

KMMC Consumer Engagement Design Team Meeting
Friday, July 12, 2019, 1:30PM - 2:00PM
Kansas Health Institute & Zoom

Consumer Engagement Design Team Meeting Notes

Agenda item: Finalize Consumer Engagement Language

Scott Wituk provided the design team and other members of the Stakeholder Working Group (SWG) in attendance an overview of the work on consumer engagement to date. The next round of consumer engagement will take place until September 2019, with the goal of using the next wave of engagement to inform later question development by the SWG. At least five organizations have expressed interest in partnering to engage consumers on behalf of the KMMC.

The design team then reviewed the most current version of the consumer engagement script and questions, with the goal of finalizing the script and questions at the end of the meeting. The script and questions reviewed during the meeting can be accessed here: https://www.khi.org/assets/uploads/news/14860/kmmc_script_questions_7-10-19.pdf

The group provided feedback on the script, including referring to KanCare predominately as Medicaid throughout, as some consumers may not always equate Medicaid and KanCare. The group also expressed keeping the highlighted portion of the script, which was a new addition.

The group also provided feedback on the specific questions, including changing the question, “What do you wish the Governor knew about KanCare” to “What message would you want to take to the Governor about Medicaid in Kansas (KanCare)?”

The updated script and questions following feedback provided in the meeting can be accessed here: https://www.khi.org/assets/uploads/news/14860/2019.07.15_kmmc_script_questions.pdf

Design team members asked if it would be possible to receive printed copies of the questions. The design team also discussed the importance of utilizing the input collected and informing consumers of how their input will be utilized. Finally, Wituk reminded the group of the mini grants available to organizations wanting to engage consumers.

Decisions:

- Incorporate feedback to the questions and script provided during the meeting.

Action item(s):

- Modify questions and script.

Responsible party:

- Scott Wituk

Stakeholder Working Group (SWG) Meeting Notes

Agenda item: Consumer Engagement Update

Scott Wituk provided a brief update on consumer engagement for SWG members who were not in attendance during the consumer engagement design team meeting. The next round of consumer engagement will take place until September 2019, with the goal of using the next wave of engagement to inform later question development by the SWG. At least five organizations have expressed interest in partnering to engage consumers on behalf of the KMMC.

Decisions:

- N/A.

Action item(s):

- N/A

Responsible party:

- N/A

Agenda item: Review Informational Questions Posed by SWG members

Kari Bruffett reminded the group of the set of informational questions that had been submitted previously by SWG members. Since the last SWG meeting, the set of informational questions had been divided into policy-focused questions (to be addressed by the SWG/KHI) and data-focused questions (to be addressed by the DRWG).

The informational questions to be addressed by the SWG/KHI can be accessed here: https://www.khi.org/assets/uploads/news/14860/sorted_kmmc_info_questions.pdf

Bruffett then provided a template and example answer to one of the informational questions for the SWG to review. The template and example answer can be accessed here: https://www.khi.org/assets/uploads/news/14860/draft_kmmc_informational_question_template_sample_prtf_process.pdf

The SWG then discussed whether and how to tackle the additional informational questions. In general, the group expressed support for the template format, with the addition of a “key findings” section.

When discussing how to answer the questions, SWG members suggested that it would be important to understand the original intent and underlying meaning of the questions.

While many of the questions focus on processes in KanCare (e.g., how to access specific services), the questions may have been raised due to issues experienced at specific points in the current process. The SWG discussed that it would still be important to understand the current processes, which may help advocates point to where current issues may be occurring.

The SWG then reviewed the list of questions to discuss which to tackle initially and discussed what would be important to consider when answering the questions. Below are the questions the SWG selected for KHI to address ahead of the September meeting, and if discussed, considerations to address when answering each question.

Question 66. “What services are available in KanCare to help enrollees avoid institutionalization or loss of independence? Do MCOs have financial incentives to limit enrollee’s ability to stay in a home environment?”

- Considerations: The SWG discussed that while there are financial incentives in place intended to encourage managed care organizations (MCO) to keep consumers out of institutional settings, anecdotally some SWG members have heard of consumers experiencing the opposite. The SWG suggested examining whether current policy supports avoidance of institutionalization. It was also suggested that the group review the recent DRC report on NFMHs and NFs. Link to report: <https://www.drckansas.org/publications/stuck-in-institutions-the-crisis-of-mental-health-supports-and-services-in-kansas>

Question 74-76b: “What services are available that facilitate employment opportunities for youth? What services are available that facilitate employment opportunities for adults with significant disabilities? What services are available to facilitate employment opportunities for adults? What additional services would help enrollees find employment?”

