



# Right Care Cafés:

## An Organizer's Guide For Small Group Community Conversations

*Thank you for being here!*

You are part of a nationwide campaign to fix a broken health care system.

Right Care Action Week 2017 is going to be the kickoff to a bigger campaign for the Right Care Alliance. All of the events will collect stories as evidence of why the health care system prioritizes profits over patients. Everybody who attends an event will fill out a sign-up form, and then event hosts will follow up with them to invite them to get more involved with the RCA.

Right Care Action Week is about finding more people to get involved with our network, and to take action together.

### The goals for each community conversation should:

1. Explore a topic and harness everyone's natural creativity to begin to think up solutions.
2. Build connections to lay a solid foundation for Right Care Action Week or any other larger public event such as a town hall or public hearings that you might want.
3. Growing the movement by recruiting the people who participate in each event to join the Right Care Alliance. They can join a council, start a chapter, or get involved in the upcoming national campaign.
4. Collect stories as evidence for why health care system is corrupt and expensive. These stories will be shared with Right Care Action Week organizers, and some will be told at the digital event.

### Recruiting people to the event

1. Community Cafes work best with 10-20 people in attendance. You will likely need to recruit twice as many people as you want to show up to the event. Invite everybody you can think of. Make a list of friends, family members, neighbors, and co-workers who you think would be interested in a conversation about health care. Think about people who you know have strong opinions about health care, and people who. For help on how to identify people, and how to ask in a way that people will come, reach out to [organize@lowninstitute.org](mailto:organize@lowninstitute.org) for some tips and coaching.



2. Communicate early and often with participants about the location room and time. Send at least one reminder a week before the event and be sure to call everybody the day before the event reminding them about the details and expressing excitement at seeing them tomorrow.
3. Be sure to invite people in many different ways! Talk to people in person, send emails, make phone calls, post on social media. Please do not send a single group email to a bunch of your friends as the only way you recruit. People are more likely to come when you communicate directly and personally. Asking someone in person and over the phone makes it much more likely they will agree to come, because they understand why this event is important to you, and why it should and could be important to them.
4. People decide not to show up at events in the last 2 hours before the action starts. So in the final hours before your event, be sure to call or text everybody who is coming to remind them, and share how excited you are to see them there!

## Preparing for the event

Be sure to include others in the planning the Right Care Cafe! Other people love helping and having a purpose to make an event or action happen. If somebody knows that they are responsible for bringing something for everyone, like pens or a snack, they will be more likely to come!

1. Identify the location room and time.
2. Arrange for transportation and childcare
3. Get food
4. Print handouts for participants and printouts for group photo
5. Identify yourself or another as the facilitator
6. Identify 1 notetaker (to take notes on paper or computer) and one scribe (to write on flip chart). You can also choose notetakers/scribes at the event.
7. Identify 1 person to take pictures at the event
8. Find people who can welcome participants as they arrive



### ***What supplies will I need?***

Nametags, What Worries You Cards, markers, pens, handouts, flipchart/whiteboard/some poster to write in for the full room to see food, plates, napkins, handout, camera or phone with a camera

### **Overall Agenda of the Conversation**

1. Welcoming participants - ten minutes
2. Introductions and announcements - ten minutes
3. Facilitating conversation - hour and twenty minutes
4. Next steps and closing - twenty minutes
5. Post-conversation steps

## **Conversation Guide**

Use this step-by-step guide to facilitating the Right Care Café. The text in *italics* is the suggested script you can use during the event.

### **Welcoming Participants**

1. As people walk in, make sure they are being greeted, they have a nametag, they get food, know how to find the bathroom, etc.
2. Once everyone gets there, welcome everybody to the event!

*Welcome to a conversation on the question: What worries you about healthcare costs? This is an informal gathering of people to share perspectives and stories, and to stimulate thoughts and ideas in order to build a movement for taking action together.*

*This Right Care Cafe is part of the Right Care Action Week, a week of activities to bring people together to demonstrate what the health care system can and should be like. The Right Care Alliance (RCA) is a grassroots coalition of clinicians, patients, and community members organizing to make health care institutions accountable to communities and put patients, not profits, at the heart of health care.*

*The process we are using here was inspired by two groups: Baby Boomers for Balanced Health Care and the Johnson and Johnson World Cafe model led by the working group at Mi Casita Child Development Center.*





## Introductions and Announcements

1. After welcoming participants, have everyone introduce themselves - including their name and why they decided to come to the event. The facilitator should introduce themselves first and then pick the next person.
  - a. While everyone is introducing themselves, pass around a sign-up sheet and make sure everybody signs it.
2. Announce roles: 1 facilitator and 1-2 notetakers
  - a. If you have not chosen note-takers ahead of time, ask for volunteers now. Be sure to tell note-takers they do not have to write down every word, just the main points.
3. Review Ground Rules and Housekeeping
  - a. Here are our suggested Ground Rules, although you can add to them if you choose:
    - i. This conversation stays confidential if you want it to be
    - ii. Every comment is valued and valuable
    - iii. There are no wrong or right questions. Sometimes the simplest or seemingly silliest questions are the deepest and most important
    - iv. Refrain from identifying a solution too early
    - v. Don't necessarily comment after each story
    - vi. Make sure every voice is heard
    - vii. Be comfortable with silence - let the group conversation flow and pauses are ok!
  - b. Housekeeping announcements include information on food, bathrooms, turning phones off, etc.

