

Attachment E. NPHII Focus group protocol

Protocol for NPHII Focus Groups

Focus Group Prep

Before the focus group begins:

- Arrange the tables and chairs in a circle.
- Test the digital recorders.
- Prepare and post two flip chart pages, one with Programmatic Elements of NPHII listed & one with NPHII Outcomes listed:

<p>Programmatic Elements of NPHII CDC Support on Cooperative Agreement Expectations Technical Assistance to Achieve Outcomes The PIM PIM Networking</p> <p>NPHII Intended Outcomes Accreditation Readiness Increased Efficiency/Effectiveness via QI initiatives Increased Performance Management Capacity Improved Organizational Culture of QI</p>
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Focus Group Roles

Facilitator

- Facilitate the conversation based on this protocol and the focus group guide. Encourage open dialogue, ensuring that different points of view have the opportunity to be expressed and all participants have the opportunity to participate in the discussion
- Redirect the conversation as needed if the group strays off topic
- Remain neutral, and do not express an opinion
- Probe to gather additional information and insight as identified for each question in the guide
- Respond to questions about the assessment and focus group. If a question is asked about the NPHII program, direct the participant to their project officer.

Support Person

- Be prepared to introduce yourself and your role to the group
- Ensure all questions on the guide are asked
- Support the facilitator in noticing if someone wishes to add a comment
- Support the facilitator in answering questions, if needed
- Identify and document themes in the conversation and describe those themes at the end of the group

Note taker

- Be prepared to introduce yourself and your role to the group
- Take notes on the details of the conversation as a backup to the recording
- Note any observations (e.g., body language)

Focus Group Structure

Once the focus group begins:

- Welcome the group.
- Read the introduction word for word.
- The support person should introduce his/her role in the group during introductions, as should the note taker.
- Begin recording just before questioning begins and after introductions have taken place.
- Use the first question to focus the group on the outcomes they have achieved, or anticipate achieving through NPHII and to move the conversation away from activities.
 - Example outcomes might include completing pre-requisites, completing QI projects, increasing efficiency or effectiveness, establishing a performance management system (all or in part), meeting PHAB standards and measures, establishing leadership support for PM/QI/Accred.
 - If participants have difficulty identifying outcomes, focus the conversation on what they expect NPHII will help them achieve in the future.
 - Throughout the protocol, probe to help participants relate the NPHII program elements to their organization's outcomes under NPHII and thereby to move the conversation away from just activities or impressions of various elements themselves
- Use the flow of the conversation to guide the ordering of questions.
 - The support person should check off what has been covered and ensure the conversation returns to topics that are skipped and all questions are answered.
- After each section, pause and ask for any additional comments or observations.
 - It is not necessary for each participant to respond to each question, but provide time for less talkative participants to contribute their ideas.
- The support person should record themes, which will be reviewed at the end of the focus group.
- If questions come up related to the NPHII program operations, direct participants to their PO and make a note of questions so that they can be compiled and shared anonymously with CDC.
- If questions come up regarding anonymity and the use of results, refer to the anonymity form provided to participants.
 - Data cannot and will not be used by CDC to make decisions about funding individual agencies.
 - Data will be used to inform and improve CDC support through NPHII.

Focus Group Timing

Please use the following as a general guide for ensuring you are able to complete the protocol in two hours:

- 10 min - Introduction
- 15 min - Question 1
- 30 min - Questions 2-4
- 40 min - Questions 5-7
- 15 min - Questions 8-10
- 10 min - Summary & Wrap-up