



Community
Health
Improvement
Partners

Access to Care for Children Team Initiative

Barriers and Solutions to
Increasing the Access to Care
among Income Eligible Children in
San Diego County:
A Community Collaboration
Approach

Appendices

February 2008

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Regional Forum Process

AGENDA

Each of the six regional forums followed the same agenda, differences only occurred in terms of the welcoming speaker and regional data presented (e.g. North Coastal forum attendees only received data pertaining to the North Coastal Region). The following demonstrates the agenda for each regional forum:

- Registration / Networking
- Welcoming Remarks
- Review of Forum Objectives and Agenda
- Children's Healthcare Coverage Gap Analysis Presentation

Group Breakout Sessions: Description of format, process, tools and objectives

- Target Communities: Confirm target communities
- Regional Perspectives: Identify barriers related to outreach, enrollment, retention and utilization for target community
- Regional Perspectives: Develop and prioritize potential solutions for target community
- Breakout groups present barriers and solutions to entire audience
- Next Steps / Closing Remarks

GROUP BREAKOUT SESSION PROCESS

Obtaining qualitative information on target communities was one of the main purposes of the regional forums. In particular, information was ascertained regarding confirmation of target communities based on children's healthcare coverage gap analysis data presented; regional barriers related to outreach, enrollment, utilization and retention identified, and; solutions proposed in response to barriers. Breakout groups focused only on their targeted community within the region. Every group breakout session at every regional forum followed the same process and agenda, in order to ensure consistency in the method of collecting qualitative information. The following demonstrates the process for each group breakout session:

- Target Communities: Confirm target communities
 - Maps and any additional data were reviewed to confirm the target community that the breakout group focused on for the rest of the afternoon.
- Regional Perspectives: Identify barriers related to outreach, enrollment, utilization and retention for the target community
 - A root cause analysis (see below) diagram was used as the method to collect information on barriers related to outreach, enrollment, utilization and retention for the target community.

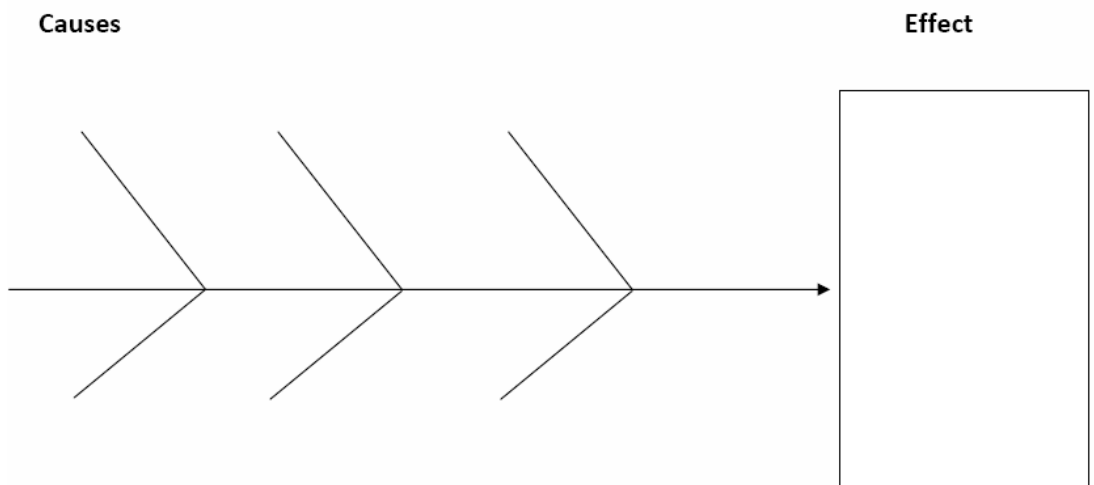
Executive summary

- Regional Perspectives: Develop and prioritize potential solutions for target community
 - An impact effort grid (see below) was used as the method to prioritize solutions developed in response to identified barriers.

Root Cause Analysis

A root cause analysis is a systematic analysis of an issue to identify the root causes rather than the symptoms. It was used to determine the underlying causes for barriers in outreach, enrollment, utilization and retention for Medi-Cal and Healthy Families. A root cause analysis leads to more complete and final solutions since root causes are identified rather than surface level issues.

The fishbone diagram was used during the breakout sessions for each category (barriers in outreach, enrollment, utilization and retention).



