

ATTACHMENT E  
CLIENT FOCUS GROUP GUIDE

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### **Client Focus Group Guide**

To gather consumers' perceptions of integrated care, the focus group moderator will ask the group of consumers the following questions from six domains to gather their experiences using primary health services in the clinic. Survey group facilitation will be guided by the question matrix on the following page. Information gathered from the focus groups will be organized according to the headings listed in the 'instructions to facilitators' document following the matrix.

Prior to discussion, informants will be asked to complete the following checklist of physical health conditions, anonymously.

Which of the following physical health problems have you had at any time in the past two years?

Please check all that apply:

- High blood pressure
- High cholesterol
- Weight problems or poor eating habits
- Diabetes
- Heart problems
- Lung or breathing problems
- Don't know or none of the above

#### **Awareness of Primary Care Services**

What types of primary care services are available here that you know of?

How did you find out about those services?

How else could they let people know about those services?

#### **Types of Services Used**

What types of primary care services have you used here yourself?

Did the services involve meeting regularly with an individual or group?

How often? For how long?

What happened during the meeting (e.g., talking, activities)?

Would you get those services here again, if you had a choice of places to go?

If yes, why would you get those services here again?

If no, why would you not get those services here again?

#### **Availability of Services in Other Clinics**

Have you ever received those services in another clinic?

Do you prefer to get those services, primary care services, here rather than in another clinic?

Why?

#### **Awareness of Mental/Behavioral Health Services**

What types of mental health services are available here that you know of?

How did you find out about those services?

How else could they let people know about those services?

**Types of Services Used**

What types of mental health services have you used here yourself?

Would you get those services here again, if you had a choice of places to go?

If yes, why would you get those services here again?

If no, why would you not get those services here again?

**Availability of Services in Other Clinics**

Have you ever received those services in another clinic?

Do you prefer to get those services, mental health services, here rather than in another clinic?

Why?

**Awareness of SUD Services**

What types of SUD services are available here that you know of?

How did you find out about those services?

How else could they let people know about those services?

**Types of Services Used**

What types of SUD services have you used here yourself?

Would you get those services here again, if you had a choice of places to go?

If yes, why would you get those services here again?

If no, why would you not get those services here again?

**Availability of Services in Other Clinics**

Have you ever received those services in another clinic?

Do you prefer to get those services, SUD services, here rather than in another clinic?

Why?

**Awareness of Wellness Services**

What types of wellness services are available here that you know of?

How did you find out about those services?

How else could they let people know about those services?

[If not endorsed above, ask specifically about awareness of EBPs: smoking cessation, nutrition/exercise, and chronic disease self-management]

**Types of Services Used**

What types of wellness services have you used here yourself?

*Probe on services to manage a health condition, quit smoking, lose weight, eat healthy, or exercise.*

Were you required to measure or monitor your behavior, weight or other factors? Were you provided feedback on your results?

Were you given any resources to help you achieve goals?

*Probe on equipment, materials, or other resources*

Would you get those services here again, if you had a choice of places to go?

If yes, why *would* you get those services here again?

If no, why *would* you not get those services here again?

**Availability of Services in Other Clinics**

Have you ever received those services in another clinic?

Do you prefer to get those services, wellness services, here rather than in another clinic?

Why?

**Perception of Clinic**

Is this clinic a better place for you than other places where you've seen a doctor?

What would you change about this clinic if you could?

**Remaining Barriers**

Is it difficult to get primary care services here?

What kinds of care would you like to get that is hard to get?

Why?

**Preferences for Care**

If you got sick but it wasn't an emergency, where would you go for care?

Is it important that your primary care doctor understands mental illness? For what reasons?

What are the best aspects of care here?

What are the worst aspects of care here?

**Moderator Focus Group Content Matrix: Consumer Perceptions of Integrated Care**

The focus group content matrix is a tool for the moderator to use to double check that all domains have been fully covered.

