



# Delaware Center for Health Innovation

patient/consumer advisory

## MEETING INFORMATION

- Date: Sept. 16, 2019
- Location: NCALL, 363 Saulsbury Road, Dover, DE
- Next Meeting: Oct. 21 2019; 10:00 AM

**Attendees:** Noel Duckworth, Charita Jackson-Durosinmi, Jill Fredel, Alana King , Rita Landgraf, Tim Rodden, Emily Vera

## SUMMARY OF DISCUSSION

### DCHI Updates

Rita provided DCHI updates since PAC last came together in July:

- DCHI Board approved new policy and innovation language in PAC Charter.
- The Nominating Committee is seeking board and committee nominations
  - Board membership- Rita asked PAC members to send over any ideas for consumers who are interested at this level of engagement at Board level
  - PAC- Rita will be looking at our committee structure. A few members have re-committed, but haven't been able to be as active. Representation from Latinx community is especially needed. Please send recommendations.
- The DCHI Communications Plan includes an alignment with new structure and strategic reorganization. DCHI website will be archived and get a face lift that will include a communications calendar and repository focused on: innovation, policy, healthcare disruption (i.e. how healthcare continues to shift), member and organization highlights
- DCHI Board member Drew Wilson presented nine options to the board for consideration around DCHI's role with regards to advocacy and/or policy. A survey tool will capture board members' feedback
- The Board discussed plans for DCHI to host an annual innovation symposium. Areas to focus on include: technology, care delivery, payment. This will include innovation that is both active in DE (highlight, promote) and out-of-state (aspirational, inspirational).
- Clinical Committee Update- still very much active. CMS Primary Care First (PCD) Model Options Forum to incentivize value- CMS Rep. came. 33 PCPs in room. All DE ACOs in attendance. Model still developing. Hope to give live in January- ambitious. This was more for independent PCPs. CMS will be back to meet w//health system PCPs.
- Payment Work Group Update- The VBP Provider Status and Projections are moving forward. CCHS w/Medicaid and MCOs has value-based payment structure.

- PAC feedback: Some of the push now (insurers? CMS?) is shortening stay after joint replacement. Would like to see data on call-backs, readmission rate, etc. Especially if there is no admission (same day procedure). If it is a patient's first joint replacement it can be daunting.

## **Consumer Survey Update**

Rita provided the following updates:

- Survey Monkey- final questions will be constructed into this tool
- Pilot- PAC to pilot this survey w/CCHS Patient Engagement groups and with Bayhealth. Rita would like to both collect responses from these 2 groups as engaged bodies of patients/consumers, and get feedback from these same groups on the format and questions themselves.
- If this goes out on paper format, people can pull out the page of definitions as a glossary.
- Formatting suggestions: Make word bold but definition in lighter font; Put likert scale at top and then just list 1- 5 in answers for each question to save room; include progress bar for online survey; Move quick answers up front and then put lengthy questions and definitions later on; Q9- Where do you receive your care- Add orthopods into specialists besides PCP, Ob/Gyn
- Process Data will also be helpful (i.e. if we get people in pilot group who are quitting half way through then this will be good feedback)
- Suggestion: Need a hook to make people want to click on the link; Identify that they are part of a pilot and that their help is needed to guide and shape the work. Use leadership names from respective organizations; Consider a long and short form; Provide to SEBO to send out? Connect to what state is doing; Rita thanked Tim Rhodden who took a leadership role in shepherding this project and engaged Carol Moore, a retired NP who recently taught Health Improvement Science and is battling her own health challenges as a patient, to provide the committee with guidance and direction. She reviewed and has provided enhanced recommendations that Rita is incorporating.

## **Other Business**

- DCHI PAC to serve as a co-sponsor of the DE Health Literacy Roundtable on Oct. 28<sup>th</sup>. 8 – 10:30, Ammons Center. October is Health Literacy Awareness Month. Greg O'Neill, Nurse Educator who specializes in Health Literacy, is leading this event. Noel will send out calendar invite to committee. This event may also provide an opportunity to put surveys on tables and have participants fill them out, or to utilize participant email list to send out. We can also ask Greg to review it from a health literacy perspective and edit to appropriate reading level for public consumption.

**Next Meeting: Monday, Oct. 21<sup>st</sup>, location TBD, 10 AM**