

WASHINGTON HEALTH CHOICES: TAKING THE PULSE OF THE COMMUNITY

APPENDIX F-FACILITATOR TRAINING

**AGENDA
11/27/01
6:00 PM – 8:00 PM**

Welcome and Introductions	Julie
Project Overview and Update	Julie
View Washington Health Choices Video	
Discussion of Key Issues from the Video	Julie/Deb
Format for Community Meetings	Deb
Survey Review and Discussion	Deb
Volunteer Responsibilities	Julie/Deb
Sign Up for Meeting Facilitation	Katie

Facilitator Responsibilities

The facilitator is the person who leads a group through a planned process, making it easier for the group's participants to focus on the issues they came to discuss. The facilitator provides neutral leadership and helps the group arrive at understandings and decisions related to the discussion. The facilitator focuses on the group and its work. The facilitator's role is one of guidance and assistance, not control.

- 1. Introduce session (see Sample Introduction Script)**
- 2. Lead discussion following the video (see Discussion format)**
- 3. Close the meeting (leave at least 5 minutes for this)**
 - Ask the participants to complete the survey questionnaire and turn it in.
 - Remind them that the results of this survey will be used to influence policy changes in the health care system.
 - Thank them for their participation.
 - Hand out any resources that are available.
 - Announce that we will present at other meetings if they know of a group they think might be interested. Ask them to let the recorder know.
 - Ask them if they are interested in participating in a study group. If so ask them to complete the last sheet of the survey. The study group will be a group that meets on a regular basis to discuss health care issues.

Recorder Responsibilities

The recorder is responsible for creating a written record of the meeting called the “group memory”. The group memory reflects what the participants talked about, options discussed, decisions made and so on.

1. Oversee actual video presentation
 - Check with organization in advance to ensure that VCR is available (not sure if there are different kinds of VCRs that may require different videos)
 - Make sure you have a copy of the video that works for the meeting
 - Make sure you know how to run video
 - Run video and take care of lighting
2. Record comments during the discussion
 - For hand counts, record number of hands raised to each of the initial questions.
 - Record general themes, major points and issues raised.
3. Monitor time and keep facilitator on track
4. Keep your eyes on the group and let the facilitator know your perceptions of how things are going.
5. Distribute and collect surveys. Mail all completed surveys to HumanLinks. Include meeting note sheet in mailing.
6. Bring resource material and help disseminate resource material