ASTHO TA – Focus Group Moderators Guide

Purpose

The Public Health and Safety Division is conducting an assessment under the supervision of the System Improvement Office with technical assistance from ASHTO's 2019 Systems Improvement Capacity Building Technical Assistance project. You are invited to participate. The purpose of this assessment is to examine the PHSD Performance Management (PM) Process and PM IT application called HealthSTAT. Specifically, we want to understand and evaluate the viability of the current performance management process where the process leads to IT application requirements. With the named requirements for the IT application we'll explore alternatives to the current IT application called HealthSTAT.

Procedures

You are asked to participate in a focus group with approximately seven to twelve other PHSD staff. There will be a facilitator to ask questions and moderate the discussion and two note-takers to write down the ideas expressed within the group. You will be asked questions related to your experience with the performance management process and HealthSTAT to help the PHSD Management Team better understand and evaluate the performance management process and PM IT application (HealthSTAT).

Benefits and Risks

Everyone is asked to respect the privacy of the other group members and to not disclose anything said within the context of the discussion; however, it is important to understand that other people in the group with you may not keep all information confidential.

Confidentiality

Anonymous data from this study will be analyzed by the System Improvement Office to capture requirements for a robust PM IT application. These requirements will be reviewed by the PHSD Management Team and communicated to potential software vendors for bid and demonstration. The PHSD Management Team will review top vendors who meet the stated requirements and decide to either continue with HealthSTAT as is or with modifications or move toward an alternative. A report will also be provided to ASTHO as part of the CBTA project deliverables.

Consent

By staying in the room, you are indicating that you fully understand the above information and agree to participate in this focus group. Upon conclusion of the group discussion, note-takers will recap discussion notes/points and provide back to the group so that you have an opportunity to provide corrections or clarifications to the notes.

If you have any questions or concerns about this project, please contact Marilyn Trevino, matrevino@mt.gov, 444-1548

Focus group questions	Common themes that were emerging from the focus groups
Key Question 1: Do you use workplans, or logic models to design and target your work? *Probing Question:* If yes, have you found these formats useful? *Follow-up Question:* If no, what do you use to design the workflow and budget around your grant or project?	
Key Question 2: HealthSTAT application, do you use it? And how? *Probing question:* What's working well when it comes to our current IT application (HealthSTAT)? *Follow-up question:* For example, our periodic reviews with management team, etc.? *Probing question:* What's not working well in HealthSTAT? *Follow-up question:* For example: duplication, time consuming, layers of information	
Key Question 3: In an IT application, like HealthSTAT, what needs to be included? Probing question: What considerations for interacting with an IT application (HealthSTAT) is a positive experience? *Follow-up question*: For example, what features need to be available? How should it look? What are 2 or 3 things the existing system does not do, or does not do well, that you would like to see?	
Key Question 4: Knowing that HealthSTAT helps us track items for review and PHAB purposes, what level of information do you find useful? **Probing question:** What level of information do you have time to maintain?	
Key Question 5: What advice would you give to the management team to consider when making their decision about staying with HealthSTAT as is, making modifications, to HealthSTAT or purchasing a new PM IT application?	