

## Outline for Uninsured Focus Groups - WISCONSIN

### Introduction:

Have respondents introduce themselves, first name, how long lived in Dane County, type of work if employed.

Explain that the purpose of the group is to look at healthcare issues and to explore the challenges faced by people who do not have insurance.

Confirm that they do not have insurance.

### General Healthcare Discussion:

1. When you need to see a doctor for routine healthcare, where do you usually go?  
Why do you go there for healthcare?  
Do you usually call for an appointment or go to a walk-in clinic?  
IF WALK-IN: Why the walk-in clinic as versus calling for an appointment?  
Do you go to the doctor for regular physicals and preventative care?  
IF YES: Where do you go? IF NO: Why don't you go in for regular physicals and preventative care?
2. Have you ever used the Emergency Room?  
How many times have you used the emergency room in the past two years?  
What kinds of things have you gone to the ER for in the past two years?
3. Why did you go to the emergency room as versus going to a doctors office?  
What are the advantages of going to the emergency room over a clinic?  
What are the disadvantages of going to the emergency over a clinic?
4. If you have a choice between going to the ER or a clinic for non-life threatening medical care, which would you choose? Why?
5. The last time you were ill where did you go for care?  
Why did you go there?  
Was that your first choice to go? IF NOT: If it wasn't your first choice, why did you go there?

6. Overall, how would you rate your experience there? Let's use a 1-5 scale with one being poor and five being excellent. (HAVE RESPONDENTS RAISE THEIR HANDS AT NUMBER THEY WOULD GIVE THE EXPERIENCE)

Why did you rate it that way?

7. How did you get there? (walk, drive, bike, bus, friend, etc.)

Did you have any problems getting there?

What could have been done to help you get there?

8. There are lots of way to find out about where to go for medical care. Where did/do you get your information on options you have?

PROBE FOR INFORMATION SOURCES, FRIENDS, FAMILY, ETC.

9. Have you gone to a dentist in the past two years?

IF YES: What for?

IF NO: Why not?

Finish this sentence: I would have gone to the dentist if \_\_\_\_\_.

What would encourage you to go to a dentist?

10. How do you usually pay for care? Eg. Check, cash, had them bill, etc.

### **Difficulties in Getting Care:**

1. In the past year, has there been a time when you or a family member needed to see a doctor, but did not go to see one?

IF YES: If you don't mind sharing, what was the reasons you thought you needed a Doctor?

Why did you not go to see one?

Finish this sentence: I would have gone to the doctor if \_\_\_\_\_

2. How many times in the last few years, have you had problems getting care that you needed?

HAVE RESPONDENTS SHARE STORIES:

What are the main reasons you feel you've had trouble getting medical care?

Of all of those, what do you think is the biggest problem?

3. Let's pretend you are sick right now and need medical care. Is there something that could be done to help you get that care?

I WILL PROBE HERE FOR ANY SPECIFIC THINGS THAT COULD BE DONE TO HELP THEM.

What's your reaction to this?

Would you use it? Why? Why not?

### **Health insurance issues:**

I'd like to spend the rest of the group talking about health insurance. People get health insurance through a variety of ways, where they work, through their family, on their own and through government programs like Medicaid or BadgerCare.

None of you currently have health insurance.

1. Have you ever had it?

IF YES: Why don't you currently have it?

IF NO: Have you ever tried to get it? What happened that you didn't get it?

2. How many of you were ever offered insurance and turned it down?

Why did you turn it down?

Does your employer offer health insurance? Are you eligible?

Why have you decided not to take the health insurance at work?

3. How many of you would like to have health insurance? ASK FOR SHOW OF HANDS.

How many of you have no interest in health insurance?

IF WOULD LIKE: Why do you want it?

IF NO INTEREST: Why aren't you interested?

EXPLORE THIS ISSUE IN DEPTH

Please write down all of the things that would motivate/encourage you to get insurance?  
Now please put a star by the one that would be the biggest motivator.

SUM UP RESULTS ON EASEL AND DISCUSS.

4. For you, how valuable would health insurance be? Let's use a 1-5 scale with one being not at all valuable and five being very valuable? HAVE RESPONDENTS VOTE.

Why do you feel that way?

5. How valuable would it be to have dental coverage as part of that insurance? Use that same 1-5 scale with one not at all valuable and five being very valuable. Why?

6. On a scale of 1-5 with one being easy and 5 being hard, how difficult or easy would it be for you to get health insurance?

For those of you who said it would be difficult, why?

For those of you who said it would be easy, why?

7. What could be done to make it easier for you to get health insurance?

8. If health insurance were to become available to you, how much would you be willing to pay a month to get it? (HAVE RESPONDENTS JOT DOWN AMOUNT AS A SILENT EXERCISE. ←

What kind of coverage would you want in order to pay something for it? FOR EXAMPLE ARE THEY LOOKING AT A HIGH DEDUCTIBLE, DENTAL, ETC. MY SUGGESTION IS LET THEM DEFINE IT. ←

Where would you prefer that coverage to come from: your employer, the government, a cooperative, prefer to purchase on your own, etc?

9. Do you think you and other people you know have enough information about health insurance, or would you like more information?

What would you like to know about?

What would be the best way to get that information out to you and people you know?

Why would that be the best way?

\*\*\*\*\*HERE, I WOULD SUGGEST A LIST OF OPTIONS.

10. Is there anything else you'd like to share about your experience with insurance or healthcare?

We've talked a lot about healthcare and insurance tonight, help me wrap this all up. Let's do a little finish the sentence.

1. The best thing about the healthcare available to me is \_\_\_\_\_
2. As I look at my healthcare, the most frustrating thing for me is \_\_\_\_\_
3. The biggest frustration I have about health insurance is \_\_\_\_\_
4. I would get health insurance if \_\_\_\_\_
5. If I could change one thing about Dane County's healthcare system, it would be \_\_\_\_\_

**Wrap-up.**

The people on the other side of the glass are looking at ways to help young people with healthcare and insurance. What, if anything, else would you like to say to them?