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: