

**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.
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| 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.
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| 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
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| 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)
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| 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>
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**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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