- Considerations: One SWG member offered to send a recent report from the Employment Systems Change Coalition that provides an overview of employment services and policy recommendations. Link to report: <https://www.drckansas.org/publications/ESC/esc-report/view>

Question 53. “There are so many more questions related to quality of care, it is hard to know where to start. I would be interested in knowing how KanCare selects their performance measures related to quality of care - are we truly measuring what is most important?”

Question from 6/13: “Participation in certain KanCare services; particularly the HCBS Frail Elderly and Brain Injury Waivers has dropped significantly from pre-KanCare numbers. What systems are in place to ensure access to these services hasn't been adversely affected by KanCare processes, eligibility evals, rules etc.”

- Considerations: Because the first portion of the question centers on data, focus answer on what systems are in place to ensure access to HCBS services aren't impacted by KanCare processes, eligibility evals, rules, etc.

Decisions:

- Add a key findings section to the informational question answer template.

Action item(s):

- By September 6, compile answers to set of informational questions identified above.

Responsible party:

- KHI

Data Resources Working Group (DRWG) Meeting Notes

Agenda item: Distribute compiled list of existing data sources & review criteria

Adam Proffitt and Melissa Warfield started the meeting and directed DRWG members to two documents that would support the work of the meeting. They noted that these documents were discussed at the 7/1/2019 DRWG meeting so time would not be spent going over them in detail.

The first document, the list of existing data sources, can be accessed here:

https://www.khi.org/assets/uploads/news/14860/2019.07.12_swg_initial_priority_questions_draft_responses_v2.01.pdf

The next document, the draft review criteria, can be accessed here:

https://www.khi.org/assets/uploads/news/14860/2019.07.12_draft_drwg_criteria_linw.pdf

Decisions:

- N/A.

Action item(s):

- N/A

Responsible party:

- N/A

Agenda item: Update on Data Map

Sarah Good provided an update on the planned and completed updates to the Data Map. Good noted that additional updates will be made in the coming week so interested KMMC members should visit the link to the Data Map through the KMMCdata.org site or via this url:

<https://public.kfmc.org/sites/kmmc/layouts/15/start.aspx#/SitePages/Home.aspx>

Good demonstrated the planned function of the Data Map. The Data Map will be constructed around the domains identified by the SWG.

Decisions:

- Further functionality is currently being added to the Data Map.

Action item(s):

- Complete initial build-out of the Data Map
- Interested KMMC members should view and provide feedback on the Data Map

Responsible party:

- KFMC
- All interested KMMC Members

Agenda item: Discuss DRWG Roles & Responsibilities

Melissa Warfield noted that the work of DRWG will become increasingly technical going forward. The group will move most of the work of the DRWG into small, task-based groups. Warfield noted that this is a move to ensure efficient use of meeting time due to the technical nature of the work. DRWG members who do not have technical expertise are encouraged to select task-based groups in which to participate. Warfield recognized the importance of the continued engagement of these members to participate in a “peer review” or consultative role.

Decisions:

- Most DRWG work will move to smaller, task-based work groups. All DRWG should feel empowered to participate in these task-specific groups.

Action item(s):

- N/A

Responsible party:

- N/A

Agenda item: Plan Collaboration on Data Source Assessment

After discussion, the group decided that task groups would take on each individual “consolidated question.” These task groups will refine the consolidated questions as more precise research questions and pair these refined questions with possible measures. This information will then be sent to the SWG for review and validation. Those who are interested to participate on the task groups may contact Carlie Houchen (chouchen@khi.org).

The documents outlining the consolidated questions can be accessed here:

https://www.khi.org/assets/uploads/news/14860/2019.07.12_swg_initial_priority_questions_draft_responses_v2.01.pdf

Following validation from the SWG, DRWG task groups will apply the assessment criteria to each measure.

The assessment criteria were reviewed at the DRWG meeting on July 1, 2019. These criteria were also distributed at the DRWG meeting on July 12, 2019. This document can be accessed here:

https://www.khi.org/assets/uploads/news/14860/2019.07.12_draft_drwg_criteria_linw.pdf

The group discussed that work will continue to be done on the assessment criteria. Additional comments or edits on the assessment criteria may be sent to Carlie Houchen (chouchen@khi.org).

