

Appendix C

Sample slides from the ENTRUST Community Consultation Studio: Preliminary Data Visualizations in Preparation for Town Hall Meetings

(Final presentation slides were modified to incorporate further data refinement and feedback from the CCS.)

Town Halls – October/November 2023

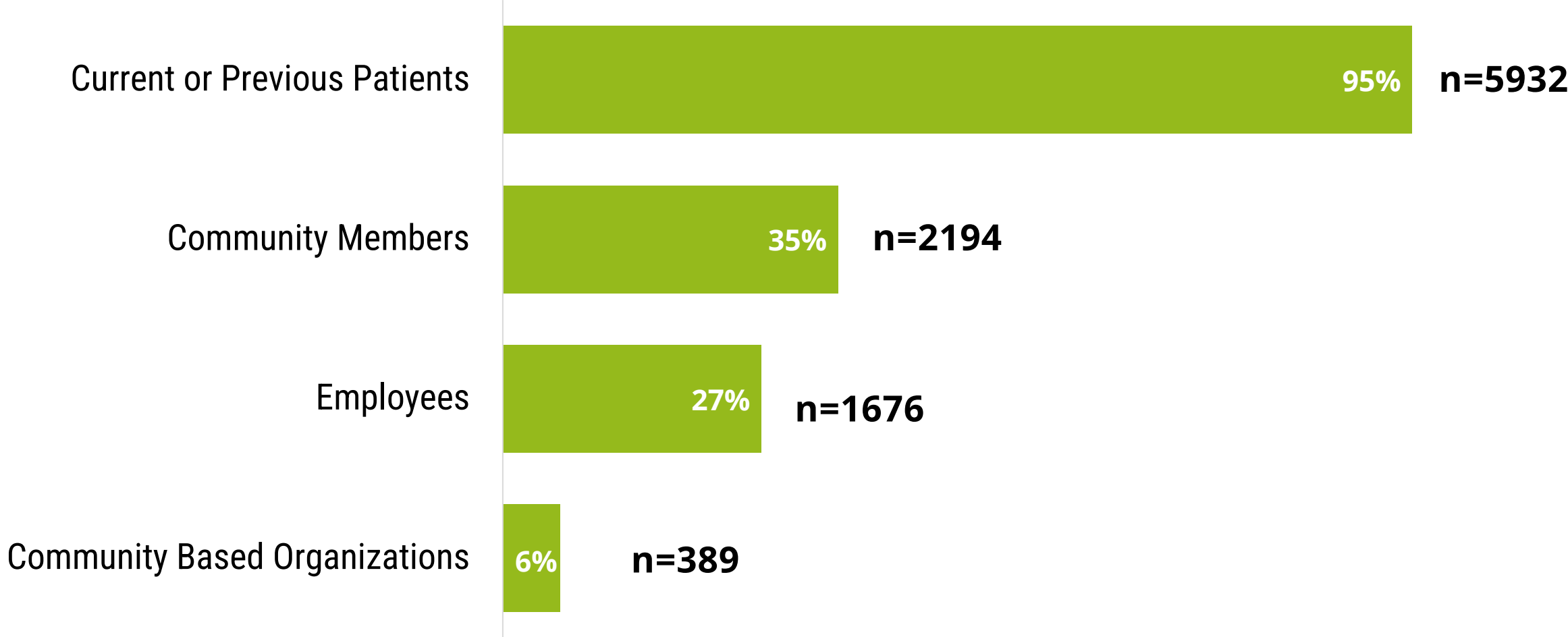


Survey results are in!

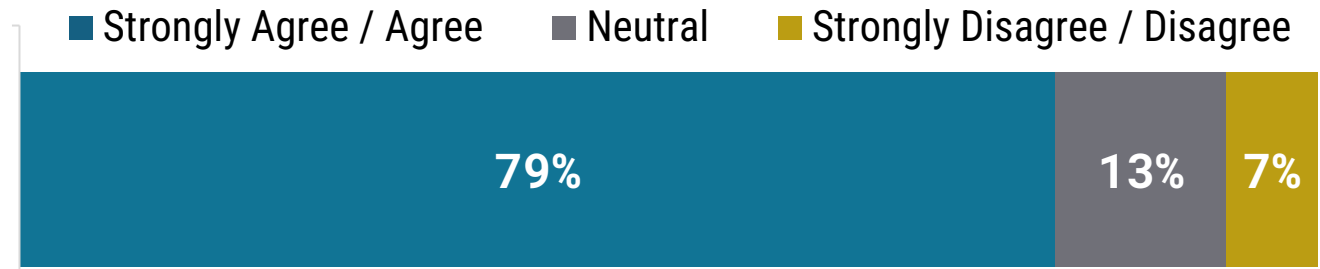
We want to hear your feedback.

