One Care Early Indicators Project

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**Slide 2: Survey Update**

Survey #2: May – December 2014 (English and Spanish)

* Deployment began June 2014
  + 1st mailing late June
  + 2nd mailing sent last week
  + Phone calls starting 7/28
* Current response rate = 12.5% (seeking 50% response rate)
* More comprehensive survey on continuity of care; assessments and care plans; experience using care/services; Care Coordinator/LTS Coordinator experience; successes/problems

**Slide 3: Help Spread the Word!**

* Handout – 1 page document
* Council request - include information in your newsletters and organization emails
* Sample language:
  + Let us know how One Care is working for you. You may receive a survey in the mail or receive a phone call from Umass Medical School asking you about your experiences as a member in One Care. Your participation will help MassHealth and members of the Implementation Council to continue to improve your services. You can share your experience by mailing back the survey or calling the phone number in the survey packet.
* Email Council chairs to let them know how you are promoting participation

**Slide 4: Next Steps in EIP**

Planned Timeframe

July →

August →

August →

November →

November →

Activity

Report

Survey

Report

Survey

Report

Description

Final EIP focus groups report

Survey #2- second deployment

2nd Quarter EIP Data Report

Survey #2 – third deployment

Third Quarter EIP Data Report