Decisions:

- Refine SWG consolidated questions as research questions. Identify possible measures for refined research questions. Send refined questions and possible measures to SWG for validation.
- Continue to review and finalize assessment criteria.

Action item(s):

- DRWG members interested to participate on the task-groups addressing each of the nine consolidated questions should contact Carlie Houchen (chouchen@khi.org)
- Distribute written instructions for the task groups addressing the consolidated questions

Responsible party:

- DRWG members
- KHI

Agenda item: Assign Informational Questions

Decisions:

- The group tabled discussion of Informational Questions until next meeting.

Action item(s):

- N/A

Responsible party:

- N/A

Committee of the Whole Meeting Notes

Agenda item: Working Group Updates

Audrey Schremmer, SWG Chair, reported out on the agenda items from the SWG and Consumer Engagement Design Team meetings earlier in the day. Schremmer noted that the SWG in collaboration with KHI will address the policy-focused informational questions. The SWG selected the priority questions to be addressed ahead of the KMMC meeting on Friday, September 6.

The informational questions to be addressed by the SWG/KHI can be accessed here:

https://www.khi.org/assets/uploads/news/14860/sorted_kmmc_info_questions.pdf

Melissa Warfield, DRWG Vice-Chair, reported out on the work completed in the DRWG meeting. DRWG reviewed the list of consolidated questions and decided that small work groups would conduct the next steps regarding those questions. Individuals interested to volunteer to work on the consolidated questions should contact Carlie Houchen (chouchen@khi.org). The latest draft of the consolidated questions can be accessed here:

https://www.khi.org/assets/uploads/news/14860/2019.07.12_swg_initial_priority_questions_draft_responses_v2.01.pdf

Following this work, DRWG will share the results with SWG for validation. Warfield also noted that the DRWG had an update on the increased functionality of the Data Map. It was noted that the full KMMC is able to access the Data Map from KMMCCdata.org and any feedback should be shared with Sarah Good (sgood@kfmc.org).

Decisions:

- DRWG volunteers will work on consolidated questions.

Action item(s):

- Interested DRWG members should contact Carlie Houchen to volunteer to work on consolidated questions.
- All KMMC members should feel free to visit the Data Map on KMMCCdata.org and provide any feedback to Sarah Good.

Responsible party:

- DRWG members

- KMMC members

Agenda item: Revisit National Consultant

Sydney McClendon described the work so far towards engaging a national consultant to inform the work of the KMMC. McClendon indicated that supporting a national expert was part of the interest of the KMMC funder. The group discussed the trade-offs of engaging external expertise now - potentially regarding consumer engagement or other time-sensitive tasks – versus later on topics that may include validated quality measures that may be new to Kansas. There was concern expressed that engaging an expert in the short-term may slow the progress of the group. Others noted the value of starting with best practice and looking for opportunities to meet or exceed it. Another strategy proposed was to send a KMMC member to a meeting where information on best practices related to the work of the KMMC would be discussed. It was also suggested that the KMMC could commission an ECHO Hub to make the learnings available broadly, across the state.

Decisions:

- The group recognized that there was not yet consensus on a strategy for engaging external expertise.

Action item(s):

- KMMC members should send any suggested experts or topics around which expertise may be beneficial to Sydney McClendon (smcclendon@khi.org)

Responsible party:

- All KMMC members

Agenda item: Discuss KMMC Annual Report Outline

Kari Bruffett described the draft Annual Report Outline. Bruffett noted that this would be an interim report on the progress of the KMMC to-date. This report will support a key KMMC aim of a shared understanding of KanCare. Bruffett shared that the initial goal was to make this report available by August 31. However, Bruffett noted that it has been suggested, but not confirmed, that the next meeting of the Bethell committee will be the last week of August so it may be necessary for the report to be available ahead of schedule. The group recognized that the report is not being made at the request of the Bethell committee, but that the committee will likely be interested in its content. Further, the group discussed how the report should be reviewed and decided that the Executive Committee will review the draft report. It was also discussed that those who have led sub-groups, such as the Consumer Engagement Design Team may provide input on the items and process related to that work.

Decisions:

- The Executive Committee will review the draft report.
- Those who have led sub-groups of the KMMC (e.g., Consumer Engagement Design Team) will provide feedback on report as it relates to the work that they led.

- The intent will be for the report to be available by the August meeting of the Bethell committee.

Action item(s):

- Develop draft of report for review by EC

Responsible party:

- KHI

The next meeting of the full KMMC will be on Friday, September 6.