

Description of Focus Groups and Questions
Phase II Kansas Crisis Standards of Care Guidance
DRAFT: 01/20/2023

CAB/TAP Role

Please review the description of the planned focus groups and draft questions for focus group participants. Be ready to provide feedback at the January 20th meeting. If you would like to provide feedback before the meeting, please email it to Tatiana Lin at tlin@khi.org.

As you review this document, please consider these two questions:

1. What expertise and lived experience are necessary to inform the development of KSCSCG?
2. What information would be helpful to learn from the focus group participants?

Purpose of Focus Groups

The purpose of the focus group is to understand the concerns and considerations of individuals representing long-term care facilities, hospitals, consumer advocacy groups, and caregivers regarding the allocation of medical resources, such as staff, supplies (e.g. beds, medication, personal protective equipment, ventilators), facilities, and health care services in nursing homes and long-term care facilities during the implementation of crisis standards of care. The focus group participants will also be asked to share their thoughts about resource load balancing and considerations regarding communicating to the public.

Participants

We plan to recruit and convene four focus groups with up to 45 individuals between February 1, 2023, and March 15, 2023; however, the start date will be subject to the IRB determination date.

- One focus group will include up to 10 staff from long-term care facilities and up to 5 staff from hospitals.
- One focus group will include up to 10 individuals from consumer advocacy groups.
- Two focus groups will be conducted with caregivers of individuals in long-term care facilities, with one being in English and another one being in Spanish.

We will also conduct up to 10 interviews with caregivers. Focus group participants will not include members of the CAB or TAP

Questions

Please note that some of the questions in *Questionnaire 1* are the same as in *Questionnaire 2*, these questions are marked with an (*).

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Questionnaire #1:

Participants: Long-Term Care Facilities, Hospitals and Consumer Advocates

| Impact of Shortage of Medical Resources on Long-Term Care Facilities | |
|--|--|
| Question | Comments/New Language |
| | <i>Instructions: Please review questions in the left column and suggest any changes or alternative language.</i> |
| How should long-term care facilities find out their local hospitals are facing shortages and may need to ration care?* | |
| If hospitals had to ration medical care for patients, what would worry you most? | |
| How could rationing of care by hospitals impact nursing homes or assisted living facilities? How could it impact your facility? | |
| What would be the best way to address the needs of residents of nursing homes or assisted living facilities when hospitals start to ration care? | |
| What groups of people in your facility could be at greatest risk of not having all their medical needs met when care is being rationed by hospitals? | |
| Internal Operations | |
| How could shortage of medical resources impact your long-term care facility? | |
| How should long-term care facilities adjust it operations and standards of care in order to preserve and effectively allocate limited facility resources to meet the needs of the residents? | |
| When medical resources are limited, what do you think would be the best way to decide what residents get what medical resources and when?* | |
| What strategies can be implemented to augment the staffing necessary to maximize quality of care during rationing of care?* | |
| When medical resources are limited, how should this be communicated to facility staff, patients, caregivers and the community overall? | |

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Questionnaire #1 (continued):

Participants: Long-Term Care Facilities, Hospitals and Consumer Advocates

| Resource Load Balancing | |
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| What is the best way for hospitals to implement load balancing when medical resources are scarce? | |
| What are your thoughts about using a centralized system to manage and distribute workloads across multiple hospitals? | |
| What are your thoughts about using real-time data and feedback to adjust and improve the load balancing process? | |
| What should hospitals consider as they make decisions regarding how to implement load balancing?* | |
| <p>As decisions are being made regarding how to distribute patient loads across hospitals, what factor should be the top priority and why?*</p> <ul style="list-style-type: none"> a. Availability of beds and other resources? b. The proximity of hospitals to long-term care facility c. The specialization of the hospital d. The needs of the patient | |
| Support System | |
| What support should the state provide to keep long-term facilities informed related to state and federal crisis standards of care guidance? | |
| What are some potential strategies for maintaining transparency around crisis standards of care? | |

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Questionnaire #2:

Participants: Caregivers

| Impact of Shortage of Medical Resources on Long-Term Care Facilities | |
|--|--|
| Question | Comments/New Language |
| | <i>Instructions: Please review questions in the left column and suggest any changes or alternative language.</i> |
| If medical resources become scarce at your long-term care facility, what would worry you the most? | |
| How should people find out that their long-term care facility is facing medical resource shortages?* | |
| a. How should this information be communicated to caregivers? b. What else should caregivers like yourself need to know to support individuals they care for? | |
| When medical resources are limited, what do you think would be the best way to decide what long-term care facility residents get what medical resources and when?* | |
| What groups of people at the long-term care facility could be at greatest risk of not having all their medical needs met when medical resources are scarce? a. What could be done to address their needs? | |
| If your long-term care facility starts experiencing medical resource shortages, what specific obstacles or challenges do you anticipate facing as a caregiver? | |
| What strategies can be implemented to augment the staffing necessary to maximize quality of care during rationing of care?* | |

Questionnaire #2 (continued):

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Participants: Caregivers

| Resource Load Balancing | |
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| Description: During crisis, hospitals might experience staffing and equipment shortages. Load balancing is the process of hospitals across the state partnering to ensure no one hospital is overwhelmed while others have beds and staff available. This can be done in a number of ways, such as transferring patients to other hospitals that have more available beds or by redirecting incoming patients to different hospitals based on their specific needs. | |
| What should be taken into consideration as hospitals decide how to distribute patients loads across different hospitals? * | |
| Resource Load Balancing Continued | |
| As decisions are being made regarding how to distribute patient loads across hospitals, from the list below what factor should be the top priority and why?* | |
| <ul style="list-style-type: none"> a. Availability of beds and other resources? b. The proximity of hospitals to long-term care facility c. The specialization of the hospital d. The needs of the patient | |
| During times of medical resource scarcity, what additional support would you like to receive in order to provide better care to the individual you care for in the long-term care facility? | |
| Do you have any suggestions for a long-term care facility for how to effectively manage limited resources in order provide best possible care to individuals in long-term care facilities? | |