

HHA/PCA Focus Groups North Carolina CAPT Project

The focus group is a way to dig deeper and obtain more information than from surveys alone. The group gives people a chance to elaborate on answers they have already given and talk further through the realities of their work. The focus groups give everyone a chance to speak up about issues in the workplace that may affect them and similarly, discuss areas in the workplace that are strong and can be built upon.

Introductions

The interviewers introduce themselves and welcome the participants. Ask each participant to share their name, how long have they been with the organization, and share either what they know about the group today and/or what they hope will be accomplished. Asking participants what they know about the group can be used as an indicator of the communication at the organization.

Provide a brief overview of PHI and the CAPT project (and its connection to the focus groups). Then explain to the group that we will capture themes in the focus groups and will do everything possible to keep their identity confidential. We will not include anything that by its very inclusion would indicate where the information came from.

Questions:

1. What attracted you to this work? And to what extent have you found these things in your work?
2. Do you feel you are prepared
3. Pretend that I am a close friend or family member; describe your job to me.
4. (From previous question) Would you encourage me to join this organization, why or why not? (Are their bonuses to you for bringing people in?)
5. Describe a time when you felt valued as an employee by this organization or tell me how this organization values you? (Does it? Why not?)
6. In the survey you completed in June, we found out that you (as a group) were satisfied with the job and that you didn't plan to leave for the next six months. But also, you told us that for MOST of you, you weren't sure where you would be in two years from now... You weren't sure if you would stay or not. In your own words, tell us why you would stay, and what may make you leave? (If you

aren't one of the people who questioned leaving, why do you think others would consider leaving.)

7. Describe your perfect/ideal job? Ideal workplace?
8. What opportunities do you have for additional learning at this organization?
9. Thinking about the people you serve, what makes one person easier to care for over another? Are there skills, knowledge, or training that would better help you serve your clients?
10. How are/ have you been rewarded in the organization?
11. How are pay increases given here? And for what?
12. Are there positions, opportunities for advancement at the organization? What are they?
13. Retaining good workers in your field of work is often difficult-meaning, people often leave jobs within the first three months. What do you think happens to new workers within the first three months that makes them want to leave?