



Exploring the Consumer Experience

Presentation and Discussion
Program Improvement Advisory Committee
July 28, 2016



Topics

- **Project Status**
 - Dyad Interview Report Submitted
 - One Page Summary (feedback)
 - Discussions with Stakeholders (ongoing)
 - Individual Consumer Interviews (started)
 - Survey Development

- Ideas and Feedback from the group



Dyad Interviews

Care Coordination Success Stories



TriWest Group recently worked with the Department of Healthcare Policy and Finance to interview ten sets of coordinator-member dyads to explore what is working in care coordination.

Care Coordinators Help Members Take Control of their Healthcare

Health First Colorado (Colorado's Medicaid Program) wants all members to reach their full potential for health. One strategy used to help improve health is care coordination.

We explored ten stories of successful care coordination in Colorado to learn more about what it takes to have a successful care coordination experience. Ten members and their care coordinators from across each of Colorado's seven Regional Care Collaborative Organizations were interviewed for this study.

Who was interviewed?

The map to the right shows the distribution of coordinator-dyad pairs interviewed (marked with stars).

Six interviews took place in urban areas, four in rural parts of the state.



What is Care Coordination?

Care Coordination means that providers are working together. Care coordinators help members understand their health and the healthcare system and keep track of medical appointments and prescriptions. They also help members find community resources like food, clothing, utility assistance, and housing.

For a copy of the full report or to share your story, please contact:



Discussion and Feedback





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Phase One – July & August

- Telephone interviews with consumers
- Random sample (n=1,400)
- Pre-Contact Flyer describing project
 - Some have already contacted us
 - Interviews started this week



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Sample

Stratified random sample based on:

- English vs. Spanish speaking consumers
- Urban vs. Rural location
- “High Risk” (Medicaid) vs. Other Risk



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Sample

- Will ensure inclusion of pediatric cases
- Will work with HCPF to match RCCO vs. delegated care coordination
- Will ensure representation of different racial/ethnic groups
- Will try to include kinship/foster care children as well as biological children



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Questions

- What are the largest barriers to access to care that consumers experience?
- Are consumers currently satisfied with:
 - The type of care they receive?
 - Their primary care provider?
 - Access to their provider(s) when needed?
 - Access to specialty providers, behavioral health providers, medication they need?



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Questions

- What factors do consumers consider when making decisions to seek care at their health home instead of at an emergency department (when not in need of emergency care)?
- What factors impact client engagement?



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Questions

- Do clients need more/better information about program eligibility (whether they qualify for a care coordinator, for example)? Do clients express confusion in navigating their health care benefits/questions of eligibility?
- What factors do consumers consider when making decisions that support improved health outcomes?



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Phase Two – September to November

- Design questions
- Validate questions
- Pilot Consumer Survey



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Questions and Feedback