

**Blueprint for Health**  
combined  
**Executive Committee**  
**Planning & Evaluation**  
**Committee**

June 17, 2020

## Agenda

- Welcome, Updates, COVID-19 Response
- Transition of the Self-Management Programs & Discussion
- Highlights from the 2019 Patient Experience of Care Survey

# Self-Management Current Challenges

- Low participation relative to need
- Wide focus
- In-person, group programming
- High ratio of administrative vs program spending
- Variation in regional course offerings
- Not well positioned for new investments

# Research to Inform Self-Management Program Redesign

## What did we investigate?

### Three Literature Reviews

- Prevention and Management of Hypertension (Paul Meddaugh, VDH)
- Prevention and Management of Diabetes (Lucy Lieberman, VDH)
- Patient Activation, Use of Incentives, Use of Technology (Cathy Vogel, OCV)

Key Informant & Stakeholder Interviews (Maurine Gilbert, BP)

Subject Matter Expert Panel (postponed due to Covid)

Social Marketing Research (postponed due to Covid)

# Research to Inform Self-Management Program Redesign

## What are we learning?

- Fewer researched programs for hypertension
- Focus on nutrition, fitness, & weight management
- Multiple modalities are equally effective
- Self-monitoring is important
- Exposure (time) to support for lifestyle changes
- Most effective programs combine education, skills, & support
- Culture, context are important

## Strong engagement & commitment with OneCare

Begin contract negotiations for October 2020 start-up

# Increasing Program Reach

## Target Population

### Identify and outreach to Vermonters Likely to Engage in Self-Management Programming

- Using an App similar to the COVID 19 Patient Prioritization App identify and track Vermonters in the following categories: Pre-Diabetic, Diabetic, Borderline Hypertensive, Hypertensive and those at risk for these conditions.
- Increase awareness amongst Vermonters regarding their eligibility for self-management programming through systematic outreach to the identified target populations and their providers.

*The target population includes ALL Vermonters, not only those attributed to OneCare Vermont*

# New Programs & Modalities

## Program Offerings

### **Develop programing to best meet the needs of the target population**

- Offer an evidence-based lifestyle management program that includes:
  - Online Learning System – Vermont Health Learn
    - Diabetes Prevention Programming
    - Diabetes Management Programming
    - Hypertension Prevention and Management Programing
    - Patient and Provider Resources
    - Discussion Forums
  - Offer these programs in person on an as needed basis.

# New Programs & Modalities

## Program Offerings continued

- Self-Monitoring Through Mobile Technology
  - Health Behavior Monitoring App
  - Incentive Item such as a scale or wearable device
- Community Programing to Promote Healthy Lifestyles
- Health Coaching
- Provider and Staff Educational Opportunities
  - Example: provider-focused lunch and learn on increasing comfort in approaching difficult conversations with patients who are diagnosed with or at risk for diabetes and/or hypertension

# Improve Coordination of Lifestyle Management Programming

## Workforce Alignment

### **Build Self-Management Programing from a lifestyle modification framework.**

- Develop a synergy between OCV Prevention Programs and Self-Management Programing so that both are deployed in an efficient way that maximizes resources and supports the most Vermonters in living their healthiest lives.
- Systematize approach to carry administrative burden at the statewide level freeing local workforce to enhance location specific efforts.
- Assess the current workforce and align local efforts to increase efficiency.

