care affect people in Kentucky?

Issue 4: Healthy Lifestyles

What does the Kentucky health system need to support healthy lifestyles?

Please share your personal experiences of leading a healthy lifestyle in Kentucky. What is good or bad about this experience?

If you don't have a personal experience to share, think about others in your community and how the health system helps them lead a healthy lifestyle. What is good or bad about their experience?

How do healthy lifestyles affect people in Kentucky?

Ending a Forum

Before ending the forum take a few minutes to reflect individually and as a group on what important principles are needed for the health system to work for all Kentuckians.

Our discussion tonight begins a community process of listening to local citizens to identify health system issues and possible solutions.

Where do we agree?

Where do we disagree?

What should Kentucky do?

Invite people to continue meeting and to stay involved in their community. Let people know about the KET show and the Fall Forum 07. Encourage people to sign up with email addresses if they would like to receive the FHKY eNewsletter or grant announcements. The FHKY website will have a list of “useful links” for future community engagement.

Survey

At the end of the forum please have participants complete the survey. Make sure that they understand that responses are anonymous. The survey information will be important in looking at issues across the Commonwealth. Results from across the state will be posted on the FHKY website as reports come back from communities.

Suggested Time Line

Stages of a Forum

Opening.....	15% of the forum
Welcome	
Ground Rules	
Personal Stake	
The Deliberation.....	65% of the forum
Ending the Forum and Survey.....	20% of the forum