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Health Care

**How Can We
Bring Costs Down
While Getting
the Care
We Need?**



A HIDDEN COMMON GROUND ISSUE GUIDE

CGA MODERATOR GUIDE + SCRIPT

for “Health Care Costs”

| SCREEN | ACTIVITY | SUGGESTED TIME | SCRIPT PAGE |
|---|---|----------------|-------------|
| LOBBY | <ul style="list-style-type: none"> • Introductions • Roadmap • Ground Rules • Personal Stories • Answer any questions • Let them know what’s next | 20 min. | 2-3 |
| BASELINE TOP 5 (individual work) | Participants get familiar with all actions, choose baseline preferences. | 5 min. | 4 |
| OPTION 1 EVALUATIONS (individual work) | Individuals evaluate actions, then drawbacks, of Option 1. | 5 min. | 5-6 |
| OPTION 1 DELIBERATION (group discussion) | Group discusses Option 1 together. | 20 min. | 7 |
| OPTION 2 EVALUATIONS (individual work) | Individuals evaluate actions, then drawbacks, of Option 2. | 5 min. | 5-6 |
| OPTION 2 DELIBERATION (group discussion) | Group discusses Option 2 together. | 20 min. | 7 |
| OPTION 3 EVALUATIONS (individual work) | Individuals evaluate actions, then drawbacks, of Option 3. | 5 min. | 5-6 |
| OPTION 3 DELIBERATION (group discussion) | Group discusses Option 3 together. | 20 min. | 7 |
| COMMON GROUND REFLECTION 1 | Group reflects on common ground and their judgment. | 10 min. | 8 |
| COMMON GROUND REFLECTION 2 | Group reflects on difference their deliberations made, how and why they may have shifted. Send participants on to post-forum survey. | 10 min. | 9 |

LOBBY

WHILE WAITING FOR JOINERS

Hi all! I'm [YOUR NAME HERE], your moderator. Welcome to our forum!

While we wait for other joiners, feel free to fill out your background info and also your Personal Story at right. You can read the Personal Stories of others by clicking on their little avatar below the chat boxes.

If you haven't seen the issue introductory video, go ahead and watch that now.

GET PEOPLE READY TO GET STARTED

Here's a basic roadmap for our forum today:

- first we'll go over ground rules
- then we'll share our personal stories
- pick our initial top 5,
- examine 3 different options,
- and then see where we have common ground and reflect.

This will take about 90 minutes once we get into picking our initial top 5. We'll plan to spend at least 15 minutes on each option.

If it starts to feel like the conversation is too fast for us to all to really read and respond to everyone's comments, anyone can just type PAUSE in all caps at any time and we'll all quit typing for a second and review all the comments that have come in.

Do feel free to type PAUSE at any time. It's important that we all feel included in this conversation and if it gets too fast, please just say PAUSE.

Anyone have questions about what we'll be doing?

GO OVER GROUND RULES

Before we start the forum, let me just go over the ground rules:

- *Expect to be pushed by me and others to consider tradeoffs and drawbacks
- *Assume the best intentions of others
- *Listen harder if you don't agree
- *Consider each option fairly
- *Close your other tabs and limit online multitasking during the forum.

Does anyone have any changes they'd like to make to the discussion framework? Do we all agree to use these today?

PERSONAL STAKE

Let's all take a couple minutes to review all the Personal Stories. Just click on the little avatars below the chat boxes on the left to read them.

Let me know when you're finished.

Before we get going, I'd like us all to say in a couple of sentences: when thinking of your own personal experiences with the healthcare system, what concerns you the most? And why?

OR

How do you see problems with our healthcare system impacting your [campus, state, city, or community]?

[After participants have shared]

I'm seeing a lot of "[insert values, emotions, or themes from personal stories]" in the personal stories... are there any other values or concerns in play with this issue we should keep in mind?

[After participants have shared]

Thank you everyone for sharing your personal backgrounds and connections to this topic. By sharing our stories together, we'll better deliberate.

In this forum I'm going to ask you to do the hard work of deliberation. I'll ask you about the consequences of things we agree to or why we disagree. I'm going to ask you to engage each other, to question each other, to question the options and actions. This is the expectation of this forum. Be ready!

LET PEOPLE KNOW WHAT'S NEXT

Ok, I'm about to move us into the next part of the forum, the Baseline Top 5. Just choose the top 5 actions that appeal most to you personally; this is just to know your baseline preference.

