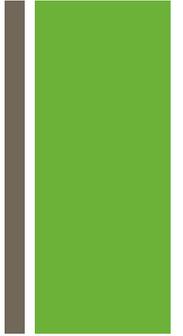


Exploring the Consumer Experience



Presentation and Discussion
Program Improvement Advisory
Committee
June 15, 2016



Topics

- Exploring the Consumer Experience
 - Dyad Interviews
 - Key Informant Interviews
 - Survey Development

- Ideas and Feedback from the group



Dyad Interviews

- Seeking to identify the components of successful care coordination
- Ten (10), in-person interviews across the state
- Dyads of Care Coordinators and ACC members interviewed together
- Used an appreciative inquiry approach
- Finishing interviews this week, report due June 30, 2016.



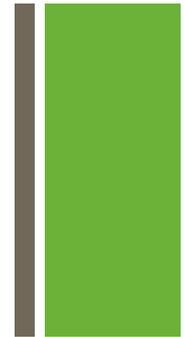
Dyad Interviewees

The Intention

- Across RCCOs
 - 1 dyad from each Colorado Access RCCO's
 - 2 dyads from each of the other RCCO's

- Across the state
 - Urban
 - Suburban
 - Rural

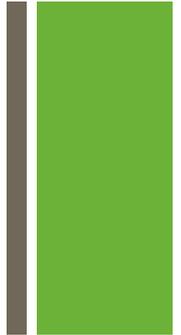
- Varied Care Coordination Models
 - Care Coordination provided by Medical Office
 - Care Coordination provided by RCCO





Dyad Interviewees

- Varied member characteristics
- Top Priorities
 - Having a disability
 - Enrolled in Medicaid and Medicare
 - Spanish as a first language
 - Parents/pregnant women
 - Adults without dependent children

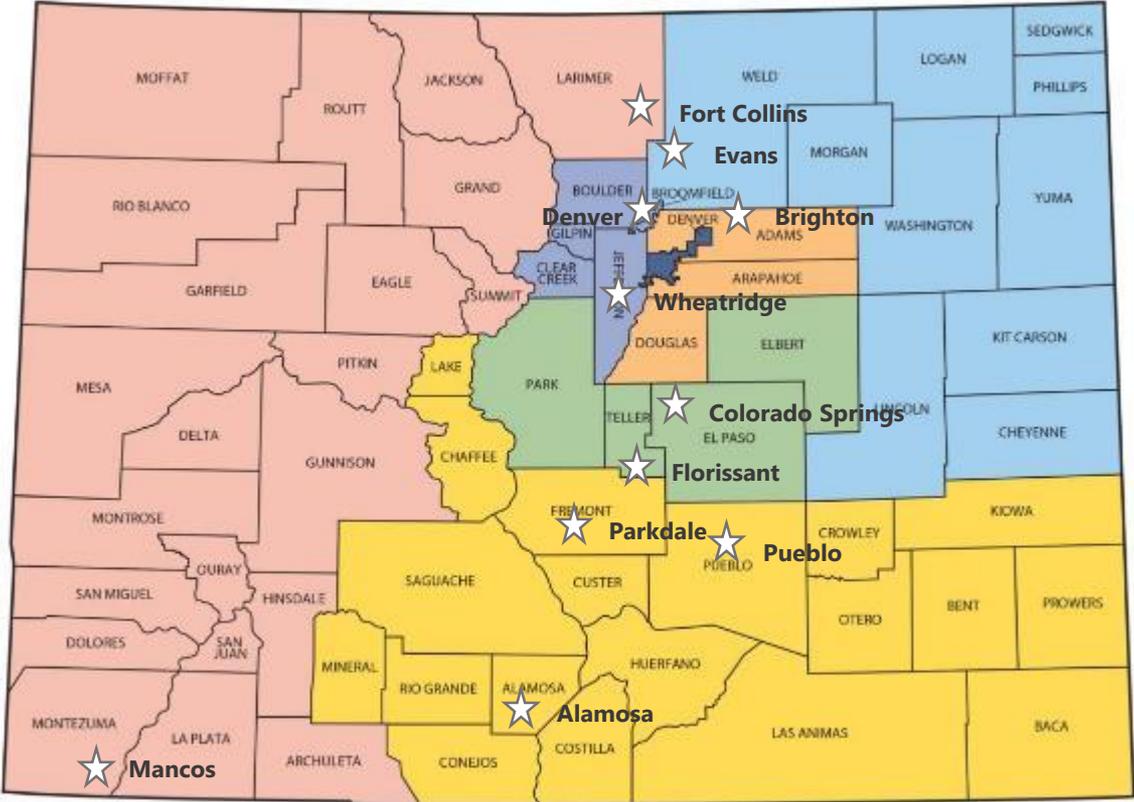




Dyad Interviewees

- Varied member characteristics
 - Secondary priorities
 - Having a chronic disease
 - Older adult
 - Episodic vs. Intense vs. On-going need for care coordination
 - Early enrollee in Medicaid
 - Medicaid expansion enrollee
 - Very recent Medicaid enrollee
 - Previously sought health care in emergency department
 - Previous frequent exacerbations of illness