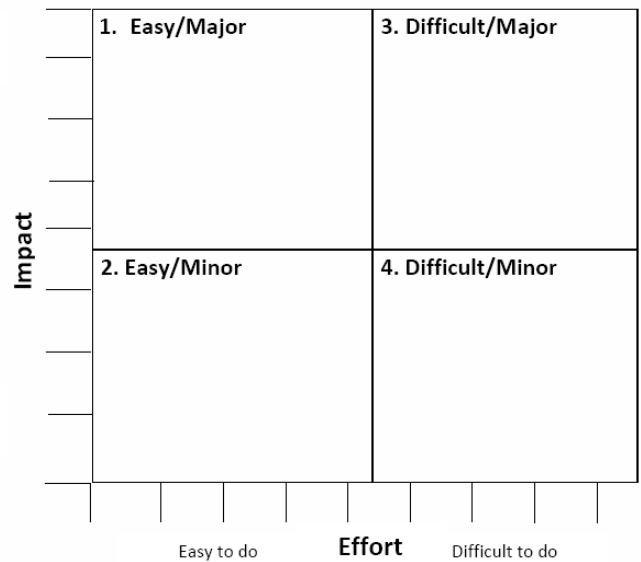
Impact / Effort Decision Grid

The impact / effort decision grid is a matrix with critical criteria used to assess a set of ideas to determine which ones are most likely to be the best solutions. Using the grid allowed participants to objectively judge solutions against the same set of factors rather than arguing for solutions that they feel are more suitable.

During breakout sessions the grid was used to prioritize potential solutions according to the critical criteria of whether the potential solution would have a major or minor impact and if it would require a lot of effort or little effort. The grid was used during group breakout sessions to prioritize developed solutions.

Major Improvement

Minor Improvement



Appendices

Participant Feedback

Following each regional community forum, participants were asked to evaluate the forum using a seven question survey. Participants used a 5-point rating scale with five meaning excellent and one meaning poor to rate the meetings effectiveness related to:

- Did they receive the information they needed?
- Did the group achieve what they needed to?
- Did they make good use of their time?
- Did everyone in the group participate?
- Did the group make well-thought out decisions?
- Were clear and doable solutions developed?
- Was the meeting well run?

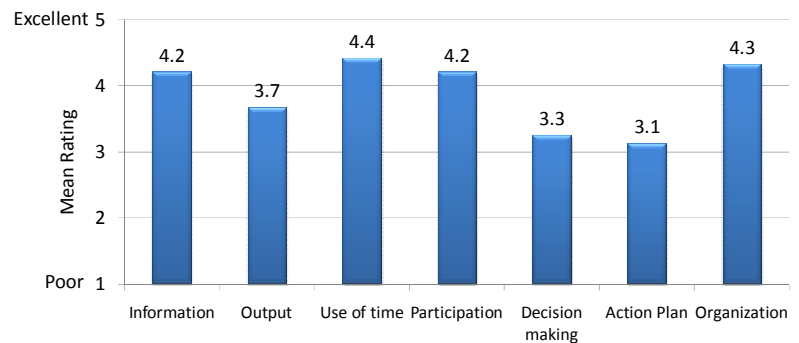
Central Region

Effectiveness scores in the Central regional forum were all satisfactory or good, ranging from 3.1 for development of action plans to 4.4 for use of time.

Comments

- "Liked the breakout sessions"
- "The next steps report will be helpful. Great job - Thank you."
- "This forum was excellent for identifying problems, as well as opportunities. After the six forums are held, a problem solution ongoing forum would be excellent. It is crucial that the entire community be involved in this effort."
- "Needed greater understanding of specific areas. Too much time spent on this. Provide demographic info prior to meeting or specifically go through during the forum so that everyone understands what we are looking at."

Central Region Participant Feedback



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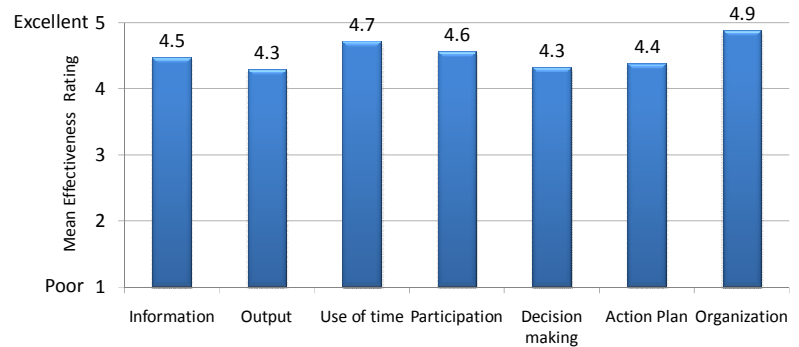
Participant Feedback

North Coastal Region

All seven effectiveness scores for the North Coastal regional forum were good, ranging from 4.3 for output and decision making to 4.9 for organization.

- "Thank you for a very organized, informative meeting. I look forward to the report and to implementing recommendations via regional cross threading efforts and initiatives!"
- "More role players involved; involve input from community members in the target area; the smaller group discussions were effective and led to solid solutions; the information provided was clean and easy to understand."
- "In our group we ran a little short on time in our group on developing solutions but have thoroughly identified contributing barriers."