Click tiny "Play" button at top center of screen to start the forum

BASELINE TOP 5

REMEMBER, PARTICIPANTS SEE THESE INSTRUCTIONS IN A POP UP, SO THIS TEXT IS REALLY MAINLY FOR WHISPERING TO INDIVIDUALS IF THEY SEEM STUCK.

Just click and drag the actions to the right. The top slot is the action you like the very best, the second is your second favorite, and so on.

Don't forget to hit the "NEXT" button up at top right when you're finished!

LET PEOPLE KNOW WHAT'S NEXT

Next we'll be looking at just the actions that are part of **Option 1: Ensure healthcare for all. This option states that** This option says all Americans deserve health-care coverage and the fairest way to provide it is to create a single public health insurance program. BUT this is a drastic overhaul that creates a huge new government bureaucracy.

Click the little "i" button at the top of the next screen to read the description of the option as a whole, then you will evaluate first the actions in this option, and then the tradeoffs that come with those actions.

**Click "Force Finish" AND/OR "Next" button
at top right to move to next screen**

OPTION EVALUATION (individual work)

PARTICIPANTS AUTOMATICALLY RECEIVE ALL THE INFO BELOW IN A POP-UP AS THEY ENTER THIS SCREEN, BUT IT CAN ALSO BE HELPFUL TO HAVE IT TO PASTE IN CASE ANYONE SEEMS CONFUSED. YOU DON'T HAVE TO AUTOMATICALLY PASTE IT ALL, THOUGH.

Click the little “I” button at the top to read the description of the option as a whole, and a quick video about it.

THIS TEXT IS FOR WHISPERING TO INDIVIDUAL PARTICIPANTS WHO SEEM TO BE STUCK OR HAVE QUESTIONS ABOUT THE “EVALUTING ACTIONS” PROCESS.

Take a look at an action, and if you support it, drag it into the Support area. The same for the other categories.

When you’ve evaluated all the actions, click the “NEXT” button at the top right to move on.

THIS TEXT IS FOR WHISPERING TO INDIVIDUAL PARTICIPANTS WHO SEEM TO BE STUCK OR HAVE QUESTIONS ABOUT THE “EVALUTING ACTIONS” PROCESS.

Just click the button for whichever you feel about the drawback AS WRITTEN: Can Live With This, Can’t Live With This, or Conflicted.

The drawback you’re evaluating is on the right, the action the drawback is tied to is on the left. You can click different actions on the left and their tradeoffs will show at the right.

If you don’t agree with any of the drawbacks, or don’t think they’re valid, respond to the drawback as written, but make sure to bring up your issue when we start chatting!

When you’re done, click the “NEXT” button at the top right.

THIS TEXT IS FOR THOSE WHO FINISH EVALUATING BEFORE OTHERS—YOU CAN PASTE INTO THE GROUP CHAT AND IT WILL COME THROUGH/EVERYONE WILL SEE IT AS THEY FINISH THEIR INDIVIDUAL EVALUATIONS.

We’ll be ready to start discussing Option 1 soon. In the meantime, you can read personal stories of others and see why they care about this issue.

We've got a couple people finished, a couple people still working. We'll move on in just a couple minutes!

THIS TEXT IS FOR PEOPLE WHO HAVEN'T FINISHED IF/WHEN YOU NEED TO MOVE ON

I'm going to go ahead and move the whole group on in about 30 seconds. Don't worry, you can complete your evaluations underneath the graphic in the next screen too!

Click "Force Finish" AND/OR "Next" button at top right to move to next screen

OPTION DELIBERATION for all 3 options (group discussion)

So, the graphic in the middle of the screen is an anonymized version of how the group evaluated the actions in this option.

From left to right, the graphic shows our support for each action. Actions where people both supported the action and accepted the drawback are farthest right.

The agreement axis runs bottom to top. Actions at the bottom (grayer area) we're more mixed; actions higher up (in the green, yellow or red) we have more agreement amongst the group.

This is just a starting point for us to talk.

We're going to talk for about 20 minutes on this issue. I'll give us a warning when we only have 5 min left.

DELIBERATIVE QUESTIONS FOR OPTION 1: Ensure Healthcare For All

Enrolling everyone on a government healthcare plan would require massive amounts of new spending and tax increases. Are we willing to pay more so that our healthcare system is fairer?

