

Improving the Utility and Cultural Appropriateness of the Mental Health
National Outcome Measures to the Pacific Jurisdictions

PJ Work Group Conference Call
October 29, 2009 at 7:00 – 7:35 PM EDT

Protocol for Conducting a Consumer Focus Group on Social Connectedness NOM

Attendees:

CNMI: Jessie Aguon and James Arriola

Guam: Reina Sanchez

Palau: Everlynnjoy Temengil

Micronesia: Kerio Walliby (on separate call)

CMHS: Olinda Gonzalez

NRI: Ted Lutterman and Bernadette Phelan

Announcement:

Bernadette announced that all workgroup meeting notes and materials can now be accessed from the NRI website, http://www.nri-inc.org/projects/SDICC/work_groups.cfm.

Review of the Focus Group Protocol:

Bernadette highlighted the following points but emphasized to refer to the Protocol for more complete discussion.

- Purpose: To solicit consumer input on the social connectedness (SC) NOM
Provide context for this focus group.
For example:
 - discuss your current consumer survey effort
 - discuss what you want to achieve from this FG

- Two basic questions: What is the meaning of social connectedness? How do we measure it?
You can use either of the following approaches:
 - (1) Solicit feedback by presenting the URS definition and the definition developed in Guam – ask which definition represents what social connectedness is to them.
 - (2) Ask the general question “What does social connectedness mean to you?” and let them define it.

NOTE: Depending on how many focus groups there will be, make sure that there is adequate time to discuss both the ADULT SC measure and the CAREGIVER SC measure.

When discussing the CAREGIVER social connectedness measure, it is important to ask whether there is a need to have a separate SC measure for children. If

the response is positive, proceed with the discussion on what the measure should be for children.

- Reporting of results: [report the basic recommendations of the group/Jurisdiction]
 - Does the SMHA support the group recommendation? If not, make sure your report distinguishes the focus group's recommendation and the SMHA position.
 - Follow reporting format as recommended: have a separate discussion on the Adult SC measure and the Caregiver/children SC measure
 - Do not provide all details (e.g., minutes of the FG) – only the consensus/final recommendations on each reporting item should be reported

- Planning considerations:
 - Make sure to allocate frequent breaks
 - Provide refreshments or stipend, if possible (this is usually an effective incentive for participation)
 - Hold a pre-Focus Group meeting with the moderator and note takers or have a tape recorder
 - Do not drag the questioning
 - Helpful tips:
 - Have the questions typewritten and distribute to participants
 - Provide pens and papers for them to write down their thoughts
 - Allocate adequate (not too short/long) time for each question

Pacific Jurisdiction timeline for conducting the focus group:

Palau: late November or early December

CNMI: no date yet

Guam: mid December

Micronesia: mid December

Next Workgroup Meeting:

A conference call will be arranged when results are available (probably around December or early January 2010).