	<b>Availability/Use of Services</b>	<b>Positive Aspects</b>	<b>Negative Aspects</b>
<b>Awareness of Primary Care Services</b>	<input type="checkbox"/> Are you aware of the primary care services available here? <input type="checkbox"/> What types of primary care services are available? <input type="checkbox"/> How did you find out about those services?	<input type="checkbox"/> Were you glad to hear that you could get those services here? <input type="checkbox"/> Why do you think they have decided to offer those services here? <input type="checkbox"/> Did they do a good job letting people know about those services?	<input type="checkbox"/> Are you concerned that those services are now being offered at this clinic? <input type="checkbox"/> Do you think they could have done a better job letting people know about those services?
<b>Types of Services</b>	<input type="checkbox"/> What types of primary care/other services have you used here? <input type="checkbox"/> Physical exam? <input type="checkbox"/> SUD treatment? <input type="checkbox"/> Smoking cessation? <input type="checkbox"/> Wellness program?	<input type="checkbox"/> Are you pleased with those services? <input type="checkbox"/> What's the best part of getting those services at this clinic? <input type="checkbox"/> Would you get those services here again, if you had a choice of places to go?	<input type="checkbox"/> Have there been problems with those services? <input type="checkbox"/> Why would you not get those services here again?
<b>Availability of Services in Other Clinics</b>	<input type="checkbox"/> Can you get services in other clinics? <input type="checkbox"/> Have you ever received those services in another clinic? <input type="checkbox"/> Do you go to another doctor's office for primary care services?	<input type="checkbox"/> Do you prefer to get those services here rather than another clinic? Why? <input type="checkbox"/> Is it more convenient here? <input type="checkbox"/> Is it more comfortable here? <input type="checkbox"/> Other reasons?	<input type="checkbox"/> Do you prefer to get primary care services at another clinic rather than here? Why? <input type="checkbox"/> Gone there for a long time? <input type="checkbox"/> Other clinic more convenient? <input type="checkbox"/> Other clinic more trusted for medical care?
<b>Perception of Clinic</b>	<input type="checkbox"/> What is it like coming to this clinic? <input type="checkbox"/> How welcoming do you feel this clinic is? <input type="checkbox"/> Do the people here get along well with each other? Do they work well together?	<input type="checkbox"/> What do you like about coming here for care? Is that because of the primary care services or in general? <input type="checkbox"/> Is this clinic a better place for you than other places where you've seen a doctor?	<input type="checkbox"/> Are there things that you don't like about coming here for care? Is that because of the primary care or just in general? <input type="checkbox"/> What would you change about this clinic if you could?
<b>Remaining Barriers</b>	<input type="checkbox"/> Is it difficult to get good medical care?	<input type="checkbox"/> Could you get the care you get here somewhere else?	<input type="checkbox"/> Is it difficult to get primary care services here?

	<input type="checkbox"/> What kinds of care would you like to get that is hard to get? <input type="checkbox"/> Do you not get care you need or want because of cost? Transportation?	<input type="checkbox"/> Why is it easier to get primary care here than in other places?	<input type="checkbox"/> What makes it easier to get care at other places, even when it is offered here?
<p><b>Preferences for Care</b></p>	<input type="checkbox"/> If you got sick but it wasn't an emergency, where would you go for care? <input type="checkbox"/> Is it important that your primary care doctor understands mental illness?	<input type="checkbox"/> What are the best aspects of care here? <input type="checkbox"/> Where would you like to receive primary care, if you choose on your own and cost was not an issue?	<input type="checkbox"/> What are the worst aspects of care here? <input type="checkbox"/> Have you had bad experiences getting primary care services in the past? What was bad about it?

The moderator or researcher will organize the information gathered from the focus groups into a Focus Group Debrief Summary.

Instructions: After completing the interview/focus group, review notes and audio recordings and complete the following summaries. Paraphrase the respondent's views on each of the topics below. Separate different points/topics into paragraphs. Add additional observations and analytic conclusions as necessary to provide more detail using [BRACKETS AND ALL CAPS]. Provide exact quotes that are good illustrations/summaries of overall points made by the respondents.

Summarize the respondents' awareness of primary care services being offered at the clinic. Are they aware at all that these services are offered? Do they recognize the primary care services as a distinctive program? How did they learn about the primary care services?

Summarize the respondents' utilization of services. Do they use a variety of services? Which are most popular?

What are the factors that respondents' consider import to their utilization of primary care services in the integrated setting? Note specific factors of interest including cost, familiarity with the staff and clinic, transportation.

How do respondents' compare primary care services at the behavioral health clinic with other primary care services?

Do respondents' note specific problems with receiving primary care services in the behavioral health clinic?

What continuing barriers to receiving primary care services do respondents mention?

Summarize any other topic that was important in the interview that does not fit into the above framework.