Colorado's Accountable Care Collaborative Regional Care Collaborative Organization Map

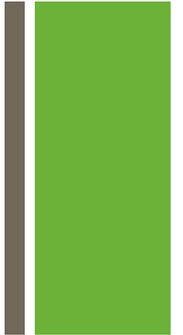


- | | | | |
|----------|--|----------|--|
| Region 1 | Rocky Mountain Health Plans | Region 5 | Colorado Access |
| Region 2 | Colorado Access | Region 6 | Colorado Community Health Alliance |
| Region 3 | Colorado Access | Region 7 | Community Care of Central Colorado |
| Region 4 | Integrated Community Health Partners | | |

Member/Patient Characteristics	# Interviewees
Geographic Areas	
Urban	4 (out of 10)
Suburban	2 (out of 10)
Rural	4 (out of 10)
Care Coordination Models	
Care coordination provided by practice site?	2 (out of 7)
Care coordination provided by RCCO?	5 (out of 7)

Member/Patient Characteristics**# Interviewees (out of 7)****Priority Characteristics****Has a disability****5****Adult without dependent children****5****Parent****3****Pregnant Woman****0****Medicaid and Medicare****6****Spanish as a first language****1**

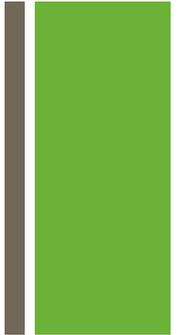
Member/Patient Characteristics	# Interviewees (out of 7)
Secondary Characteristics	
Older adult	4
Has a chronic disease	6
Episodic need for care coordination	3
Intense need for care coordination	4
On-going need for care coordination	5
Medicaid Expansion Enrollee	0
Very recent medicaid enrollee	0
Previous, frequent exacerbations of illness	4
Previously often sought health care in emergency department	3



Initial Insights from Dyad Interviews

Key roles of the Care Coordinator in successful care coordination include:

1. Invest time in building trusting relationships,
2. Frequently communicate with clients and develop open honest communication channels
3. Facilitate positive relationships between providers and patients by attending appointments as needed and finding different providers if necessary,
4. Follow up on everything offered or promised as quickly as possible and,
5. Learn about all aspects of clients' lives and attend to needs beyond those that are directly related to medical issues (i.e. food assistance, transportation, house cleaning, children's activities)



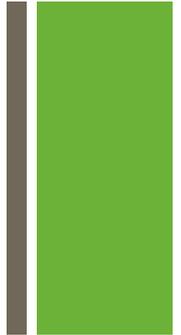
Initial Insights from Dyad Interviews

Key roles of the patient/client in successful care coordination include:

1. Trust the care coordinator,
2. Ask questions, communicate needs and challenges,
3. Be honest,
4. Express concerns,
5. Prioritize your health/your child's health
6. Follow up on as much as you can and take on more as you are able



Exploring the Consumer Experience



Phase One –

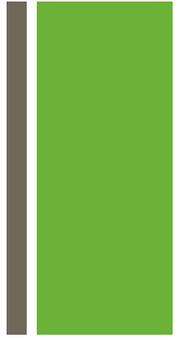
To identify the most important themes to explore in a consumer survey (Phase Two)

June – August

- Key Informant Interviews
 - Stakeholders
 - ACC Members



Exploring the Consumer Experience

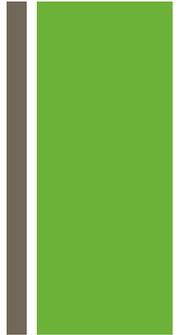


- Phase Two – August – September
 - Design questions
 - Validate questions
 - Pilot Consumer Survey

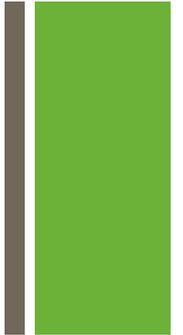
June 15, 2016



Exploring the Consumer Experience



Questions and Feedback



Exploring the Consumer Experience

Questions

- What are the key concepts of an excellent consumer experience within ACC?
 - What is missing from our list?
 - What are your top five priority bullets?
- What is working well within ACC right now?
 - What do you think are the 2 current strengths in Colorado related to Person Centeredness?
- What do you think are 2 areas with room for improvement?