# Assess Program Effectiveness

## Evaluation Plan

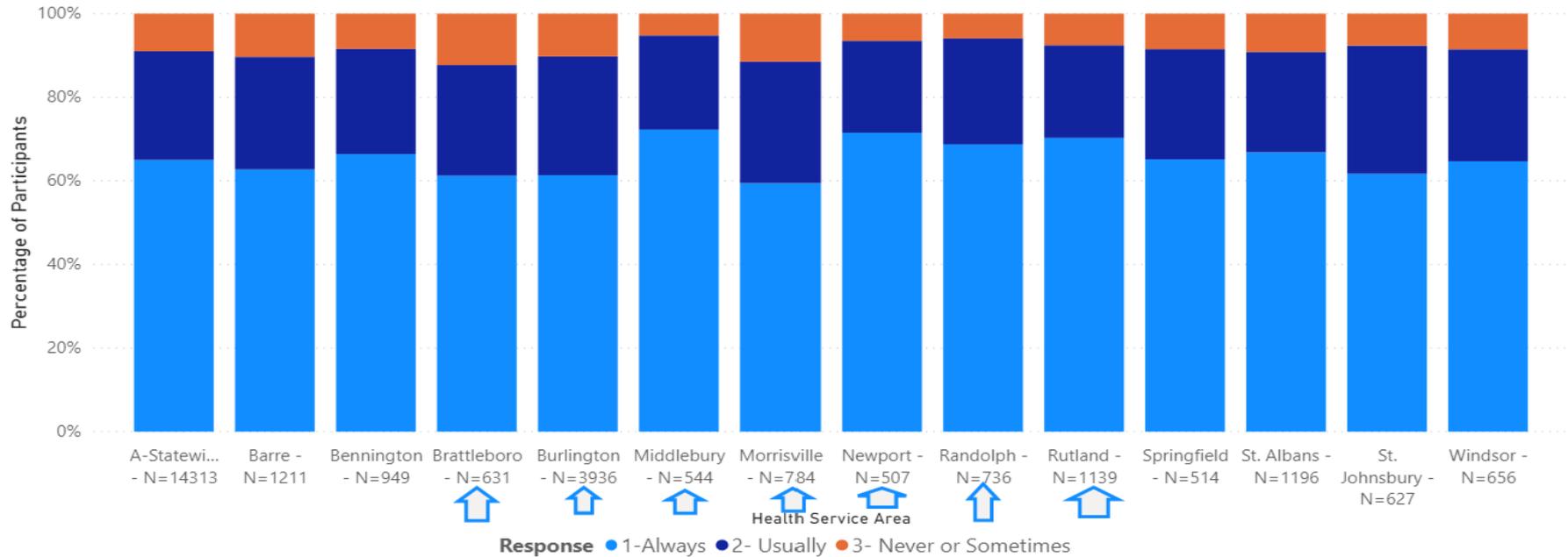
### **Develop and implement program evaluation and continuous quality improvement cycles.**

- Ensure programing:
  - Meets the Self-Management needs of Vermonters
  - Promotes healthy physical activity and nutrition behaviors
  - Promotes healthy weight management
  - Is aligned with most recent evidence and technology
- Measure impact: determine if participants are better off.
- Measure cost savings: using claims and clinical data measure the cost of the four focus areas and determine the cost savings of Self-Management Programing.

# Patient Experience

- Survey: Consumer Assessment of Healthcare Providers and Systems
  - Clinical Group 3.0 with PCMH questions plus Vermont-specific questions
- Conducted annually
- Reporting required in Blueprint statute, ACO Medicaid and commercial payer contracts
- 2019
  - 121 PCMHs participated (up from 108 practices last year)
  - 54,051 surveys sent
  - 10,678 responses received

