

KanCare Meaningful Measures Collaborative (KMMC) Meeting
Friday, March 1, 2019, 1:00PM-4:00PM
Kansas Health Institute

KMMC Notes

Agenda Item: KMMC Committee of the Whole (1PM-1:30PM)

Aaron Dunkel, KMMC Executive Committee Chair, welcomed attendees and gave an update on the KMMC presentation to the Bethell Oversight Committee. Dunkel noted that DRWG Vice-Chair Melissa Warfield spoke, as did Audrey Schremmer the Chair of the SWG. Dunkel noted the lack of questions in the committee but indicated that follow-up comments were positive and interested in the work of this group.

Dunkel also reported on the Executive Committee meeting on Feb. 19. At that meeting, the group put together the agenda for the full KMMC meeting and discussed the KMMC Process (see Figure 1, page 2). Dunkel noted that a process overview using the pyramid diagram will occur later in the agenda.

Then Sydney McClendon, KHI and KMMC staff support, offered potential meeting dates for the full KMMC through 2019 and asked if there were any issues or concerns. No immediate issues were raised. The proposed dates include:

- Friday, May 17, 1PM-4PM
- Friday, July 12, 1PM-4PM
- Friday, September 6, 1PM-4PM
- Friday, November 1, 1PM-4PM

Bob St. Peter, KHI and KMMC staff support, provided an overview of the KMMC Process Diagram (Figure 1, page 2). St. Peter highlighted what work will happen in-meetings and offline. St. Peter noted that individuals may find it helpful to use the Process Diagram to identify where/how they can best participate in the Collaborative.

Next, leaders of each working group provided an overview of their meeting content. Schremmer gave an update on SWG. In their meeting, SWG planned to look at a mini-grant process for consumer engagement, review questions for consumer engagement and discuss how to support consumers in participating in this process. Schremmer reported that initial feedback on questions for consumers was that the questions are too broad. SWG also planned to review survey of SWG-members on potential domains and research questions. Regarding the consumer Engagement process, Schremmer reported that three agencies are involved, and the group is exploring different formats for engagement. An initial consumer engagement meeting was held in Garden City and there is one scheduled for Lawrence.

Then Adam Proffitt, DRWG Chair, gave an overview of the DRWG agenda. DRWG planned to discuss additional, initial priority measures (eligibility review and network adequacy). Further the group planned to discuss the DRWG workplan consider the notes from the three breakout discussions.

McClendon introduced the breakout sessions and small groups broke out to discuss Access to Care, Care Coordination and Social Determinants of Health. McClendon stated that the purpose of the breakout session was to continue to pilot the processes of the KMMC and begin to narrow and prioritize some questions within these domains. McClendon also noted that the breakout session could help KMMC learn more about the components that a question will need in order to be developed into a research question by DRWG.

Decisions:

- Upcoming 2019 meeting dates should be considered tentative. Any concerns or conflicts should be sent to Sydney McClendon