To hear, to share, and to discuss

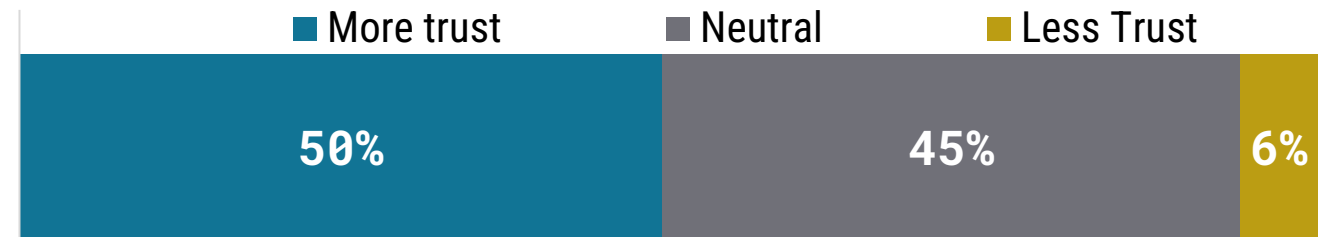
Constituent Group



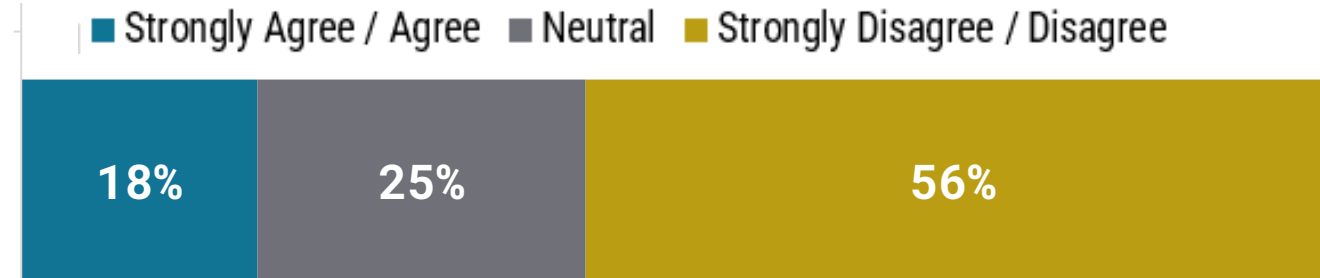
Duke Health has created an environment where I feel that my life is valued.



How does your trust in healthcare providers at Duke Health *compare to healthcare providers at other places*?*

