

State Innovation Model-Consumer Engagement

Project Summary & Goals

The Kentucky Cabinet for Health and Family Services received a \$2 million State Innovation Model (SIM) design grant from the Centers for Medicare and Medicaid Services, with the intent to fund the Commonwealth to address population health improvement through planning and designing of new payment and service delivery models. Throughout the past year, public and commercial payers, providers, advocacy groups, and employers have participated in monthly stakeholder meetings, each providing input from the perspective of their sector's specific agenda. The Cabinet contracted with the Commonwealth Institute to assist with consumer engagement and integration of consumer perspectives into the SIM plan. To that end, the Commonwealth Institute team collected and analyzed feedback from Kentuckians regarding their experiences as health care consumers, made recommendations regarding ways in which the plan for health system transformation might address consumer concerns, and developed recommendations for rapid cycle consumer feedback processes to be integrated into the plan for the SIM testing phase.

Project Dates

September and October 2015

Principal Investigators

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Communities and Partners Involved

The Commonwealth Institute team leveraged the recent work of Kentucky Voices for Health, which funded consumer focus groups around the Commonwealth. Individuals in each of the eight Kentucky Medicaid regions were interviewed, including board members from Federally Qualified Health Centers. Ten consumer advocates from eight agencies participated in interviews.

Funders

This research was funded by the Centers for Medicare and Medicaid Services as an element of the SIM design grant to the Kentucky Cabinet for Health and Family Services

Key Findings

Consumers expressed their health care experiences in terms of cost, access, and quality. These findings were consistent with national surveys and existing literature. They have been integrated into the full [State Health System Innovation Plan](#).

Cost

- Kentucky insurance coverage rates have increased; consumers expressed satisfaction in the ability to utilize services they could not before due to cost reductions.
- Consumers define the costs of health care in terms of the out-of-pocket costs and personal burden.

Access

- Access to health care has improved since the implementation of Medicaid expansion and kynect in Kentucky.
- Consumers reported difficulty finding providers due to provider acceptance of insurance plans and provider location, which may pose not only transportation difficulties, but also substantial time commitments.
- Both consumers and advocates pointed out that behavioral and oral health providers are not as available in local communities as consumers might desire.

Quality

- In general, consumers were satisfied with their care.
- Consumers valued established and trusted provider relationships.
- Consumers expressed frustration with the amount of time they get to spend with their providers, communication with their providers and participation in treatment decisions, and general confusion about navigating the health care system.