

Attachment P. CYSHCN & ASD Family/Caregiver Evaluation Focus Group

Interview Guide – Communication Protocol Feedback and Message Testing (CYSHCN/ASD)

Form Approved

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Introduction

I want to thank you for taking the time to meet with me today. My name is _____ and I am working with your doctor and other professionals in this practice/organization to find out how families who have children with special health needs get the information they need during emergencies and disasters that disrupt their lives or require special actions to protect their health. We are particularly interested in how you get information during different types of incidents, from whom you'd like to receive that information, and what you most need or want to know. We have spent the last two years collecting information from families, their doctors and other providers, and from emergency response agencies to develop recommendations for health care providers, government and other public safety agencies to communicate with families that need special information during emergencies, and might need to receive it in unique ways.

Today, we're going to share our recommendations with you and proposed messages that might be used in different types of emergencies. We want your opinions about how well these would meet your information needs during emergencies and disasters that can impact your health. We'll use your feedback today to improve these recommendations and make changes before sharing them with government emergency response agencies, as well as health care and other providers, so they are better equipped to communicate with families like yours before, during and after emergencies.

This session should take about an hour. I will be taping the discussion because I don't want to miss any of your comments. Although I will be taking some notes during the session, I can't possibly write fast enough to get it all down. Because we're on tape, please be sure to speak up so that we don't miss your comments.

All responses will be kept confidential. This means that your interview responses will only be shared with research team members and we will ensure that any information we include in our report does not identify you as the respondent. Remember, you don't have to talk about anything you don't want to and you may end the interview at any time.

Are there any questions about what I have just explained?

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Are you willing to participate in this interview?

- I. Review of framework for communication flow and mechanism for bi-directional communication between:
 - a. Emergency response and public safety agencies and affected communities
 - b. Health care, social service providers and affected communities

Questions

- Here's what we've heard – is this process right for you?
- Is this feasible?
- Is this how you'd like to receive information?
- Preferred source?

- II. Message testing – presentation of sample messages based on specific scenarios, in specific formats/channels.

Questions

- Does this content address your (anticipated) needs?
- Is the content clear?
- Is this the format you prefer?
- Using the channel you prefer?