

RHA Central CHA Community Consultation - Accessibility Focus Group Framework



2009 Community Health Assessment
Accessibility Focus Group

**“ACCESS TO THE MOST APPROPRIATE CARE
IN THE MOST APPROPRIATE SETTINGS”**

<p>Title</p> <p>Date</p> <p>Time</p> <p>Location</p>
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What Do We Want to Know?

- How important do you think Access to services is in impacting the health of RHA Central residents?
- Where along the continuum of care do you think patients encounter the most difficulty accessing services?
- What do you think makes it difficult for RHA Central residents to access these services?
- Are there cultural barriers to Accessing Services?
- Are there language barriers to Accessing Services?
- Is the RHA doing enough in making services Accessible to its residents?
- What more can the RHA do to ensure Accessibility to services?

Proposed Agenda and Supporting Materials Required

Agenda Item	Questions for Discussion	Supporting Materials
1. Arrive, Meet, Greet, Signing/Collecting Consent Forms		Consent forms. Flip Chart.
2. Introductions (5 mins)	<ul style="list-style-type: none"> • Introduction by facilitator and ask each participant to introduce self and briefly identify their role in the RHA. 	
3. Discussion of Objectives (2 mins)	<ul style="list-style-type: none"> • Focus of this discussion is Accessibility to services within RHA Central. As a senior staff member of RHA Central, we want to explore your experiences, concerns and suggestions. 	Hand out with the Agenda/Major Questions
4. Discussion: Thinking of the concept of “Timely and effective access to care” where along the continuum of care do you think residents encounter the most barriers in accessing services? (15 minutes)	<ul style="list-style-type: none"> • What makes it difficult for residents to access these services? <ul style="list-style-type: none"> ○ Is the issue one of “none or limited” accessibility or more a matter of “timeliness” in accessing needed services? (i.e. how does geography/location impact vs. wait times). • What are the challenges in referring patients to services within the RHA? • What can the RHA do to ensure “timely and effective” access to care? <ul style="list-style-type: none"> ○ Can the RHA do anything to ensure timely access to care within other regional jurisdictions? 	Visual Aid – Continuum of Care

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<p>5. Discussion: Thinking of “culturally sensitive” health care – we would like to discuss some successes and challenges that we are experiencing in our region.</p> <p>(15 minutes)</p>	<ul style="list-style-type: none"> • Are there examples of where the RHA is doing a good job of providing culturally sensitive health care? • Are there cultural barriers to accessing services? Where can the RHA improve? • Do you think there are particular cultural groups within our region who are not accessing services? <ul style="list-style-type: none"> ○ Why do you think this is happening – i.e. is it a choice, are the services provided not appropriate to their needs and/or beliefs, are there language or other issues that are creating barriers to accessibility? ○ What needs to be done to improve this situation? 	
<p>6. How can we prioritize jurisdictional issues related to board strategic priorities?</p> <p>(15 minutes)</p>	<ul style="list-style-type: none"> • Which jurisdictional issues give staff the most difficulty in providing client care? <ul style="list-style-type: none"> ○ Identify and prioritize the main jurisdictional challenges that staff deal with. ○ What are some proposed solutions? 	<ul style="list-style-type: none"> •
<p>7. Is the RHA doing enough to ensure accessibility to appropriate services in the most appropriate settings?</p> <p>(15 minutes)</p>	<ul style="list-style-type: none"> • Are there new ways of engaging the community and/or developing partnerships to help identify service needs (appropriateness) as well as enable community members to access services (accessibility). • Suggestions as to how the RHA can improve overall to improve client satisfaction with accessibility to services. 	<ul style="list-style-type: none"> • Refer back to paper exercise and ranking of satisfaction with accessibility to services.
<p>8. Conclusion</p> <p>(5 minutes)</p>	<ul style="list-style-type: none"> • Thank you's & explain how we will use this information 	