North Coastal Region Participant Feedback



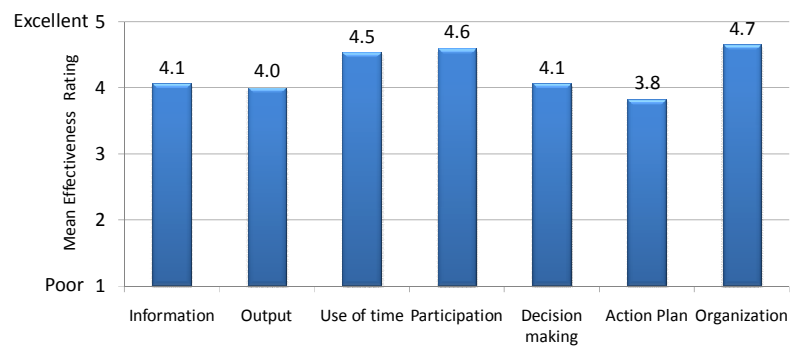
East Region

Six of the seven effectiveness scores for the East regional forum were good, ranging from 4.0 for output to 4.7 for organization. Only development of an action plan was rated below 4.0.

Comments

- "Data was wonderful and surprising."
- "Dynamic, well thought out workshop Great Participation!"
- "Good information for us to have. We will work on implementing some of these ideas!"
- "A geographical picture of our area would have been helpful."

East Region Participant Feedback



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Participant Feedback

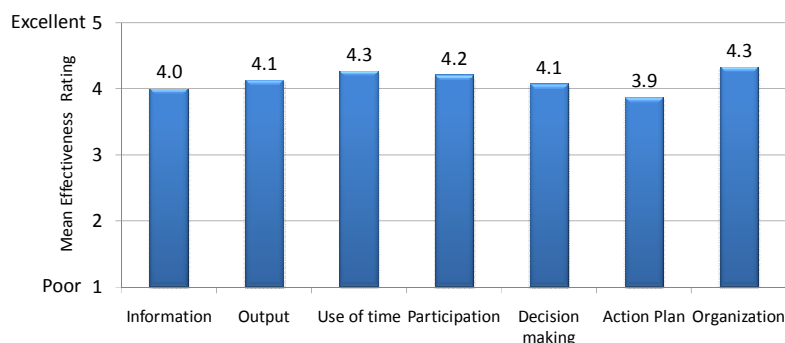
North Central Region

Six of the seven effectiveness scores for the North Central regional forum were good, ranging from 4.0 for information to 4.3 for organization and use of time. Only development of an action plan was rated below 4.0.

Comments

- "I felt engaged in the discussion because I live in one part of the area, so I was able to give input into the demographic area. No one else was familiar with the area. Which I felt was a deterrent but the ideas can work over all areas. There are a lot of great ideas, wish we had more resources (people)."
- "Discussion portion was excellent...liked not feeling rushed to complete exercise."
- "More organized then Central Forum, better view of maps, greater explanation of particular areas during intro."

North Central Region Participant Feedback



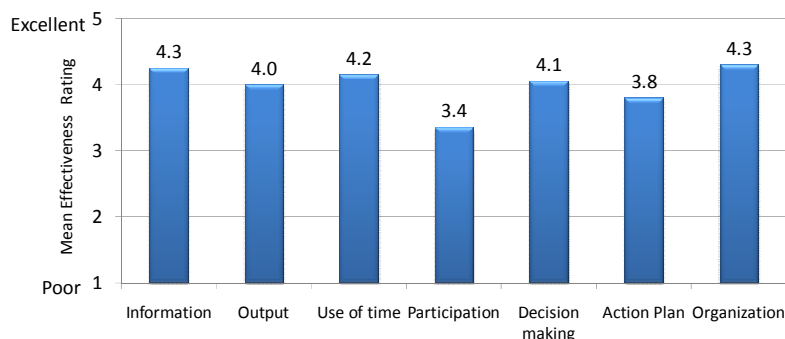
North Inland Region

Five of the seven effectiveness scores for the North Inland regional forum were good, ranging from 4.0 for output to 4.3 for organization and information. Only participation and development of an action plan was rated below 4.0.

Comments

- "Great session, good dialogue"
- "Good Networking. Good brainstorming. I would maybe have some presentations about what current efforts are going on."
- "Some folks said zip, their managers could have encouraged them to participate but they did not."
- "Some (people) were too involved & not productive/focused. Address members who monopolize the discussion as this negatively impacts group process & the groups success. Diversity in participants to ensure representation from health care providers, school districts, social service agencies, families, media, etc."

North Inland Region Participant Feedback



Participant Feedback

South Region

All seven effectiveness scores for the South regional forum were good, ranging from 4.1 for output and action plan to 4.9 for organization.

Comments

- "Great opportunity to collaborate on this important issue."
- "It seems as if not enough known was known about the problem - outreach? Retention? Or the actual rates of uninsurance. Perhaps the less red areas are the real opportunities?"
- "Very interesting & organized process"
- "Excellent if there's follow through."

South Region Participant Feedback

