

# Early Indicators Project Update

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# Overview

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## ▶ Project goal

- ▶ To assess the perceptions and early experiences of MassHealth members regarding One Care

## ▶ Mixed-method approach

- ▶ Focus groups
- ▶ Two surveys
- ▶ Indicators of One Care experience

## ▶ Timeframe

- ▶ October 1<sup>st</sup>, 2013 – March 31<sup>st</sup>, 2015
- ▶ Focus group and survey work beginning now; expect to issue some initial indicators next month with additional data included over time

# Early Indicators Project Work Group

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- ▶ 4 members of the Implementation Council (IC), 3 MassHealth staff and 2 UMass Medical School staff meet bi-weekly
- ▶ IC representation
  - ▶ Olivia Richard
  - ▶ Ted Chelmow
  - ▶ Jeff Keilson
  - ▶ Dennis Heaphy
- ▶ Work group developing focus group and survey tools, determining methodologies, identifying indicators, developing reports

# Project Scope

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- ▶ Focus on early data
  - ▶ Focus groups held between December 2013 and March 2014
  - ▶ Survey #1 conducted between December 2013 – February 2014
  - ▶ Survey #2 conducted between May 2014 – December 2014
  - ▶ Indicators reported regularly starting in January 2014
- ▶ Data is available prior to and is distinct from One Care programmatic evaluation / reporting of quality measures
- ▶ Characteristics of early indicators:
  - ▶ Measurable – data exists and is readily accessible
  - ▶ Truly early – information must be available in the short term
  - ▶ Actionable – provides information that can point to actions or steps we can take to achieve a course correction

# Focus Groups

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## ▶ Five focus groups

Focus Group Population	Date	Location
Enrollees who chose to opt-in	December 16 <sup>th</sup>	Boston
Individuals who chose to opt-out	December 19 <sup>th</sup>	Worcester
Enrollees who were auto-assigned	Late February/Early March	TBD
Spanish-speaking enrollees	Late February/Early March	TBD
Individuals with Intellectual Disabilities and caregivers (includes individuals who opted in, opted out and were auto-assigned)	Late February/Early March	TBD



# Focus Groups Continued

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- ▶ **Developed Phone Script, Facilitators Guide and Consent Form**
  - ▶ Questions pertaining to:
    - ▶ Basic knowledge of One Care,
    - ▶ Why participants chose or chose not to enroll,
    - ▶ How individuals made their decision,
    - ▶ Hopes for and concerns about One Care, and
    - ▶ Information received about One Care.
  - ▶ Includes questions about LTSS Coordinator and interactions with Care Team
- ▶ **Collecting Demographic Information**
  - ▶ Includes race, ethnicity, gender, disability, use of LTSS, orientation, and more

# Surveys

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- ▶ **Launching Survey #1 in December**
  - ▶ *Participants:* 300-375 total individuals who have
    - ▶ Self-selected into One Care
    - ▶ Opted-out of One Care
    - ▶ Neither opted-in nor opted-out (waiting to decide)
  - ▶ *Participant selection:* randomly selected from MassHealth data
  - ▶ *Focus:* experiences during early, initial enrollment period
  - ▶ *Mode:* telephone
  - ▶ *Length:* 15-20 minutes
  - ▶ *Question types:* multiple choice, yes/no and some open-ended
  - ▶ *Domains:* information and enrollment process, decision-making process, learning about and getting questions answered about One Care, and early experiences with One Care

# Surveys Continued

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- ▶ **Survey #2 will begin in 2014**
  - ▶ *Participants:* 3,000 enrollees who were auto-assigned
    - ▶ 1,000 enrollees per auto-assignment wave (January, April, July)
    - ▶ Mailing to 6,000, expect 50% response rate
  - ▶ *Timing:* 120 days after each auto-assignment enrollment date
  - ▶ *Participant selection:* randomly selected from MassHealth data
  - ▶ *Focus:* experiences accessing and receiving services
  - ▶ *Mode:* mail and telephone
  - ▶ *Length:* 15-20 minutes
  - ▶ *Domains:* Under development. May include enrollment process, care team, assessment and care planning process, care plans, experience with transition, service delivery, overall satisfaction



# Indicators

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- ▶ **Data will be collected from a variety of entities**
  - ▶ MassHealth
  - ▶ One Care plans
  - ▶ Customer Service
  - ▶ SHINE
  - ▶ Ombudsman
- ▶ **Refined data elements based on ideas previously generated by the Implementation Council**
- ▶ **Brief monthly summary reports will be available starting in January**
- ▶ **Dashboard will be developed**

# Results

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- ▶ First indicators report will be available January 2014 and updated regularly
- ▶ Projected report completion dates
  - ▶ Focus Groups
    - ▶ Brief interims reports after each focus group
    - ▶ Final report – July 2014
  - ▶ Survey #1
    - ▶ Final report – February 2014
  - ▶ Survey #2
    - ▶ Final report – March 2015

