Accelerating Adoption and Use of APMs through Nationwide Alignment

Engaging Consumers in Payment and Delivery System Reform: Case Studies from the Field

CENTER FOR CONSUMER ENGAGEMENT
in health innovation
A better way to better health. For everyone.

Spring 2016 LAN Summit
April 25, 2016
Tysons, VA

Speakers

- Susan Sherry, Deputy Director, Community Catalyst

- Liz Doyle, Associate Director, TakeAction Minnesota

- Antoinette Kraus, Director, Pennsylvania Health Access Network

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Center for Consumer Engagement in Health Innovation

- Community Catalyst advocates for high-quality, affordable health care for all

- Networks in over 40 states

- Center focuses on advancing role of consumers in efforts to improve payment and delivery, with a focus on vulnerable populations

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Presentation Outline

- Framework for effective consumer engagement

- What effective consumer engagement can achieve

- What effective consumer engagement takes: experience from the field

- What stakeholders can do to support consumer engagement

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Why Consumer Engagement?

- Activated and engaged patients result in better health outcomes

- Health care should be oriented around the needs of those served: if you don't ask, you don't know

- Feedback loop and "early warning" as system transitions

- Important element of quality improvement

Three Levels of Consumer Engagement

Clinical Setting
- Care reflects goals, preferences, and values of patients
- Patient engagement/activation

Health Care Organization
- Governing Boards
- Advisory Councils
- Shape design, implementation, evaluation of programs

State/ Federal Policymaking
- Participate in key stakeholder tables
- Shape design, implementation, evaluation of programs

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Policy Outcomes in Massachusetts

- One Care Implementation Council

- IL-LTSS (Independent Living-Long Term Support and Services) Coordinators

- Payment system adjustments

Policy Outcomes in Ohio Value Advocacy Project*

- Shaping the SIM PCMH design to incorporate:
  - Patient and Family Advisory Council
  - Collaboration with community-based partners in treatment plans
  - Advanced PCMHs provide full accessibility to people with disabilities
  - Workforce diversity including CHWs, care extenders, etc.

  * The Value Advocacy Project is an RWJF project managed by Community Catalyst.

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Policy Outcomes in Ohio – Duals Demonstration

- Active feedback loop with 3,000+ plan enrollees

- CMS sponsored training on self-direction with National Resource Center for Participant-Directed Services.

- Training for Consumer Advisory Committee members

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Policy Outcomes in California Value Advocacy Project*

- State cost/quality database focus on equity and mapping social determinants

- Covered California tracking and trending of health disparities (including income, gender, sexual orientation, gender identify, primary language, etc.)

- 2017 quality improvement plans must address health disparities

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Policy Outcomes in Minnesota Value Advocacy Project*

- Recommendations passed by multi-stakeholder Governor's Task Force:

  - Provide new evaluation framework for value-based care models, ACOs

  - Support expansion of coverage to undocumented residents

  - Improve racial equity data collection practices for state, providers, payers, health systems

  - Support pursuit of 1332 waiver to expand and streamline public coverage to 275% FPL

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Policy Outcomes in Pennsylvania Value Advocacy Project*

- PHAN shaped recommendations made to the Governor by the PCMH advisory committee to include:

  – A stronger requirement for PCMHs to have consumer advisory boards and consumer engagement

  – A modification to the definition of PCMH to include patient engagement, patient choice and patient understanding of care

  – Higher per patient payments in PCMH for additional time with patients and families and expanded hours

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What Does It Take To Involve Consumers?

- How do you find and connect with people?

- What do you do to develop their capacity to participate in improving the health system?

- What are barriers to engagement and how do you overcome them?

- What resources are needed: staff, time, etc.? Who pays for these?

How Stakeholders Can Support Consumer Engagement

- Establish and strengthen mechanisms for diverse consumer and community input in the planning and design of delivery systems

- Allocate resources necessary for effective outreach, training and support for diverse consumer engagement

- Establish ongoing formal feedback loops with organized consumer efforts and trusted community groups

- Maximize use of patient-focused quality metrics

- Proactively seek input and feedback from vulnerable populations

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Contact Information

- Center for Consumer Engagement in Health Innovation

  http://www.healthinnovation.communitycatalyst.org

- Pennsylvania Health Access Network

  http://pahealthaccess.org/

- TakeAction Minnesota

  http://www.takeactionminnesota.org/work/health/

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DISCUSSION

Thanks!

SURVEY

We want your feedback!

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