

Activity 2.6: Role Play on Consumer Roles

TIPS FOR TRAINERS



Suggested Use

Use following your presentation and discussion of consumer roles in PC/PB activities and decision making.



Time

70 minutes total:

- 10 minutes to establish small groups and describe the activity
- 20 minutes for the role players to prepare
- 15 minutes for the role play
- 15-20 minutes for discussion
- 5 minutes for sum up by the facilitator



Materials

- Background Information for All Participants
- Role Information Sheet for PC/PB Chair or Co-Chairs
- Role Information Sheet for PC/PB Members
- Role Information Sheet for Interested Consumers



Knowledge or Skill Development

Understanding of roles consumers should play in PC/PB activities and decision making, and of strategies and challenges in engaging consumers

Activity Steps

1. Divide the group into 3 smaller groups, each assigned to one of the following roles:
 - 1) The PC/PB Chair or Co-Chairs,
 - 2) PC/PB members, and
 - 3) Consumers not currently involved with the PC/PB.
2. Give each group both the general handout and the instructions for their assigned, but not the role instructions for the other small groups.
3. Provide each group a location to prepare for the role play. Remind them that they need to assign members to actually do the role play, while the others will help them prepare and then observe. Give them 20 minutes to prepare and return to the full group's meeting room.

4. Set up the role play with chairs in a circle or around a table.
5. Introduce the role play and have the PC/PB Chair or Co-Chairs, the other PC/PB members, and the consumers who requested the meeting introduce themselves. Then ask the Chair to run the meeting, and to start the role play by explaining the reason for the meeting.
6. Observe the role play.* When you feel there has been a good exchange, and enough information has been shared, end the role play.
7. Ask the group members who observed to share their observations of what happened and what they learned about consumer involvement options and ideas that may be useful to their PC/PB in maximizing consumer participation in its work. Then ask the participants in the role play to provide their observations. Ask how the role play helped prepare participants to do actual outreach to consumers on behalf of the PC/PB.
8. Summarize the roles consumers can play and the ideas and lessons from the role play.

* Note: If the role play gets badly off track or seems to need additional energy, provide some additional input. For example, you might send in a message from the PC/PB's Community Access Committee (CAC) Chair, who was unable to attend, that might help them move forward. You could tell the group that the CAC Chair wants to be sure the group knows that the Committee is planning a 4-session leadership training series to help prepare interested consumers for PC/PB membership. Or you could say that the Committee has been asked to help do outreach for a major needs assessment survey and is recruiting new members with knowledge of varied parts of the EMA/TGA and contacts within different priority subpopulations.



Activity 2.6: Role Play on Consumer Roles

HANDOUT FOR PARTICIPANTS

Background Information for All Participants

Your PC/PB is committed to the greatest possible consumer involvement in its work—including consumers as voting members, members of the Community Access Committee (your consumer committee), members of other committees, observers of PC/PB meetings, and participants in town hall meetings and other community outreach and in needs assessments.

You have 33% unaligned consumer membership on the PC/PB and about 10-12 people regularly attend the monthly meeting of the Community Access Committee, but not very many new consumers are becoming involved. Very few are under 45 or recently diagnosed. You are also planning your first PLWH survey in four years as part of your needs assessment.

So when the PC/PB gets an invitation to meet with a group of RWHAP Part A consumers who are receiving services from a large HIV clinic in your service area, it arranges for a group of the PC/PB's leadership and most active members from the Membership and Community Access Committees to meet with them. The consumers you will meet with are apparently a diverse group originally recruited to participate in feedback sessions for the service provider. Some are now members of the clinic's new Consumer Advisory Board (CAB), established to ensure regular input from clients.

The meeting will be held at the clinic. The group has asked to hear about the range of opportunities for involvement with the PC/PB, including identifying service needs and gaps as well as becoming involved in the planning process. They also want to know what kind of training would be available for consumers interested in becoming PC/PB members or serving on committees like Needs Assessment.

You will be role playing the first part of this meeting.

Instructions

In your group:

1. Choose someone to facilitate/coordinate your group in its preparations for the role play.
2. Decide how many people will represent you at the meeting.
3. Choose your representatives.
4. Use your *Role Information Sheet* to help your representatives prepare.
5. If you are not one of the role play participants, be prepared to observe the role play and share your observations about the process, and the ideas/strategies for increasing consumer participation that emerge.



