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**YesHealth**

Your Experience: Speak up for better health care

A community advocacy project.

Footer: (appears on all slides.)

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**What is YES Health?**

YES Health (Your Experience: Speak up for better health care) is a community working to improve health care for Massachusetts One Care members who have PHYSICAL DISABILITIES AND/OR MENTAL HEALTH NEEDS.

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**Leading the Project**

This is a groundbreaking project in that people with disabilities are leading in all efforts of the project.

The work is sponsored by a contract with the Patient Centered Outcomes Research Institute and is being done as a collaboration between the Disability Policy Consortium and the Mongan Institute of Health Policy.

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**An advocacy effort**

* This is the disability community’s chance to advocate to define quality.
* It is our chance to make a difference and have our voice count at the provider level.
* We have so often been told “no” when we ask for what we need.
* We can come together as a community and say “yes” to changes in care.

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**What We are Trying to Accomplish**

* We are looking at the feasibility of having a disability-run outreach and research project
* We are getting a better understanding of how people with disabilities define quality
* We want to see whether input from the disability community affects provider behavior

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**What information is YES Health gathering?**

* YES Health is gathering information about people’s One Care experiences.
* We are looking at 9 One Care practices around the state.
* We are looking for stories (good, bad, and in between).
* We want to see how One Care is working for enrollees- in particular, LTSS.

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**We are Asking Members Open Ended Questions About**

* How you felt about the care you got at a recent appointment
* The language your provider uses when talking about you and your disability and/or mental health needs
* Your experience with accessing transportation and/or community services
* Your experience of working with certified peer specialist services or Independent Living Long-Term Support Services coordinator services

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**How are we gathering information?**

* Once people have called us and are eligible, we have a website [www.yeshealth.org](http://www.yeshealth.org) where they can complete surveys.
* We have an email address [YEShealth@dpcma.org](mailto:YEShealth@dpcma.org) where people can leave comments.
* We have a facebook page.
* All information will be kept confidential.

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**Areas of the State where we are building membership**

* This is part of a larger research project to see how we can affect change in One Care.
* We are surveying practices in Boston, Worcester, Holyoke, Pentucket, Chelsea, Springfield, and Chicopee.
* We want to see if participating practices change their quality of care.

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What we will do with the information

* We will present our findings to providers at the 9 practices.
* We will generate quarterly reports and make presentations.
* It is our hope that providers will take this information, and make their care better for their clients.

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Request of the Implementation Council

* Please disseminate information about YES Health throughout your networks
* Please connect us with organizations that would be interested in assisting us
* Please feel free to set-up a meeting with our team to discuss this project further.
* Thank you for your help!