

Focus Group – patient feedback on KBC inpatient care management

Date: _____ Begin time: _____ End time: _____ Present: PC PH ASH DN-R

1	<p>INTRODUCTION</p>
	<p><i>The objective of this focus group is to better understand what care managers do while you are in the hospital to help you and your family manage your XXXX (diagnosis – heart failure or chronic obstructive pulmonary disease) once you get home.</i></p> <p><i>All of you have something in common – you all have XXXX (diagnosis – heart failure or chronic obstructive pulmonary disease) and were all helped by a Beacon care manager when you were in YYYY (hospital). Do you remember your Beacon Case Manager? During the next hour and a half we would like to better understand how care managers prepared you to take care of yourself, or for a family member or support person to help take care of you.</i></p> <ul style="list-style-type: none"> • <i>Review information sheet.</i> • <i>Explain the process of asking questions and recording notes on sheets of paper around the room.</i> • <i>Obtain permission to audio record.</i> • <i>Any questions? Ready to proceed?</i>
	<p>Goals of care management</p>
	<p><i>The goals of care management are to prepare you to take care of yourself after you have been in the hospital so you can avoid having to go to the Emergency Room or be re-admitted to the hospital. Four things care managers try to thoroughly cover with you before you leave the hospital are: (four categories will be posted on wall)</i></p> <ul style="list-style-type: none"> • <i>Review the medicines you will take when you are home. [“Review of medicines” – on flipchart]</i> • <i>Make sure you understand the importance of seeing your family doctor soon after you leave the hospital. [“Follow up with your family doctor” – on flipchart]</i> • <i>Determine if you need to have a nurse come to your home or have any special equipment delivered to your home related to your XXXX (diagnosis). [“Setting up assistance at home” – on flipchart]</i> • <i>Educate you about how to take care of yourself, help you understand your condition (you can explain it and know what you need to do to take care of yourself), you know who to call if you have questions or problems. [“Education – take care of yourself, understand your condition, who call if problem” – on flipchart]</i>

2	What did the care managers do and/or say that helped you in [each of these 4 areas]? Try to be specific.
2.1	Review of medicines (e.g., <i>When to take the medicine. How you might feel after taking the medicines. Any sheet that lists your medicines and when to take them.</i>)
2.2	Seeing your family doctor (e.g., <i>Did the CM make an appointment for you? Did you know that it is OK to call for help? Did you know who to call?</i>)
2.3	Setting up assistance at home (a person or device; e.g., <i>Did you feel you had enough help at home?</i>)
2.4	Education – take care of yourself, understand your condition, who call if problem (e.g., <i>How to take care of yourself. Were you able to keep getting better? Information sheets about what to do for yourself.</i>)
3	Were there other things the care manager told you about or gave to you that helped you? What?
4	Are there things you wish the care manager would have told you about or helped you better understand?
4.1	Review of medicines
4.2	Seeing your family doctor
4.3	Setting up assistance at home
4.4	Helping you take care of yourself at home
5	Try to remember the first few days you were home after you left the hospital... What were the two or three biggest problems you had when you got home from the hospital?
6	Again, try to remember the first few days you were home after you left the hospital. What two or three things did the care manager do that were the most helpful?
	<i>Thank you for spending this time with us. Are there any other comments you have about your care manager or things you want to share with us?</i>

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1. Hoonakker, P.L., Carayon, P., Hundt, A.S., Cartmill, R.S., & Nathan-Roberts, D. (2014). Challenges of doing research that involves patients. Proceedings of the 11th International Symposium on Human Factors in Organizational Design and Management (ODAM) Conference, Copenhagen, Denmark. pp. 19-24.