KanCare Meaningful Measures Collaborative (KMMC) Meeting
Friday, May 15, 2020, 1:00PM - 2:30PM
Zoom

KMMC Meeting Notes

Agenda item: Check-in & Resource Sharing

Sydney McClendon, Kansas Health Institute (KHI) support staff, welcomed the group, and Carlie Houchen, KHI, provided an overview of the Zoom technology used for the call and reviewed the meeting agenda.

Kari Bruffett, KHI, then led each of the attendees through introductions. KMMC members addressed one or more of the following questions, to better understand member capacity during the COVID-19 pandemic:

1. What is your current capacity/workload during this time?
2. What gaps in knowledge have you encountered?
3. What resource(s) has been particularly helpful to you during this time?

Common themes emerged in responses from KMMC members, including:
- COVID-19 issues have been consuming an increasing amount of time and effort for some KMMC members.
- Capacity for multiple members has remained steady, although many are working from home to complete their usual tasks/workload.
- There has been a surge in telemedicine and an increasing number of services provided online. Some members cited work on readying providers to offer an increasing number of telehealth services, while others described how COVID-19 has highlighted existing workforce shortages, particularly for behavioral health.
- While telehealth is increasing, some KMMC members acknowledged that less preventive care has been provided during the pandemic.
- Data from 2020 will have to be interpreted cautiously given COVID-19. Members also indicated gaps in available COVID-19 data, particularly for individuals with disabilities, as well as issues connecting different data sources (e.g., clinical and public health data).
- KMMC members cited the multitude of regulations and guidance released at the federal level and attempts to keep up with increasing amounts of information.
- COVID-19 has highlighted issues related to technology access, including inconsistent access to the internet and technology (e.g., phones, tablets, computers). Inconsistent/no access to technology has created issues for individuals attempting to access telehealth services.
- Gaps in knowledge around testing and vaccine development were highlighted, as were potential fears around vaccines.
- A lack of personal protective equipment (PPE) was also discussed, as was the question of who is responsible for paying for and providing PPE to consumers who self-direct their care.

Additionally, resources discussed during the meeting or provided after are included below:

- The platform Crowdcast that can be used for online events: https://www.crowdcast.io/discover.
  - Crowdcast directly does not have live captioning, but other systems can be combined with it to add captions.
- A recent report from the Brookings Institute on broadband access and equity: https://www.brookings.edu/research/digital-prosperity-how-broadband-can-deliver-health-and-equity-to-all-communities/
- The 2019 Rural Prosperity Listening Tour report from the Office of Rural Prosperity, which also discusses broadband: https://www.ruralkanprosper.ks.gov/wp-content/uploads/2020/01/Office-Of-Rural-Prosperity-2019-Report-1.pdf
- Information on immunizations via the Immunize Kansas Coalition (IKC): https://www.immunizekansascoalition.org

Agenda item: Update on KMMC Efforts

Carlie Houchen, KHI, then gave KMMC members an update on work that has occurred since the March 2 meeting, including:

- **Recommendation Summary Document:** The recommendation summary document (available here: https://bit.ly/2VLPikU) that includes the KMMC recommendations on care coordination, network adequacy, pregnancy outcomes and the social determinants of health was published in the April KMMC newsletter. The largest update to the report was the addition of a "considerations" section for each topic to reflect discussion at the March 2 meeting.
- **Existing Measures Template:** Development of products to present the existing meaningful measures that have been recommended by the KMMC is ongoing. As a reminder, there are existing measures related to the identified KMMC priorities of care coordination, network adequacy and pregnancy outcomes. KHI will continue to work with various KMMC members to produce those reports as quickly as possible.
- **National Resources:** Following guidance from the Executive Committee, KHI has been conducting initial calls with individuals working on measurement in other states. That effort is ongoing and will be used to inform the priority setting efforts of the KMMC at a time when most KMMC members might have diminished capacity to participate in the collaborative effort. KMMC members with ideas for organizations — nationally or in other states — that the KMMC should connect with should email KMMC@khi.org.
- **Annual Report:** Work has begun to prepare the annual report for the KMMC, expected in August. The goal of the report is to compile the work that was done over the course of the year. It will highlight the achievements of the collaborative (e.g., the recommendation summary document), existing measure reports that are complete and the latest round of consumer engagement. Houchen also reviewed a draft outline of the report (available on slides 9-10 of the meeting

PowerPoint: https://bit.ly/3bQyFJE) with the group. No changes to the outline were recommended.

Agenda item: Impact of COVID-19 on KMMC Work

Sydney McClendon, KHI, then led the group in a discussion regarding the impact of COVID-19 on identified and upcoming KMMC work. For context, McClendon noted that some initial prioritization for the next round of work was completed by SWG before the COVID-19 response began. Key questions posed to the group included (see slides 15-16 in the PowerPoint):

1. Any topics that would have scored higher in light of COVID-19?
2. Any changes needed to current topics to incorporate COVID-19 concerns?
3. Any topics not listed that have emerged due to COVID-19?

These questions were also sent to the full KMMC at the end of the meeting to allow for additional responses to be provided.

While discussing these items in the meeting, the following themes emerged:
- Related to communication – access to phones, broadband or other technology to allow for utilization of services remotely. The group discussed that the technology must exist and be available in a quantity that allows for the needs of all members of the household to be met.
- The group discussed accessibility of broadband as a potential disparity to explore.
  - There may be data in the American Community Survey (ACS) on broadband access that could be analyzed by insurance status.
- It was suggested that a COVID-specific product from the KMMC might be a way to address some of the ideas identified.
- Understanding more about literacy, health literacy and technology literacy was flagged as important to members during COVID.
- A number of issues related to the safe delivery of self-directed in-home care. For example, the group discussed the need to identify whose responsibility it was to get PPE. The group also discussed emergency plans for those self-directing care and whether those plans have been adequate in the unique challenges presented by COVID.
- Generally, the group wondered if there are particular measures that could explain what is happening during COVID with the delivery of in-home care.
- The group discussed whether emergency management might be a broad topic for the group to explore.

McClendon then posed two questions related to potential future consumer engagement in light of COVID-19, including:

1. Are there opportunities to hear from consumers regarding their experiences, concerns, questions, issues?
2. Do any KMMC members already have feedback in a systematic way?

Due to the shorter meeting format, KMMC members did not have time during the meeting to respond to these questions, but were asked to send any feedback to KMMC@khi.org following the meeting.

Agenda item: Adjourn

The next KMMC meeting will be Friday, August 7 from 1pm-4pm.