

**Subcommittee: Evaluation**

**Date: February 25, 2015**

**Time: 3:00 to 5:00 pm**

**35 Anthony Avenue, Augusta, ME** 04333

**Co-Chairs**: Amy Wagner (DHHS/OCQI); Kathy Woods (Lewin)

**Core Member Attendance:** Angela Cole Westhoff (Maine Osteopathic Association), Poppy Arford (Consumer), Sadel Davis (UPC of ME), Peter Kraut (DHHS/MaineCare), Jim Leonard (DHHS/MaineCare), Lisa Letourneau (QC), Andrew MacLean (ME Medical Association), Katherine Pelletreau ( ME Assoc. of Health Plans), Kitty Purington (DHHS/MaineCare), Debra Wigand (Maine CDC), Jay Yoe (DHHS/OCQI), Andrew MacLean (Maine Medical Association), Peter Flotten (MeHMC), Shaun Alfreds (Health Infonet), Cindy Seekins (Parent of Consumer)

**Interested Parties & Guests**: Beth Austin (Crescendo Consulting), Randy Chenard (ME SIM), David Hanig (Lewin), Jessica Newman (Lewin), Andy Paradis (Lewin), Jade Christie-Maples (Lewin), Scott Good (Crescendo Consulting), Brian Robertson (Market Decisions), Gi Kim (Lewin)

**Unable to attend**: Simonne Maline (Consumer), Sheryl Peavey (DHHS/Commissioner’s Office)

| **Topics** | **Lead** | **Notes** | **Actions/Decisions** |
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| 1. **Welcome & Introductions, Goals of meeting** | **Wagner** | * Review and approve previous meeting minutes, as well as subcommittee charter. * Crescendo Consulting & Market Decisions will be conducting provider and consumer interviews (respectively) as part of the self-evaluation process * Meeting focus: Obtain Committee feedback regarding provider and stakeholder portions of the evaluation | N/A |
| 1. **Review & Approve Dec. 10th and Feb. 11th Meeting Minutes** | **Wagner** | * Minutes were circulated prior to the Feb. 25th meeting for review by subcommittee members. Minutes were approved unanimously without changes to draft. | * December 10, 2014 and February 11, 2015 Minutes approved. |
| 1. **Review & Approve SIM Evaluation Subcommittee Charter** | **Woods** | * Charter was circulated prior to the Feb. 25th meeting for review by members. * No comments or clarifications were suggested. * Charter was approved unanimously. | * Charter approved. |
| 1. **Provider Interview Tool** | **Woods**  **Hanig**  **Crescendo** | * Detailed review of the provider and key stakeholder tools, timeline, targeted cohorts, and communication plan was presented; * Interviews will be conducted by phone or in person, and will be designed to consider other surveys currently being conducted by different vendors across these provider groups. * Feedback from February 11th committee meeting has been incorporated into the latest iteration of the tools. Those changes:   + Enhance clarity to provider portal related questions   + Enhance questions related to support from partner organizations   + Realign payment model questions to target practice managers and leads, as well as administrators, and to differentiate between commercial and MaineCare Models   + Target outreach towards HH practice leads   + Target questions related to CHW and NDPP for providers participating directly in these initiatives but not entire cohort. * February 25 meeting feedback:   + Discussion of whether Accountable Communities should be included as part of the interview questions at this time, given their current state of implementation.   + Questions regarding topics that require further clarity to ensure provider understanding and relevant feedback – e.g. “Are you using practice reports? Are you using the data regarding inpatient transfers? How much are you using? What’s valuable?”   + Questions about Learning Collaboratives, should specify which collaborative is to be reviewed (HH or BHH), instead of Learning Collaboratives generally.   + Key stakeholder interview & potential time constraints for participants- suggestion that 10 vs. 30 minutes may be more viable to engage this cohort in interview participation. * The timeline for provider and stakeholder interviews is projected to be:   + Tool Finalization – Early March   + Cohort Communications   + Interviews begin within next 1-2 months | * Committee feedback will be incorporated into final iteration of provider interview tool (feedback due by 3/2); * Committee feedback will be incorporated into next iteration of key stakeholder interview tool (feedback due by 3/2); * DHHS to have further discussion regarding inclusion of Accountable Community related questions |
| 1. **Consumer interview tool** | **Woods**  **Hanig**  **Market Decisions** | * Detailed review of the consumer stakeholder tools timeline, and communication plan was presented; * Two tools are being developed by Market Decisions to target:   + Stage A HH, Accountable Community, and Control Group consumers which will utilize the CAHPS survey with the Patient Centered Medical Home supplemental survey   + Stage B BHH consumers which will utilize the 2013 MaineCare Adult/Youth & Family Survey * The tools will be supplemented by additional questions that focus on SIM research questions and hypotheses. * Market Decisions will use telephone outreach to conduct interviews with the aim of completing within approximately 15 minutes. * Selected questions will target a series of priority domains identified by the state:   + Consumer engagement in treatment planning, decision-making   + Communication effectiveness   + Physical / Behavioral Health Integration   + Care Coordination   + Behavioral Health Recovery Goals & Community Supports * Discussion on the inclusion of Accountable Community or Health Home terms; group consensus to not include so that the interview focuses on the patient’s experience of care. * Behavioral Health tool- clarity suggested for definition of “service providers” per interview question; Market Decisions will incorporate into training for the staff who will implement these interviews. * Market Decisions will reinforce with consumers that multiple efforts are currently taking place in the state, but focus of questions vary, so their participation is encouraged. * Lewin will coordinate with other vendors currently implementing surveys in the state to avoid as much duplication as possible. | * Committee feedback will be incorporated into next iteration of consumer interview tool (feedback due by 3/5) |
| 1. **Next Steps** | **Wagner** | Members will provide additional feedback on provider and stakeholder tools with the following deadlines:   * Provider and stakeholder tool feedback due Monday 3/2. * Consumer tool feedback due 3/5.   The March 25th meeting agenda will include:   * Evaluation Plan review, Risk management process, Update on provider & consumer interview process | * Meeting materials to be posted to ME SIM website at: <http://maine.gov/dhhs/sim/committees/evaluation.shtml> |

**Next Meeting: Wednesday, March 25, 2015**

**Conference Room A, 35 Anthony Avenue, Augusta, Maine Please NOTE- this is a FRAGRANCE FREE building**

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| **Workgroup Risks Tracking** | | | | |
| **Date** | **Risk Definition** | **Mitigation Options** | **Pros/Cons** | **Assigned To** |
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| **Dependencies Tracking** | | | |
| **Payment Reform** | **Data Infrastructure** | **Delivery System Reform** | **Other** |
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