

Implementation Council - Consumer Meeting

December 15th 2014 1:00 PM – 3:00 PM

600 Washington St. – 4th Floor Rm. 4066

Boston, MA

Attendees: Suzann Bedrosian, Dennis Heaphy (by phone), Howard Trachtman (by phone), and Florette Willis

The Implementation Council Chairs hosted an end of year Consumer meeting on Monday, December 15th 2014 as an opportunity to reflect on the year and to discuss issues affecting One Care enrollees. The meeting was discussion-based and included no formal agenda. Discussion topics included suggestions for improving the presentation of One Care information, outreach to and engagement of One Care enrollees and other stakeholders and a year in review activity for the next full Implementation Council meeting.

Presentation of Information at Council Meetings

- It was noted that Implementation Council presentations are often repetitive and that adjustments could be made to make the presentations more streamlined, engaging, and culturally sensitive.
 - The Blue Cross Blue Shield Foundation (BCBS) One Care reports were noted as an example of a different way to display and explain One Care enrollment information. A copy of the report is [here](#).
 - The pace of presentations should accommodate meeting attendees with various levels of knowledge of One Care. This may include slowing down presentations, more visual presentations of data, and more time for Council and stakeholder comments and questions.
 - Consumer members noted that they often feel, and hear from other consumers, that the Implementation Council meetings are not geared toward consumers and instead have more of a provider or organization representative focus.
- It was suggested that at least 20 minutes be set aside for audience questions and comments at Implementation Council meetings in order to provide an opportunity to hear from community members directly.

- The Council remains interested in receiving financial information on One Care through quarterly reporting of One Care data to the Implementation Council.
- Ideas for future speakers include Marylou Sudders and an expert in cultural competency.

Outreach and Stakeholder Engagement

- Several new documents and materials have been created recently that may assist in outreach and education efforts by Implementation Council members. These include video vignettes of One Care members' experiences with One Care and a one-page overview of One Care.
- Suggestions for future outreach efforts include the inclusion of peers, providing food and offering giveaways such as pens and notepads at events.
- Council members expressed interest in focusing outreach efforts on the Deaf community.
 - The development and sharing of additional One Care vlogs highlighting a Deaf enrollee's experience in One Care was noted as important tool to assist in outreach efforts.
 - It was noted that the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) has a list of providers competent in providing services to individuals who are Deaf or hard of hearing. It was suggested that One Care outreach efforts be targeted to these providers.
 - Implementation Council staff will review the list of providers for inclusion on the One Care material distribution listserv and request additions to the listserv as needed.
- Survey Monkey was discussed as a tool for soliciting feedback from One Care stakeholders, including potential enrollees, the One Care plans and community based providers.

Encounter Data

- Council members had several recommendations for data to review when One Care encounter data is available. These included:
 - # of enrollees who are Deaf or Hard of Hearing
 - # of enrollees residing in nursing facilities
 - Behavioral health services utilization

- LTSS utilization broken down by:
 - Race
 - Sexual orientation (it was noted that this stratification is not likely available)
 - Disability type
- Homelessness status
- Comparisons to Fee For Service system
- It was noted that the Council is challenged by the need for more information on One Care without access to data.

Year in Review

- Council members suggested conducting a One Care year in review activity at the next Implementation Council meeting.
 - Council members are interested in hearing from MassHealth about One Care milestones from the first full year of the demonstration. The Council is also interested in hearing from MassHealth their view of the work and contribution of the Council over the past year and what their suggestions for future work with the Council.
 - Council members would like to engage the full Council and outside stakeholders in a review of accomplishments and challenges of One Care over the past year.
 - It was suggested that the Implementation Council engage outside stakeholders in the year in review effort through an online survey with survey monkey.

Consumer Council Member Engagement

- Attendees suggested that Implementation Council staff follow up with all Council members about their continued engagement on the Implementation Council and whether they are experiencing any barriers to participation. There seems to be a lack of motivation by some members and additional ways to participate may be helpful.

Action Items

- Share recent [BCBS Foundation report on One Care](#) with the Implementation Council. To join the BCBS Foundation email distribution list and receive future One Care and other health care update go to the following link: <http://bcbs2.sqm.io:8080/email-signup>
- Share recently released [One Care member vignettes](#) as well as the [One Care: Facts and Features Brochure](#) for use in Implementation Council outreach efforts.

- Implementation Council staff will reach out to all members of the Council to discuss their continued engagement on the Council and any barriers to their participation in the Council. Council staff will report back their findings to the Implementation Council chairs for further discussion.
- The chairs will further discuss a year in review strategy ahead of the January 9th Implementation Council meeting.