

KMMC Consumer Engagement Pilot Results

The initial KanCare Meaningful Measures Collaborative (KMMC) consumer engagement pilot was conducted from February 2019 to March 2019. Three members of the KMMC volunteered to engage with current KanCare consumers: Self Advocate Coalition of Kansas (SACK), Kansas Association of Centers for Independent Living (KACIL) and Poetry for Personal Power. Each group asked KanCare consumers a set of seven initial questions, and some added additional questions. This document provides a summary of answers provided by consumers, grouped into “pilot themes.”

Overview of Consumer Engagement, by Group:

SACK:

- Consumers engaged: 8
- Location: Garden City, KS
- How: Focus group

KACIL:

- Consumers engaged: 29
- Location: Across the state
- How: 1:1 phone interviews

Poetry for Personal Power:

- Consumers engaged: 19
- Location: Kansas City, KS
- How: 1:1 in-person interactions

Initial Consumer Engagement Questions:

1. What matters to you (or people receiving similar services to you) about the KanCare program?
2. What do you wish you knew more about KanCare?
3. What problems have you experienced with KanCare?
4. What benefits have you experienced with KanCare?
5. If you were running the KanCare program for a week, what’s the one thing you would need to know about the program?
6. If there’s one thing you would change about KanCare services, what would that be?
7. What is the best way to get ideas and opinions from people who use Medicaid/KanCare? How can we get more people involved?

Additional Questions:

8. If you get mental health services, are they helpful or not helpful? Why or why not?
9. What is your biggest barrier to accessing healthcare?

10. What have you done in your life to overcome trauma and who has helped you overcome it?

Summary Consumer Answers:

The KMMC design team reviewed answers from all consumers and grouped them into themes. The themes are presented in the first column in the table below, with examples of consumer answers that fit the theme in the second column.

The number following the individual responses corresponds to a question number from the “Initial Consumer Engagement Questions” or “Additional Questions” above. This indicates which question the consumer answer was provided for.

Pilot Themes	Examples of Consumer Answers
<p>Affordability/Coverage of Services</p>	<p>Making sure that consumers get the services they need. (#1)</p> <ul style="list-style-type: none"> Addressing medical harm and knowing which services work and don't work.
	<p>Get the services I need such as gas reimbursement for medical appointments, HCBS-FMS. (#1)</p>
	<p>Durable medical equipment. (#1)</p>
	<p>Having medical bills paid for. (#1)</p>
	<p>Money (#9)</p> <ul style="list-style-type: none"> Self-Directed spending improves recovery outcomes and reduces costs (i.e., pay people money instead of paying for their "care")
	<p>Not having total bills paid for (#3)</p>
	<p>Free meds (#4)</p>
	<p>Specific services mentioned throughout: transportation, caregiver, HCBS, home health, DME, dental, eyeglasses, rehab, nutrition benefits, prescriptions</p>
<p>Availability of Services</p>	<p>Denied, appeals long wait (#3)</p>
	<p>Available services that I may not know about. (#2)</p> <ul style="list-style-type: none"> What programs are available other than HCBS and doctor visits. (#2) Examples: Support and recovery groups, peer support, community activities (#10) Information about getting out of the house and do things because I feel like I am getting boxed in. (#2)

Pilot Themes	Examples of Consumer Answers
	<p>More about the programs, but I do get the mailers. (#2)</p> <ul style="list-style-type: none"> • Send information on benefits and coverage. Smaller packet for people to understand. The KanCare packet is too much information to read. It is good to have but it is too much, and I don't think people read it. It can be overwhelming. (#7) • What doctors and specialists I can visit. (#2)
	<p>Most importantly is having a choice of medical providers (#4)</p>
	<p>Barriers: Money, the time it takes to become eligible, and getting the right provider (#9)</p>
Respect/Consumer Treatment	<p>I like that they care. (#1)</p>
	<p>How I am treated by people providing the services (respect, dignity, etc). (#1)</p>
	<p>Equal treatment. (#1)</p> <ul style="list-style-type: none"> • Equitable care
	<p>Lack of feeling respected. (#1)</p>
	<p>Staff makes us feel unimportant. (#3)</p> <ul style="list-style-type: none"> • Physical and cultural responsiveness trainings with staff empowerment materials
Living in Community, Independence, & Quality of Life	<p>Able to make decision on your own. (#1)</p> <ul style="list-style-type: none"> • Fully informed consent is essential
	<p>Increased community involvement. (#4, #10)</p>
	<p>Being able to take care of myself. (#4)</p>
	<p>My in-home service. (#4)</p>
	<p>Call guardian without consent (#4)</p>
Communication	<p>Don't keep a person on the phone for an hour to get help. (#6)</p>
	<p>Not having to contact so many organizations and agencies to receive the help services needed. (#6)</p>
	<p>More communication (#6)</p>
	<p>I would make it transparent. (#6)</p>
	<p>A better understanding of the system and qualifications for services (#1)</p>
	<p>How do I find out what doctors and specialists I can visit (#2)</p>
	<p>How do I choose a doctor (#2)</p>
	<p>Send information on benefits and coverage. Smaller packet for people to understand. The KanCare packet is too much information to read. It is good to have but it is too much, and I don't think people read it. It can be overwhelming. (#7)</p>

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Pilot Themes	Examples of Consumer Answers
<p>Transportation</p>	Medical transportation – mileage reimbursement (#3)
	Transportation to out-of-town appointments is appreciated. (#4)
	Ride to doctor and appointments (#4)
	Rides to doctor and pharmacy (#4)
	Transportation by the masses (#1)
<p>Disparity of Services (likely due to location or network adequacy)</p>	Distance to services availability of behavioral health/mental health
	HCBS-FMS services in county
	Telehealth or phone or patient portal access or availability
	Regional partnership listings
<p>Outcomes</p>	Recovery-oriented outcomes and provider-oriented outcomes are not the same
<p>Consumer Feedback/Engagement</p>	Suggested collection methods: Word of mouth, Surveys, talk to people in doctor waiting area, group settings, phone, email, flyer, door to door, go to places where self advocates are, talking to them. (#7)
	Really listen to what people are saying, make it easy for elderly people (#7)
	Ask them what they want and need and show them action. Show them you actually care (#7)