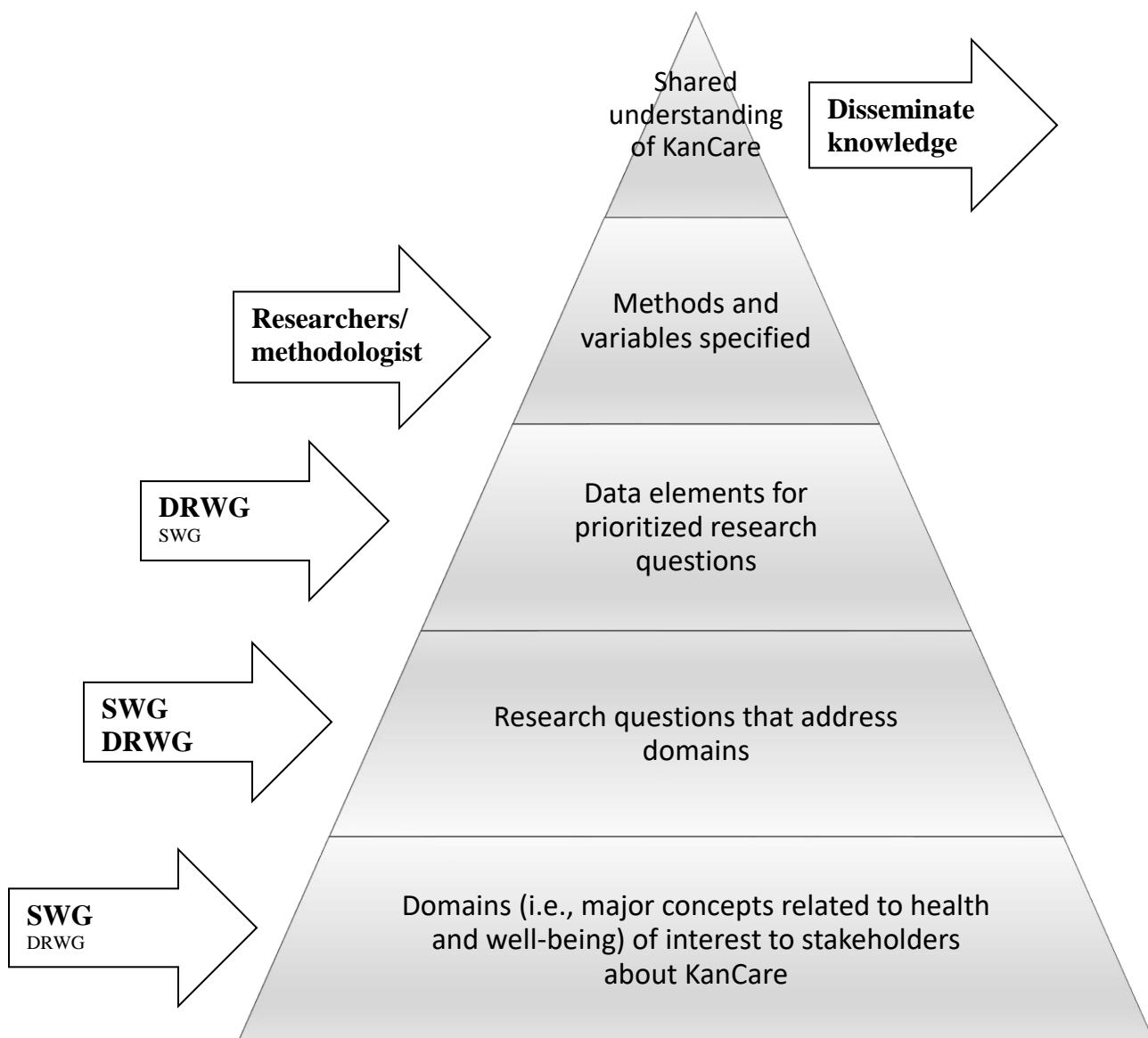
Action item(s):

- Schedule 2019 KMMC meeting dates, once confirmed.

Responsible party:

- KHI

Figure 1. KMMC Process



Note: DRWG stands for “Data Resources Working Group.” SWG stands for “Stakeholder Working Group.” The arrows to the left of the pyramid indicate parties responsible for that part of the process, with the name of dominant party bolded.

Agenda item: Breakout Sessions (1:30PM-2:50PM)

Three breakout sessions (Access to Care, Coordination of Care, Social Determinants of Health) were held to discuss questions developed by Stakeholder Working Group members with two aims:

- Develop a common understanding of the intent behind the question.
- Prioritize questions to pass to DRWG for them to develop into research questions.

Below are the questions/topics prioritized by each breakout session:

Access to Care

1. What services are consumers receiving while on the waiting list? Employment? Inclusion? Living independently?
 - What are differences in services for those that have the waiver vs. those that don't?
2. What is the vacancy rates on plans of care? (e.g., 60 hours of services approved each week but only 30 covered) Factors related to the vacancy?
3. Network Adequacy (previously prioritized/addressed)

Social Determinants of Health

1. Employment & Income (or financial hardship).
2. KanCare consumer access to community, choice, transportation, and safe, accessible, affordable housing.
3. Extent to which KanCare consumers feel or are respected by others in the KanCare system.

Coordination of Care

1. What are the care coordination services currently available, and who qualifies for them?
2. What is the current utilization of care coordination services, particularly HCBS?