Activity 2.6: Role Play on Consumer Roles

HANDOUT FOR PARTICIPANTS

Role Information Sheet for PC/PB Chair or Co-Chairs

Instructions:

1. Decide whether to send one or two people to the meeting, depending on your PC/PB officer structure and the group's preference. One of them will chair the meeting.
2. Choose the individual(s) who will represent your group at the role play meeting. If you choose two representatives, be sure a decision is made about which one will chair the meeting and any special role for the second representative if there is one.
3. Agree on key characteristics of your representative(s): Consider:
 - PLWH/consumer?
 - Service provider representative?
 - Length of time in a leadership position?
4. Spend a few minutes helping your representative(s) prepare. Think about what you want to accomplish during the meeting. Use the information below and add other information and assumptions as needed.
5. Be sure the rest of the group is prepared to observe your representative(s) and assess both the content and process of the meeting.

Your representatives' position: Your PC/PB would like very much to involve more consumers in all aspects of its work. As the PC/PB's leader(s), you are particularly concerned with two issues:

1. The need to involve younger and more recently diagnosed consumers—people under 45 (and preferably some people under 30) and PLWH diagnosed within the last 5 years. A large majority of current PC/PB consumer members are over 50 and were diagnosed at least 15 years ago.
2. The need to reach and involve a large number of diverse consumers and other PLWH during the upcoming needs assessment, which will include a PLWH survey, in order to learn more about service needs, barriers, and gaps for PLWH both in and out of care.

You believe that the PC/PB will need to provide more opportunities for training and do more outreach in order to reach and involve younger and more recently diagnosed consumers.



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HANDOUT FOR PARTICIPANTS

Role Information Sheet for PC/PB Members

Instructions:

1. Decide how many people to send to the meeting as PC/PB representatives—you may send up to 4.
2. Choose the individuals who will represent your group at the role play meeting.
3. Each representative will need to decide on his/her *background, expertise, and views about consumer engagement*. Ask your representatives to share this information. Assume:
 - At least one is a consumer
 - At least one works for a service provider
4. Now spend a few minutes helping your representatives prepare:
 - Think about what you want to see accomplished during the meeting.
 - Use the information below and add other information and assumptions as needed.
5. Be sure the rest of the group is prepared to observe your representatives and assess both the content and process of the meeting.

Your representatives' position: You are active members of the Membership Committee and/or the Community Access Committee of the PC/PB:

- You all agree on the need for strong consumer involvement in the PC/PB, to provide practical input about service gaps and barriers and what service strategies are most needed.
- You all want to be sure you get the most out of this meeting, in terms of specific agreements on action and follow up.
- You may not agree on the best types of consumer involvement or how to get new people interested.



Activity 2.6: Role Play on Consumer Roles

HANDOUT FOR PARTICIPANTS

Role Information Sheet for Interested Consumers

Instructions:

1. Decide how many members of your group will participate in the role play. You may choose to send as many people as you like.
2. If not all will participate, choose your representatives.
3. Each representative will need to decide on his/her *background* and *views about becoming involved with the PC/PB*. Each should share this information with the group.
4. Spend a few minutes helping your representatives prepare:
 - Think about what this group wants to accomplish during the meeting.
 - Use the information below and add information and assumptions as needed.
5. Be sure anyone who is not going to be part of the role play is prepared to observe your representatives and assess both the content and process of the meeting.

Your representatives' position: Most of you have very limited direct experience with the PC/PB and don't know a whole lot about it.

1. One of you heard about the PC/PB from your case manager and were interested in "giving back," so you looked up the PC/PB on the Internet and brought it up at your last Consumer Advisory Board meeting—which is what led to this meeting.
2. One of you came to Community Access Committee meetings a few years ago when recently diagnosed, but didn't receive any training and didn't really feel a part of the group, so you stopped coming after a few months.
3. One or two participated in the last PLWH survey four years ago or attended one of the annual town hall meetings.
4. One of you is very interested in receiving training—both to prepare for HIV community planning roles and because you believe it would be helpful in your career.

Among the group:

- At least one of you wants to become a PC/PB member
- At least one is interested but skeptical—not sure the PC/PB really wants activist, outspoken consumer members

You all want to be sure the meeting leads to new opportunities—assuming there is serious interest in getting new people involved, you are hoping some specific agreement will be reached at the meeting about actual opportunities and next steps.