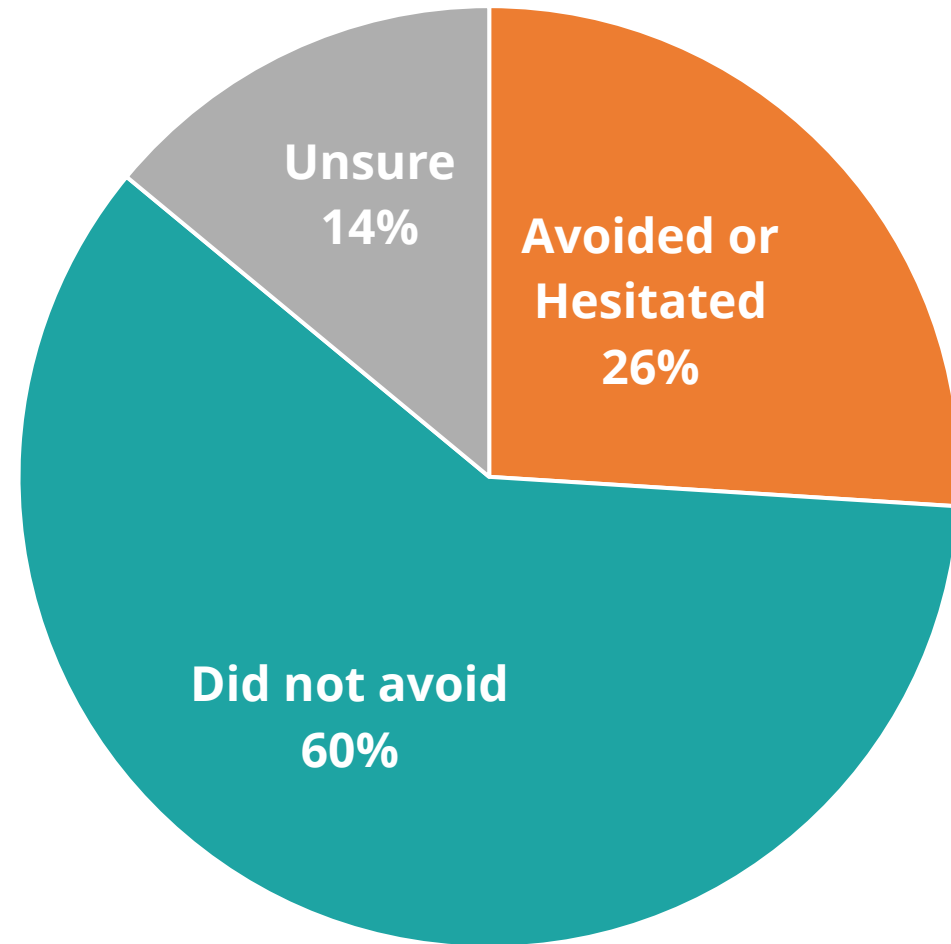


Patients have sometimes been deceived or misled by Duke Health



*"Unsure" responses were removed from total percentages in the chart (n=429)

% Avoided or Hesitated Getting Healthcare at Duke



**We need
your input!**



**Based on what you
heard on the results,
what stood out to
you?**

We need your input!

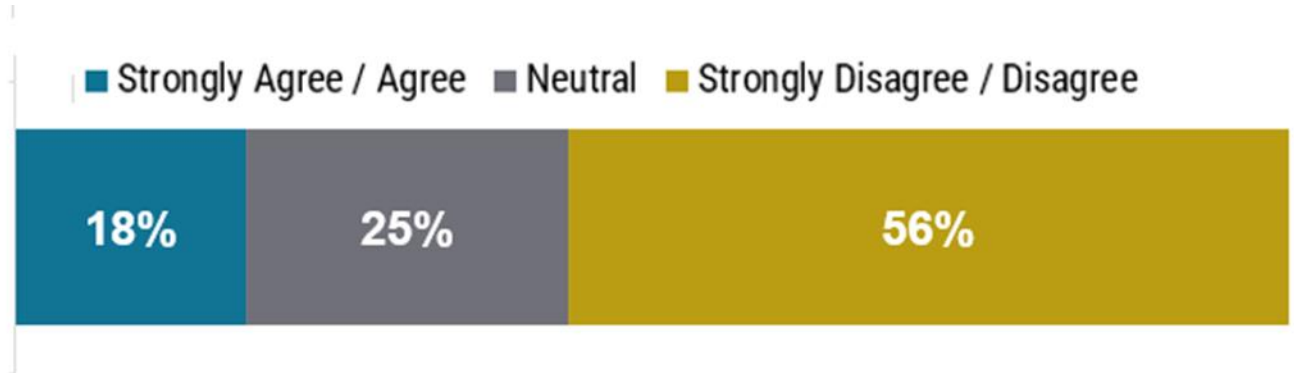


Slide Content

- When you see the slides what does it say to you?
- Is the visual easy to understand?
- Is it easy to read?
- Is the result presented effectively?
 - If not, what is confusing?
- Is the language clear?

Review the Questions for Breakout Session

Patients have sometimes been deceived or misled by Duke Health



Questions for Breakout Discussion

Question 1: Trust/ trustworthiness

Based on the results 18% (1/5th) of respondents stated that patients have been **deceived or misled** by Duke.

What are your thoughts and reactions about this?

- (Probing Q1) What you have heard, seen or experienced about Duke Health?
- (Probing Q2) What kinds of ways do people feel that Duke has been deceptive? What ways has Duke been misleading?
 - Scheduling appointments or at the front desk
 - When meeting with the doctor?
 - Concerns about medication?
 - The cost of care?
 - Diagnosis and prognosis?
 - Treatment plan?
- (Probing Q3) What steps can Duke take to effectively address and change this viewpoint?
 - ****FACILITATOR NOTE:** Refer to responses from probing questions 1 & 2

We need your input!



Questions for Breakout Session:

- Are the Town Hall probing questions and examples clear?
- Should we be asking other probing questions?
- What other examples can we use to help people think about and reflect on their own experiences?

Results Sharing



What other ways besides the final report and the website would you want to see this information?

- In-person Town hall meeting
- Through a community/civic organization (examples include religious institutions and community organizations that advocate for healthcare)
- Zoom meeting or webinar
- Messages through MyChart
- Website/web-based resources
- Duke newsletter
- **Others**





THANK

YOU

FOR YOUR VALUABLE INPUT!