Agenda item: Data Resources Working Group Meeting (3PM-4PM)

Melissa Warfield, DRWG Vice-Chair began the meeting and started with a debrief from each of the breakout discussions that was just held. First, the group discussed the Access to Care session. Priority questions from this discussion included:

- What services are consumers receiving while on the waiting list? Employment? Inclusion? Living independently?
- What are differences in services for those that have the waiver vs. those that don't?
- What is the vacancy rates on plans of care? (e.g., 60 hours of services approved each week but only 30 covered) Factors related to the vacancy?
- Network Adequacy (The group noted that this was previously prioritized, and is being addressed)

Next the group discussed the Social Determinants of Health. Noted priority questions were:

- Employment & Income (or financial hardship).
- KanCare consumer access to community, choice, transportation, and safe, accessible, affordable housing.

- Extent to which KanCare consumers feel or are respected by others in the KanCare system.

The group indicated interest in gathering more information on what health plans currently collect and how that information is used. Specifically, the group will review Quality of Life surveys from health plans, if available.

Regarding Coordination of Care, the group wants to understand who is supposed to receive services and at what level, who delivers the service and who provides these services well. The group indicated interest to know more about outputs on this topic at a granular level. Related to Coordination of Care, the two key questions were:

- What are the care coordination services currently available, and who qualifies for them?
- What is the current utilization of care coordination services, particularly HCBS?

Next, the group transitioned to discuss the methodology documents for the initial, priority measures. The first measure discussed was eligibility reviews. The group had robust discussion around this measure and brainstormed several suggestions for alternate measurement strategies. The group decided to send this measure to the KMMC Executive Committee to make a determination about how to proceed. Considerations on next steps were that the KMMC is not an oversight body, but that the group may offer a recommendation, from the perspective of its various members and experiences, on how to tell a meaningful story on this issue. It was also noted in the discussion that several key groups from nursing facilities were not available to participate in the discussion. The group indicated an interest to be sure those groups are present for any final decisions about the KMMC's recommendation on this issue.

Time did not allow for discussion of the network adequacy measure. The group will discuss it at a subsequent meeting.

Decisions:

- The KMMC Executive Committee should take up the issue of Eligibility Reviews discussed by the DRWG and decide how the Collaborative should proceed.

Action item(s):

- Share information on Eligibility Reviews with the EC.

Responsible party:

- KHI

Agenda item: Stakeholder Working Group (SWG) Meeting (3PM-4PM)

Consumer Engagement Update

The consumer engagement process is being piloted by three groups: SACK, CILs and Poetry for Personal Power. Initial feedback from the pilot has been that the questions are too high-level and that the handout needs to be more accessible and include a better definition of KanCare.

Update on SACK Garden City focus group:

- Conducted on 2/14 with ~8 self-advocates.
- A common theme in the focus group was a feeling of disrespect when interacting with KanCare.

Update on Poetry for Personal Power pilot:

- Currently conducting both an online survey and having individuals out on the street. So far, they've had 30 in-person interactions and 31 online surveys. They've received a lot of 1 word/1 sentence answers
 - Each of the 30 surveys mention transportation as a problem or best part of KanCare.
 - Added one question to the survey: What have you done to overcome trauma?

- Introduction of the KMMC/consumer engagement doesn't make sense
- When asking consumers "what's the best way to get ideas and opinions from folks from KanCare," a common response has been via word of mouth/talking 1:1.

Breakout Sessions

SWG members provided a brief recap of breakout session discussions on Access to Care, Social Determinants of Health and Coordination of Care.

SWG Survey Results

The SWG was given the full set of survey results they had previously completed, and to begin the SWG discussed the current list of domains. There was concern that there are too many domains and that they may not be helpful in sorting KanCare information that the SWG is interested in. To make things more manageable, the group discussed combining a few domains:

- Health outcomes and quality of care
- Utilization and expenditures
- Enrollee characteristics and enrollee satisfaction

The goal is to create a more manageable list of domains that balances consumer experiences and other important KanCare program concepts (e.g., how funds are spent). SWG members also discussed needing more time to review full survey results. When reviewing the results, it was proposed that members focus on what they really want to know and how the questions proposed may provide the information they are interested in. The group discussed potentially meeting and/or completing additional work online prior to the next KMMC meeting on 5/17.

Decisions:

- Domains need to be simplified and reduced.
- CILs to continue with initial set of consumer engagement questions. At conclusion of pilot, the design team will discuss how to modify the questions and consumer engagement handout

Action item(s):

- Decide on next steps for SWG research questions and domains provided in survey results
- Email pilot consumer engagement grant application and accessibility materials
- Schedule design team meeting to discuss needed updates to handout and questions

Responsible party:

- Chair/Vice Chair
- KHI