## Facilitating the Conversation

### Part 1 - Your health care cost concerns

*We'll start by talking about what some of your concerns are about your health care. When you came in you were handed a card with the question "What worries you most about the cost of health care?" Let's go around in a circle and anybody who wants to can share their response.*

This is a chance for people to share their responses, not for discussion. Don't pressure people to share their responses if they don't want to. After everyone shares, collect the WWY cards.



## Part 2 - Personal stories

- a. Ask the group the following question:

*Does anyone have a story about a personal or family experience with high health care costs and how it affected you or a loved one? For example, have you stopped any treatments, etc because of pricing, cop-pays or deductibles? Do you skip medication in order to make it last?*

- b. If the conversation dies down, you can use the following prompt:

*Does anyone have a story of how you dealt with expensive health care costs in your life and whether you were able to avoid getting hit with huge bills? It might be a small example or a larger one.*

## Part 3 - Causes of high cost

- a. Ask the group the following question:

*Why do you think health care is getting so expensive? There is no expectation for a consensus, just sharing ideas and reflections on the question. This is about your own perspective, there is no right or wrong answer.*

- b. Have people turn to a person next to them and begin to answer this question in pairs. After a few minutes, open up the conversation to the full group.
- c. Don't allow cross talk or debate during this sharing time. Share your own reflections if you like, but not near the beginning.
- d. Ask for somebody to scribe on a whiteboard/chalkboard/poster in front of the room while people are talking. Make sure the scribe shares their opinions too!
- e. If someone makes a point without connecting it to the systemic issues, try to make the connection yourself. For example, if someone says "Doctors jump to write prescriptions because that's what they are trained to do," affirm their statement and add that in our culture patients and families often expect a prescription and are disappointed if they don't get one. Bring things back to the culture if possible.

## Part 4 - Next steps and closing

- a. Ask the group the following question:

*As we close, let's spend a few minutes talking about what we can do as residents, neighbors and citizens to address these issues. What ideas do we have about individual and collective solutions? Be creative, there are no wrong answers!*

- b. Give participants a moment to think about the question before responding. If nobody volunteers, call on someone. Take ten minutes to discuss.



- c. Take a look at the handout. Ask someone to read the following from the bottom of the page:

*The Right Care Alliance was founded to take on a health care system that isn't affordable, is wasting our money, and is putting us all in danger. We envision a transformed health care system in which the pursuit of health is a right and health care is patient-centered, affordable, transparent, effective, and just.*

*We are connecting like-minded people across the country and building a coalition to stand up for what health care should be.*

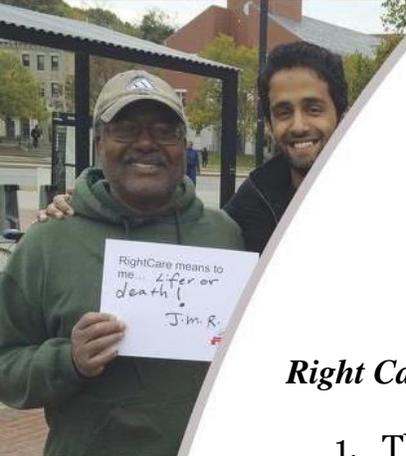
*We're looking for more people to join the movement and take action. Can anyone here see themselves hosting a Right Care Conversation with people you know?*

- d. Prior to the event you can have a designated “hand-raiser” to get people pumped up.
- e. Take a group picture with the visual and any banners or signs you have. Be sure to also get a photo of just the visual. If you have a twitter account, tweet the photos using the hashtag #RCAW17.
- f. Make to get the contact information for those who express interest in leading another conversation.

*I'm so happy everybody came and contributed to this conversation! We will be reaching out to you about upcoming RCA events.*

### **Post-Conversation Steps**

1. As soon as you can after the event, fill out the Event Summary form to let us know how the event went, how many people attended, etc.
2. One or two days after the event, send everybody who attended a personal and direct communication (phone call, email directly to them, etc).
3. Mention how much you enjoyed the conversation and what you got out of it.
4. Ask them if they would host their own community conversation, with your help.
5. Encourage them to check out [www.rightcarealliance.org](http://www.rightcarealliance.org) for other ways they can get involved.



## Welcome to the Right Care Café

### Thank you for being here!

This *Right Care Cafe* was organized as a space for community members to discuss their experiences dealing with health care costs, to support each other in sharing, and to brainstorm what we can do about this issue.

### *Right Care Cafe Ground Rules*

1. This conversation stays confidential if you want it to be
2. Every comment is valued and valuable
3. There are no wrong or right questions. Sometimes the simplest or seemingly silliest questions are the deepest and most important
4. Refrain from identifying a solution too early
5. Don't necessarily comment after each story
6. Make sure every voice is heard
7. Be comfortable with silence - let the group conversation flow, pauses are okay

### *About the Right Care Alliance*

The Right Care Alliance was founded to take on a health care system that isn't affordable, is wasting our money, and is putting us all in danger. We envision a transformed health care system in which the pursuit of health is a right and health care is patient-centered, affordable, transparent, effective, and just.

### Here's what you can do to get **involved**:

- Go to [www.rightcarealliance.org](http://www.rightcarealliance.org) to sign up for a regional chapter or specialty council
- Host your own Right Care Cafe to discuss cost of care or another issue in health care
- Follow us on Twitter @RightCareNow and Right Care Alliance on Facebook