This option gives government more responsibility and power over our healthcare system. Do you think government would do a better and fairer job than private insurers?

One of the ways we can hold down costs is to ban malpractice lawsuits, but these lawsuits hold doctors accountable for mistakes. Are we willing to live with a higher risk of mistakes for lower cost of care?

Moving from our current system, which includes government and private insurance, to a single government-managed insurance system like Medicare for all would be a massive change. What kinds of unintended consequences should we worry about?

We're just about out of time for deliberating. I'm going to move us on to Option 2: Build On What We Have. Everyone ready?

**Click "Finish Option 1" button
at top right to move to next screen**

DELIBERATIVE QUESTIONS FOR OPTION 2: Build on What We Have

This option keeps in place a unequal healthcare system where wealthier patients get higher quality care and those who can't afford good insurance struggle. Are we willing to live with this?

Improving our current system still means that healthy people subsidize the care of unhealthy people. Are we willing to live with this system?

Should Americans have the right to go without health insurance, even if this drives up costs for sicker and older people? What should happen to uninsured people if they themselves get a serious illness?

What do we owe those who do want very expensive procedures near the end of life? What's the balance between giving people the choice to live and die as they wish and the need to use scarce health-care dollars wisely?

We're out of time for Option 2. I'd like us to move to deliberate on Option 3: Let People Make Their Own Choices. Everyone ready?

**Click "Finish Option 2" button
at top right to move to next screen**

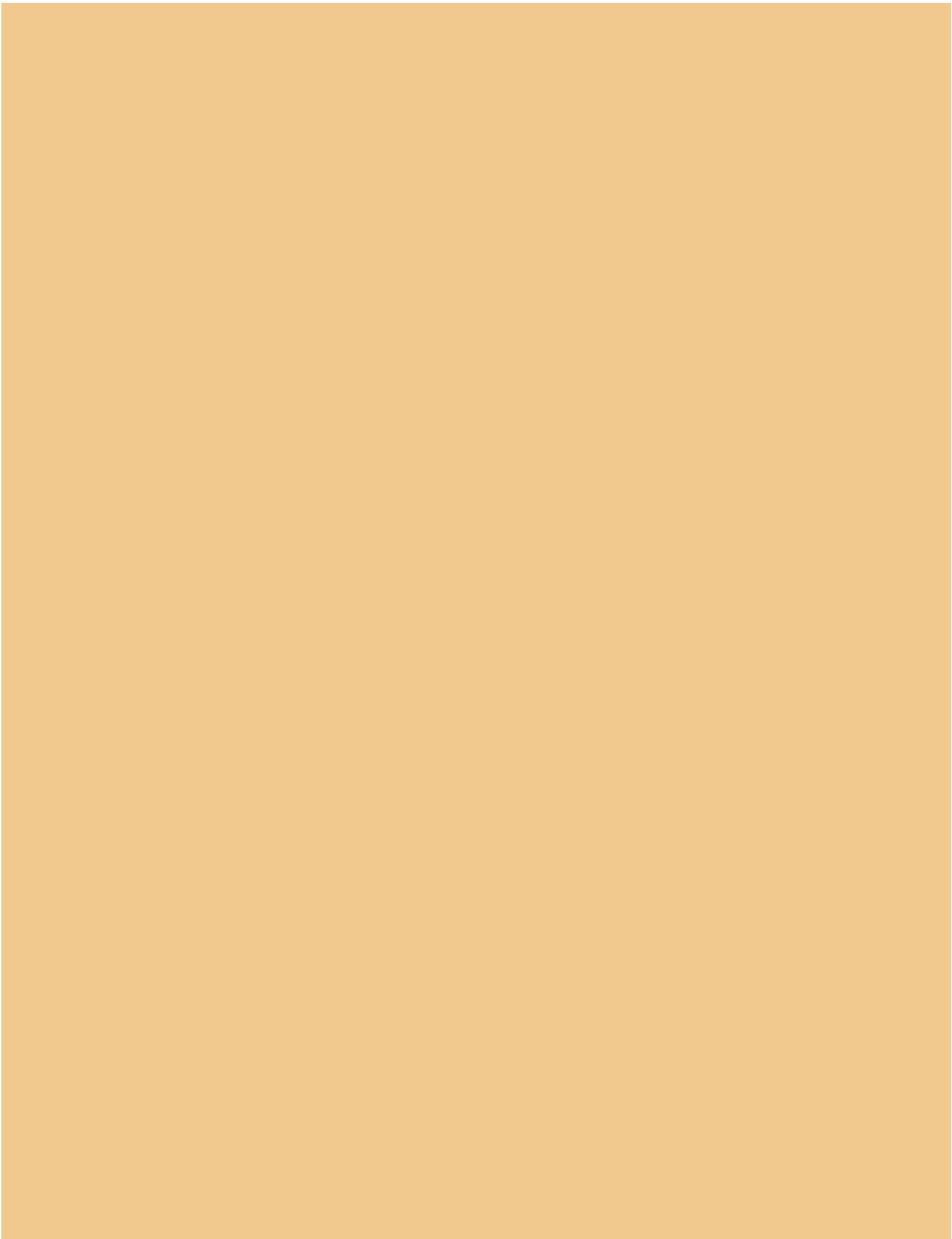
DELIBERATIVE QUESTIONS FOR OPTION 3: Let People Make Their Own Decisions

