



Listening Booth / “What Worries You” Guide

What is a Listening Booth?

The listening booth is temporary spot, placed in a public park, a hospital lobby, a transit station, or other public place, where we invite passersby share stories, perspectives and their worries about healthcare costs. The booth itself is not fancy or complicated – you can transport the materials on the back of your car or on public transportation, and can set up in less than 10 minutes.

This project was originally started in 2015 at Barnes Jewish Hospital Emergency Department, where nurses and physicians passed out cards to patients waiting in the emergency room. The answers they got were moving and surprising. We are currently focuses on health care costs, because the financial burden of medical treatment can be as or more damaging as the physical consequences of disease or injury.

Why Listening Booths?

Often the root cause of a medical problem is not medical, but social in nature. This activity allows clinicians, patients and community members to explore these causes and provide a safe place for sharing our deepest worries about the costs of health care.

Preparing for the Event:

- **Step 1:** Sign up on rightcareactionweek.org to let us know that you’re doing a Listening Booth. Fill out the RCAW Interest Form form to share details.
- **Step 2:** Choose a place to set up your booth with room to chat with passersby. This can be a park, a parking lot, a public outdoor space with an overhead cover in case of rain, or a lobby in a school, hospital, community center or other building.

Note: You may need a permit to run your booth in your chosen location. This may take a few weeks, so plan early!

- **Step 3:** Get your supplies together. The most important supply you need is the What Worries You card itself. (See the “Materials” section at the end of this guideline.)

Other supplies that would be helpful include a table, 3 folding chairs, and a way to display a Listening Booth Sign or Banner. (You can download an image and instructions for printing the sign [here](#).)

The Right Care Alliance has a few banners we can send around the country. To request a banner for your event, contact rcaw@lowninstitute.org with the location and date of your event.)

- **Step 4.** Find others to run the table with you. Ideally you’ll have at least 2 people managing the table at all times.
- **Step 5:** Contact your local newspaper ahead of time to let them know when and where you will be conducting the listening booth, and why this is important.
- **Step 6:** The day before the event, remind everybody who agreed to staff the table. Remind them that you are excited for them to be there.

Day of the Event:

- **Step 1:** Set up with table, with 1 or 2 listening booth signs or banners. Make sure there is a comfortable spot for participants to write up on their What Worries You cards. Ask everybody to fill out the sign-in sheet, but let them know that their cards will be anonymous.
- **Step 2:** During the conversation, *be sure to share a few sentences about yourself!* The best way to build a connection with somebody is to share your story first, so introduce yourself and share why you care about making change in healthcare. And after introducing yourself, give them the card and encourage them to fill it out.
- **Step 3:** Take photos! Don’t forget to use the banners and signs in your photos. Tweet your photos using the hashtag #RCAW18 and then share them with us at rcaw@lowninstitute.org
- **Step 4:** Keep track of the key themes and stories that emerge from each conversation. After the event, everybody should share their takeaways. Designate one person to fill out the Event Summary Form on rightcareactionweek.org

Materials:

- Print copies of the What Worries You card
- Tape
- Small table or stand (music stand, card table, something easily portable but able to hold the sign to create a sense of a booth)
- Camera or cellphone
- Right Care Alliance swag, t-shirts and posters
- Sign-up sheet
- Right Care Alliance flyers