

KBC Care Manager Focus Groups

October 27-28, 2011

Materials:

- 1) Information sheets
- 2) Large roll of white paper
- 3) 5 colors of post its, one set for each diagnosis or surgical procedure
- 4) Colored dry-erase markers
- 5) Black markers for writing on post-its
- 6) Colored dots in 5 colors to match the post-its
- 7) Masking tape and clear packing tape
- 8) Posters of the work system model, the question to be addressed by case managers and the main Beacon outcome measures
- 9) Snacks and coffee

Set up:

- Tape a large piece of white paper to the front wall of the conference room.
- Set the post-its and dry erase markers somewhere conveniently close to the white paper.
- Set up visuals of
 - 1) Work system model
 - 2) The question to be addressed at the focus group:

“What is it that you do as a case manager that you believe is responsible for preventing _____ patients from being (re)admitted to the hospital or presenting to the emergency department? Please be as specific as possible.”
 - 3) Beacon outcome measures
 - A. Preventing Emergency Department visits
 - B. Preventing hospital readmissions
 - C. Preventing hospital admissions (outpatient/TOCC focus group only)
- Set out snacks
- Give each care manager
 - 1) A bag containing 25 dots (5 of each color)
 - 2) A marker for writing on the post-its

Focus Group Process:

- 1) Introduction (10 minutes)
 - a) Reintroduce selves and distribute information sheets, if needed
 - b) Explain focus group goals
 - c) Describe work system model
 - d) Explain steps of the process and that it will be repeated for each diagnosis and surgical process
 - e) Give examples identified from vignettes and transcripts of interviews

- 2) COPD (15 minutes)
 - a) Direct attention to the question (posted in front of the group) and the outcome measures (also posted in front of the group). Place a post-it labeled “COPD” in the blank within the question. The color of this post-it will be the same color as the post-its that the CMs will use in their portion of this exercise.
 - b) As a group, have the care managers begin placing post-its on the white paper and writing on them.
 - c) Once the CMs are finished, discuss the results of their efforts for COPD (and categorize or draw arrows as needed).
 - d) Have the care managers independently add dots to the post-its, indicating the most effective/important actions taken for COPD patients. The color of the dots will match the color of the post-its.

- 3) Heart Failure (15 minutes)
 - a) Move the post-it labeled “COPD” to the side of the poster. Place a post-it (of a different color) labeled “Heart Failure” in the blank within the question. The color of this post-it will be the same color as the post-its that the CMs will use in their portion of this exercise.
 - b) As a group, have the care managers place and write additional post-its for heart failure patients.
 - c) Discuss the results of their efforts for heart failure (and categorize or draw arrows as needed).
 - d) Have the care managers independently add dots to the post-its, indicating the most effective/important actions taken for heart failure patients. The color of the dots will match the color of the post-its.

- 4) Abdominal Surgery (15 minutes)
 - a) Move the post-it labeled “Heart Failure” to the side of the poster. Place a post-it (of a different color) labeled “Abdominal Surgery” in the blank within the question. The color of this post-it will be the same color as the post-its that the CMs will use in their portion of this exercise.
 - b) As a group, have the care managers place and write additional post-its for abdominal surgery patients.
 - c) Discuss the results of their efforts for abdominal surgery (and categorize or draw arrows as needed).
 - d) Have the care managers independently add dots to the post-its, indicating the most effective/important actions taken for abdominal surgery patients. The color of the dots will match the color of the post-its.

- 5) Cardiac Surgery (15 minutes)
 - a) Move the post-it labeled “Abdominal Surgery” to the side of the poster. Place a post-it (of a different color) labeled “Cardiac Surgery” in the blank within the question. The color of this post-it will be the same color as the post-its that the CMs will use in their portion of this exercise.
 - b) As a group, have the care managers place and write additional post-its for cardiac surgery patients.
 - c) Discuss the results of their efforts for cardiac surgery (and categorize or draw arrows as needed).

- d) Have the care managers independently add dots to the post-its, indicating the most effective/important actions taken for cardiac surgery patients. The color of the dots will match the color of the post-its.
- 6) Orthopedic Surgery (15 minutes)
 - a) Move the post-it labeled “Cardiac Surgery” to the side of the poster. Place a post-it (of a different color) labeled “Orthopedic Surgery” in the blank within the question. The color of this post-it will be the same color as the post-its that the CMs will use in their portion of this exercise.
 - b) As a group, have the care managers place and write additional post-its for orthopedic surgery patients.
 - c) Discuss the results of their efforts for orthopedic surgery (and categorize or draw arrows as needed).
 - d) Have the care managers independently add dots to the post-its, indicating the most effective/important actions taken for orthopedic surgery patients. The color of the dots will match the color of the post-its.
 - 7) Wrap-up (5 minutes)
 - a) Review the results with the case managers, requesting any additional input or comments.
 - b) Ask for feedback from the case managers on the process.
 - c) Summarize our next steps:
 - i) We will summarize the results
 - ii) We may ask the case managers to review the results and answer any questions we have.
 - d) THANK YOU!!

After the Focus Group:

- 1) Tape all of the post-its to the paper with clear packing tape. Make certain that all the post-its are well attached to the paper.
- 2) Carefully remove the white paper and roll it.
- 3) Label the roll with the date and type of focus group (inpatient or outpatient/TOCC).

When utilizing this document please cite:

1. Carayon, P., Hundt, A.S., Hoonakker, P.L.T., Kianfar, S., Alyousef, B., Salek, D., Cartmill, R., Walker, J.W., Tomcavage, J. (2015). Perceived impact of care managers' work on patient and clinician outcomes. *European Journal for Person Centered Healthcare*. 3(2): 158-167. PMID: PMC4530792