Is it reasonable to expect individuals to shop carefully and knowledgeably for insurance?

Do patients have the knowledge to choose wisely among doctors and hospitals? What happens in rural areas with fewer choices? Is it fair to ask people facing life-threatening situations to carefully weigh costs?

This option argues that people who don't need many health-care services shouldn't have to pay for them. But costs will rise for older, sicker people if healthier people aren't in the pool. Are we willing to live with differential insurance costs for sicker people?

**Click "Finish Option 3" button
at top right to move to next screen**



COMMON GROUND REFLECTION (1)

SCREEN 1 (WHERE DO WE HAVE COMMON GROUND AND CAN WE LIVE WITH IT?)

So, now we're looking at our examinations of all three options together. The actions that are in the center are ones that had a high measure of agreement, plus strong support and acceptance of the drawback.

The other actions fall elsewhere in the map depending on how strong or mixed their support and consensus were.

What ideas or values are represented in the actions we have in the green common ground box? How would you describe what links all those actions in the green box together?

Would us acting together on these actions help feel more confident in our healthcare system?

What disagreements that we identified today could we set aside so we can act?

Is there a question or divide it seems that we're conflicted over and stuck on that we'd love our local newspapers to explore?

COULD YOU LIVE WITH THIS?

So, look at the little Satisfaction box next to the Support Per Action graphic. How satisfied would you be we actually implemented the blend of actions in Common Ground? Go ahead and click the dot that represents how you feel.

LET PEOPLE KNOW WHAT'S NEXT

Alright, we have one last thing to look at: we're going to be able to see the difference our deliberation has made.

Click "Next" button at top right to move to next screen

COMMON GROUND REFLECTION (2)

SCREEN 2 (THE DIFFERENCE OUR DELIBERATION MADE)

In this screen, you can now compare the Common Ground the group found with your initial baseline, there at the bottom left.

In the center list below Common Ground, you can see what the group's initial top 5 would have resulted in, if we'd just averaged everyone choices, like a poll or survey.

And then the last one is our group's final top 5, which includes any Common Ground.

What about our deliberation today made our list change? What were some key parts to our conversation?

(CAN BE USEFUL TO NOTE SHIFTS BETWEEN GROUP INITIAL TOP 5 AND GROUP FINAL TOP 5)

I'd like for us all to share something that we heard today that made us think differently. You might not have changed your mind, but it made you think a little harder.

Has your thinking about other peoples' views changed?

How has your perspective changed as a result of participating in this forum?

IF DOING POST-FORUM SURVEYS

Click "End Forum" button at top right

Ok, the very last part of our forum is the post-forum questionnaire!

JUST PASTE THE LINK TO POST-FORUM QUESTIONNAIRE FOR THE ISSUE GUIDE YOU USED.

Ok, the very last part of our forum is the post-forum questionnaire! The survey allows your views on the issue to be merged with others who have participated in face-to-face and other CGA online forums. Survey results will be used by Public Agenda and USATODAY to further explore hidden common ground on these issues during the election year.

Please do take the survey – it should only take you 4-5 minutes to complete. Just click LEAVE FORUM and you'll be taken right there.

ALL AVAILABLE ONLINE QUESTIONNAIRES LISTED HERE:

<https://www.nifi.org/en/post-forum-questionnaires>