

Lighthouse: Resident Focus Group Questions

Welcome (5 MINS)

Thank you for coming! We want to use this meeting to understand your experiences of living here at [COMMUNITY] and how we can best introduce technology to the community that will enrich your life.

We are planning to bring technology and the internet to all residents at [COMMUNITY]. This program will provide internet access, technology devices, and classes to help you find and use health information and services, stay socially connected, and be well.

We want to talk to you about how you use technology, stay healthy, and connect with friends, and family, and neighbors. We also want to understand how COVID-19 has impacted your life.

Please speak freely, respect other peoples' contributions, and give everyone else a chance to speak. To start I'd like to just get a bit more familiar with your lives today, and also want to let you know that we'll be audio recording this to capture your feedback.

Throughout this meeting, please keep in mind how COVID has impacted your responses.

Social Connectedness (10 MINS)

We want to talk about your connections with friends, family, and neighbors. Please remember to answer with the impact of COVID in mind.

1. What is your favorite thing about living at [COMMUNITY]?
2. Have you ever attended a technology class or workshop? Where? What did you learn about?
3. Do you have a close relationship with your neighbors?
4. Do you regularly attend a senior center, adult day program, church services, or a PACE program?
5. If yes, how has COVID impacted your ability to attend these programs?
6. ENVIRONMENT QUESTION: Have your visits outside the community changed because of COVID? Please describe. Have you taken up new ways to communicate? (Zoom, video chats, etc)

Technology (20 MINS) *We want to understand what types of technology you're comfortable and familiar with, and any interest in trying new technologies.*

Tech User

1. What is your most frequently used piece of technology?
2. Do you use this device in your native language?

3. How did you learn to use your technology, and how easy or difficult was it to learn to use it?
4. What technology products do you currently own? (cellphone, laptop, etc)
5. Did someone purchase this device for you or did you purchase the device yourself?
6. Have you learned any new tech skills, apps, or programs during quarantine? What?
7. Do you have any physical or cognitive challenges that make using technology more difficult?
8. What style of learning best suits you? (i.e. hands on, tutoring, guide book, etc)
9. Tell us about the last time you had an issue with a technology device.
10. How did you resolve this technology issue?
11. If you could wave your magic wand and have technology to anything for you to help you live well, what would it do?
12. If you were given a technology device at no cost what device would you want?

If No Tech Used

1. If you don't use any tech or you use it less than you would like, what are the reasons?
2. When was the last time you used technology?
 - a. What was the purpose?
 - b. Did you experience any challenges or frustrations?

Technology Attitudes

13. How motivated are you to try new forms of technology?

Healthcare Access and Wellbeing (15 MINS)

We now want to better understand how you access care and how COVID may have impacted your healthcare access. This will help us understand if technology can help you access health information.

Healthcare Access and Wellbeing: COVID

1. How has COVID changed your daily routine?
2. Tell us about your biggest struggle during COVID?
3. What would make your life easier at this time?

Healthcare Access and Wellbeing: Access to Healthcare Professionals and Resources

1. How often do you typically visit and talk to your doctor?
2. Did your frequency of doctor visits change during COVID?
3. When was the last time you visited your doctor?
4. Does your doctor speak your language?
5. If no, how do you translate/understand what the doctor is saying?
6. If you could choose between visiting your doctor in person and meeting via video chat, which would you prefer?
7. What would make you more likely to use video chat over in-person visits?
8. Do you use technology to find information on your health concerns?

9. Overall, how satisfied are you with the quality of care that you are receiving? What could make it better?

Healthcare Access and Wellbeing: Sharing Information

1. Are you open to the idea of using technology to stay connected to your doctor?
2. Tell us about how you talk to your doctor in between appointments regarding your health?
3. Do you receive help from someone in order to video chat with your healthcare provider?

Healthcare Access and Wellbeing: Emotional Health

1. Do you use technology to help you feel emotionally better?

Now, I'd like to show you a "telewellness session". Think of it as a virtual visit to the doctor's office. People often times use this type of service to talk to a healthcare provider from the privacy of their own home.

1. Have you ever done something like this?
2. How do you feel about this service?
3. Show examples of a telewellness session





