**One Care Early Indicators Project**

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**Early Indicators Project Survey #2**

* 6,000 randomly selected enrollees in three cohorts of 2,000 each
  + Goal of 50% response rate (3,000 completed surveys total)
  + Administered by mail, phone, and on-line
* Samples enrollees who have been enrolled for approx. 120 days

Cohort: Month of enrollment Enrollee cohort sampled

Cohort 1: January-March 2014 June-August 2014

Cohort 2: April-June 2014 August-October 2014

Cohort 3: July-September 2014 November 2014 – January 2015

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**Major Domains**

* Comprehensive survey of enrollees’ early experiences in One Care
  + One Care enrollment process
  + Transition into One Care
  + Care team
  + Assessment and care planning processes
  + Overall satisfaction with the individualized care plan
  + Extent to which needs for care are being met under One Care
  + Overall perceptions of One Care
  + Demographic information

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**Preliminary results (N=375)**

* 375 early responses from Cohort 1 have been compiled (target=1,000)
* Cohort 1 is open through August
* A summary of preliminary results will be available on the One Care website: <http://www.mass.gov/eohhs/consumer/insurance/one-care/one-care-early-indicators-project-eip-reports.html>

The following information was presented in chart format.

Question:

Have you had contact with Care Coordinator? Yes =76%, No=17%, Unsure=6%

Do you need/want LTS Coordinator? Yes=40%, No= 40%, Unsure=18%

Have you been offered LTS Coordinator? Yes=46%, No=20%, Unsure=33%

Do you plan to stay in One Care? Yes=85%, No=3%, Unsure=11%

Rate your satisfaction with:

Your Care Coordinator:

Completely or somewhat satisfied= 89%

Somewhat or extremely dissatisfied=6%

Not sure / refused= 4%

Your LTS Coordinator

Completely or somewhat satisfied= 95%

Somewhat or extremely dissatisfied=3%

Not sure / refused= 2%

Your One Care plan

Completely or somewhat satisfied= 94%

Somewhat or extremely dissatisfied=4%

Not sure / refused= 2%

Your services under One Care

Completely or somewhat satisfied= 93%

Somewhat or extremely dissatisfied=4%

Not sure / refused= 4%

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**Implementation Council Quality Workgroup**

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**Overview**

* Role:
  + The One Care Implementation Council Quality Workgroup supports MassHealth’s quality program efforts offering input to program content, reviewing program outputs, identifying ways to increase One Care member response rates, and encouraging One Care members to respond to requests for survey participation.
  + The One Care Quality Workgroup serves as a forum to discuss and provide feedback on quality measurement, quality improvement, and evaluation activities.

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**Implementation Council Quality Workgroup**

* Workgroup members include: Council representatives, MassHealth Staff, UMass Staff and PCORI project representatives
* IC representation
  + Olivia Richard
  + Ted Chelmow
  + Jeff Keilson
  + Dennis Heaphy
* The workgroup will meet quarterly and will provide the Implementation Council periodic status updates

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**Activities**

* Current
  + Workgroup members are providing feedback on the Mental Health Recovery Measure survey instrument and cover letters
* Ongoing
  + Workgroup members will provided recommendations on how to increase participation in data collection activities such as surveys and focus groups

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**Discussion/Questions?**