

## HCAO Health Care Questionnaire Guide

### What is the Health Care Questionnaire and why do we use it?

The Questionnaire is one of the HCAO Mobilization Tools and is intended for use in the context of a one-on-one, face-to-face interview.

### **UNDERSTAND THAT THIS QUESTIONNAIRE IS ALL ABOUT GRASSROOTS ORGANIZING!**

We want to engage people in a friendly, one-on-one conversation about our common experiences with a failed health care non-system and encourage them to consider joining our efforts to achieve our goal of establishing an active grassroots movement of **1.1 million potential voters** in support of a comprehensive, equitable, affordable, publicly funded, high quality, universal health care system serving EVERYONE in Oregon and the United States. In this process, we expect to experience a stronger personal commitment and participation in our movement from people who complete the health care questionnaire.

### Getting Started

#### **Start with family, friends, co-workers or neighbors.**

1. This questionnaire is intended to be completed one-on-one and face-to-face as a friendly conversation. Read the questions one at a time. The person should answer the question as asked *without clarification because the explanation of interviewers will be subjective.*
2. Write answers on the questionnaire form.
3. The questionnaire interview process can help identify potential volunteers, future leaders and supporters.
4. Healthcare can be a sensitive topic. Some people may have traumatic stories, which may cause an emotional reaction. Make sure the interviewee **answers question #16** so we know if their story can be used to illustrate the need for a universal health care system. If you think this is an especially powerful health care story that needs to be shared and the person has given permission, please note that after you have written a summary of the story shared with you.

5. Confidentiality. Always keep in mind that we are collecting different kinds of information, which will be shared and used in different ways. We plan (1) to share with HCAO, its member organizations and the HCAO Education Fund demographic information we collect, (2) to share with the above organizations and the public at large answers to questions on the questionnaire without identifying the person interviewed, and (3) to share with the above organizations and/or the public a health care story that identifies a person only if the person gives signed permission for such sharing either on the questionnaire or at a later time

## **Guidelines for the Interview**

### **Introduction**

"Hi, I'm \_\_\_\_\_ and I'm one of many (name of your local group, if you are part of a group) volunteers working with Health Care for All Oregon. We are inviting you and other people to talk with us about experiences with health care. It could be your experience or the experience of a family member. What we'd like to do is ask you a series of questions about your health care experiences. Afterwards, if you would like to ask questions of me or discuss any issues further, I would be happy to chat with you."

### **Asking the Questions**

**This process will build understanding and commitment, move people to volunteer...and will enhance your commitment!**

MAKE CERTAIN you have a good conversation – remember this is an organizing tool.

PLEASE DO NOT just hand the questionnaire over to the person to complete.

YOU ASK THE QUESTIONS and record the answers. (The respondent can record their answer if that is the only way they will participate.)

TRY TO OBTAIN answers to all the questions. If they do not understand a question then go to the next question. Explaining a question introduces the subjective opinion of the interviewer.

CAPTURE AS MUCH of his/her health care story as possible.

## **Sharing the Use of the Information**

Tell the respondent that your local group and/or HCAO will be summarizing the experiences people tell us about and sharing them with legislators and other public officials, possibly using anonymous stories on our website and educational materials. Interviewees will not be identified with their health care story unless they have given written consent. Nevertheless, the movement needs contact information so that we can follow up with people and keep them informed on what is happening.

It will be shared with HCAO, its member organizations and the HCAO Education Fund but will not be shared publically.

## **Obtaining Contact Information**

This is very important. Check that it is legible. The questionnaires will be used to build our grassroots movement and we can't do that if we can't follow-up with people! Note on the form if they DO NOT want to be contacted or receive HCAO correspondence.

## **Ending the Conversation**

**Use your own words so that your genuine appreciation is conveyed to the respondent.**

**"This is Great!** We have completed the questionnaire and THANK YOU for sharing your VALUES and health care experiences. Your experiences will become part of the report we will be sharing with our legislators, public officials and at educational events to help people really appreciate and understand the personal and critical need for universal health care."

## **Ways people can help**

**"We need everyone to get involved to bring access to affordable health care to all people!** We welcome your assistance with various opportunities. Would you like to fill out the *Involvement Opportunity Form*? **You should have some forms and extra pens available.** "You also might want to make a donation to the campaign." (Checks payable to Health Care for All-Oregon...or HCAO-EF if person asks about tax deductible gifts.)

"The next meeting of \_\_\_\_\_ is:  
\_\_\_\_\_ at \_\_\_\_\_. You are most

welcome to come and get acquainted, learn more about what we're doing to change the health care system." **Can we count on you?"**

You can also invite them to other HCAO events in the near future or events at which they can help.

### **Wrapping up**

After your THANK YOU and good-bye, record date, time, place of the interview and your name on the questionnaire.

### **Follow Up**

Send emails to people who have asked for more information right away.

Follow up with your interviewees within 3 days to thank them for participating and for their donations. Follow the process set out in the *Follow-up Guide* and *Follow-up Summary*. You can find the necessary materials for follow up in the *Follow-up Kit* at hcao.org in the **Take Action** section. **For questions about follow-up, call Jana Gregory, 971-235-3456, or email at [oregon333@yahoo.com](mailto:oregon333@yahoo.com).**

Finish your calls and emails within one week, if possible.

Then send the *HCAO Involvement Opportunity Forms*, *Health Care Questionnaires*, and *Combined Check-in Call & Opportunity to Participate Interview Forms* from your follow-up calls and all donation checks to your local data person, if any. If you are not part of a group or if your group does not have a data person, send the documents and checks to Jana Gregory. See her contact information below. Local data people will enter the information in spreadsheets and forward the spreadsheets to HCAO electronically and will send originals of all forms, the completed Questionnaire Tracking Report Form and the donation checks to Jana at HCAO:

Jana Gregory, Follow-up Coordinator  
HCAO, 619 SW 11<sup>th</sup> Avenue, Suite 121  
Portland, OR 97205, Attn: Jana Gregory  
[oregon333@yahoo.com](mailto:oregon333@yahoo.com) 971-235-3456

If you have questions about the Questionnaire process, call Cheryl:

Cheryl Simpson, Mobilization Chair  
1108 G. Ave. La Grande, Oregon 97850  
[mobilization@hcao.org](mailto:mobilization@hcao.org) 541-663-6468