|  |  |
| --- | --- |
| **Worksheet** | **2.4 Listening Session** |
| **County** |  |
| **Meeting Date** |  |
| **Meeting Location** |  |
| **Assessment Year** |  |

For a listening session, you will need:

* A moderator (a co-moderator is optional)
* A scribe / note-taker
* A place to gather (conference rooms can work well, and libraries, community centers, or places of worship will often have space that is suitable)
* Folks to listen to! Recruitment can be your biggest challenge, so you might seek existing groups to utilize for your listening session. Your health council, faith groups, book clubs, patient support groups, service organizations, etc. are all good places to start.

The following worksheets will provide

* A template for listening session logistics
* A brief demographic survey for your participants to fill out. This will help you summarize the folks who participate in your process.
* A moderator’s guide to help you walk through the conversation
* Some ground rules to set before your listening session
* Suggested questions to get the conversation moving.

**Listening Session 1**

|  |  |
| --- | --- |
| **Moderator** |  |
| **Note-taker** |  |
| **Meeting Date** |  |
| **Meeting Location** |  |
| **Population** |  |
| **Other Notes /**  **Point of Contact** |  |

**Listening Session 2**

|  |  |
| --- | --- |
| **Moderator** |  |
| **Note-taker** |  |
| **Meeting Date** |  |
| **Meeting Location** |  |
| **Population** |  |
| **Other Notes /**  **Point of Contact** |  |

**Listening Session 3**

|  |  |
| --- | --- |
| **Moderator** |  |
| **Note-taker** |  |
| **Meeting Date** |  |
| **Meeting Location** |  |
| **Population** |  |
| **Other Notes /**  **Point of Contact** |  |

**Listening Session Participant Survey**

These questions will tell us a little bit more about who participates in these listening sessions and allow us to describe the group overall. Individual information will not be reported. In fact, please do not include your name or other identifying information on this form.

1. What is your year of birth? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. Which county do you currently live in? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. What is your sex?

ð Male

ð Female

ð Other:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ð Prefer not to say

4. Are you Hispanic, Latino/a, or of Spanish origin?

ð Yes

ð No

ð I don’t know/Not sure

5. Which of the following would you say best represents your race?

ð American Indian/Alaska Native

ð Black or African American

ð Asian

ð White

ð Native Hawaiian/Other Pacific Islander

ð More than one race

ð Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ð Prefer not to answer

6. What is the primary language spoken in your home? \_\_\_\_\_\_\_\_\_\_\_\_\_\_

7. What is your highest level of education?

ð 8th grade or less ð Some high school but did not graduate ð High school graduate or GED ð Some college or 2-year degree

ð College graduate ð Graduate degree or higher ð Prefer not to answer

8. I would describe my current health insurance status as:

ð Uninsured

ð Medicaid (TennCare) / Medicare

ð Commercially insured

ð I don’t know/not sure

ð Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Listening Session Moderator’s Guide**

**Introduction**

Good Morning/Afternoon/Evening. My name is \_\_\_\_\_\_\_\_\_\_\_\_ and I’ll be your moderator today for this 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 – the Tennessee Department of Health and the \_\_\_*your county*\_\_ Health Council are conducting a County Health Assessment with our community.

We are considering 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.

The group discussion may be audio recorded. This allows me, as the moderator, to focus on you, rather than trying to jot down specific details about the discussion. Please speak in a voice as loud as mine, so that the microphone can pick it up.

While your name may be included in the recording as part of our discussion, we will not include your name or any other information that might identify you in any reports.

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.

The reports describing what we learned from this and other groups will be shared with the County Health Council and will be publicly available on a website developed by the Tennessee Department of Health.

If you stay in this group, we will assume you agree with what I have shared. Please 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.

* Be kind and courteous.
* 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?

Great, then let’s begin!

# Introduction and Questions for Listening Session

# 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.

One at a time, please introduce yourself and tell us how long you have lived in \_\_\_\_\_\_\_\_\_\_\_\_ County.

**Community Health Issues**

First, let’s talk about the 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: What keeps you up at night?]*
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.

# Additional Sample Questions for Listening Session

**Introductory Questions**

1. What does being healthy mean to you personally?
2. Another way to think about it is by looking at the health of a county, not just individuals. To you, what would a healthy county look like?

**Key Questions**

1. Are there barriers to accessing the healthcare you need? If so, what are they?
2. Where do you go for health care services?
3. Are there minority groups or other vulnerable populations in your county that should be considered?
4. Where do you and others in your community get most of your health-related information?
5. Think back over all the topics we’ve discussed. If you were in charge, what specific things would you do to improve the health status of our county’s residents?

**Ending Questions**

1. Do you have any questions about the County Health Assessment process?