### Access to Care Composite - CY2019

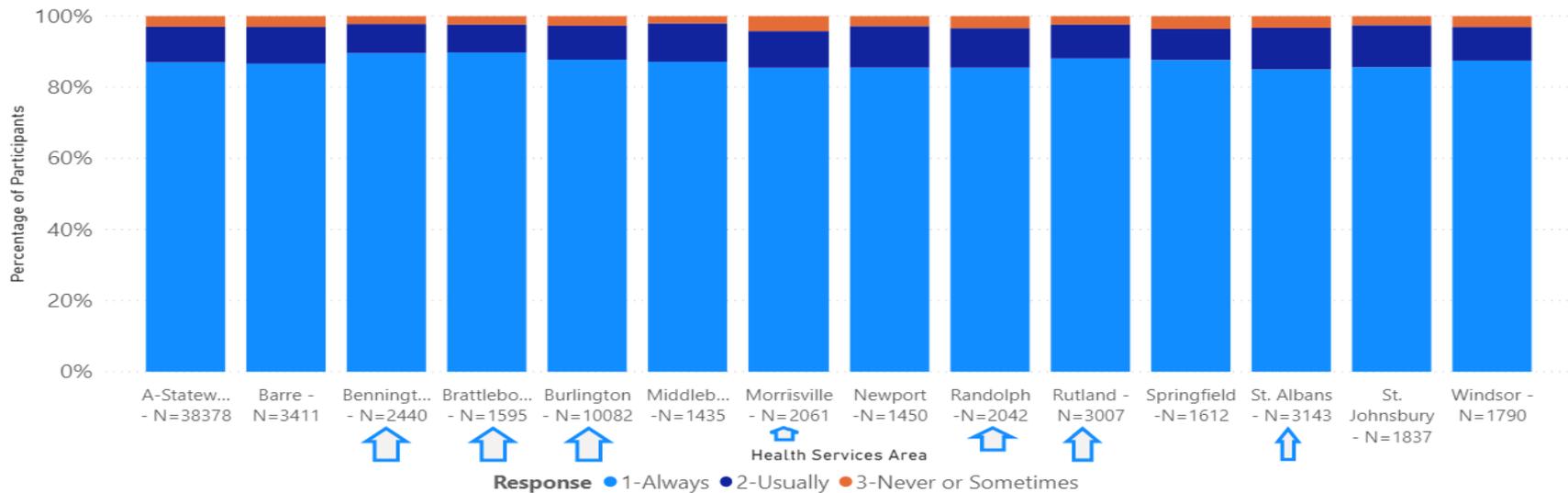


The Arrow indicates that the average response in this HSA was statistically significantly different from the rest of the state at the 5% level.

### Access to Care Composite Questions:

- In the last 6 months when you contacted this provider’s office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?
- In the last 6 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?
- In the last 6 months, when you contacted this provider’s office during regular office hours, how often did you get an answer to your medical questions that same day?

### Communication Composite - CY2019

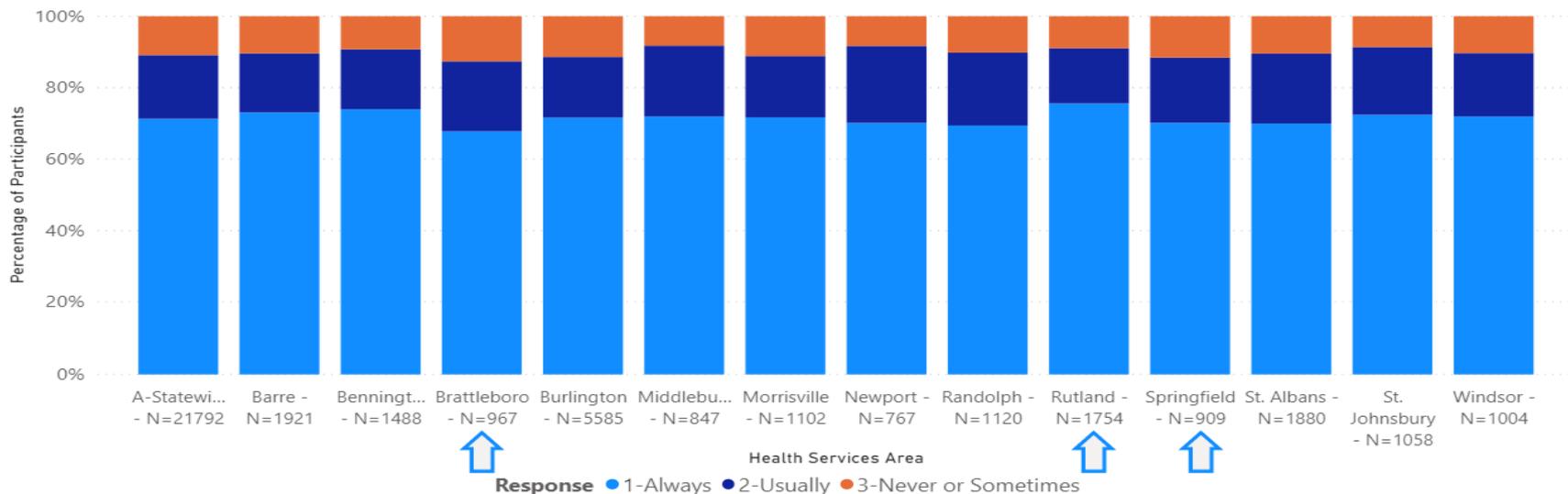


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### Communication Questions:

- In the last 6 months, how often did this provider explain things in a way that was easy to understand?
- In the last 6 months, how often did this provider listen carefully to you?
- In the last 6 months, how often did this provider show respect for what you had to say?
- In the last 6 months, how often did this provider spend enough time with you?

### Coordination of Care Composite - CY2019

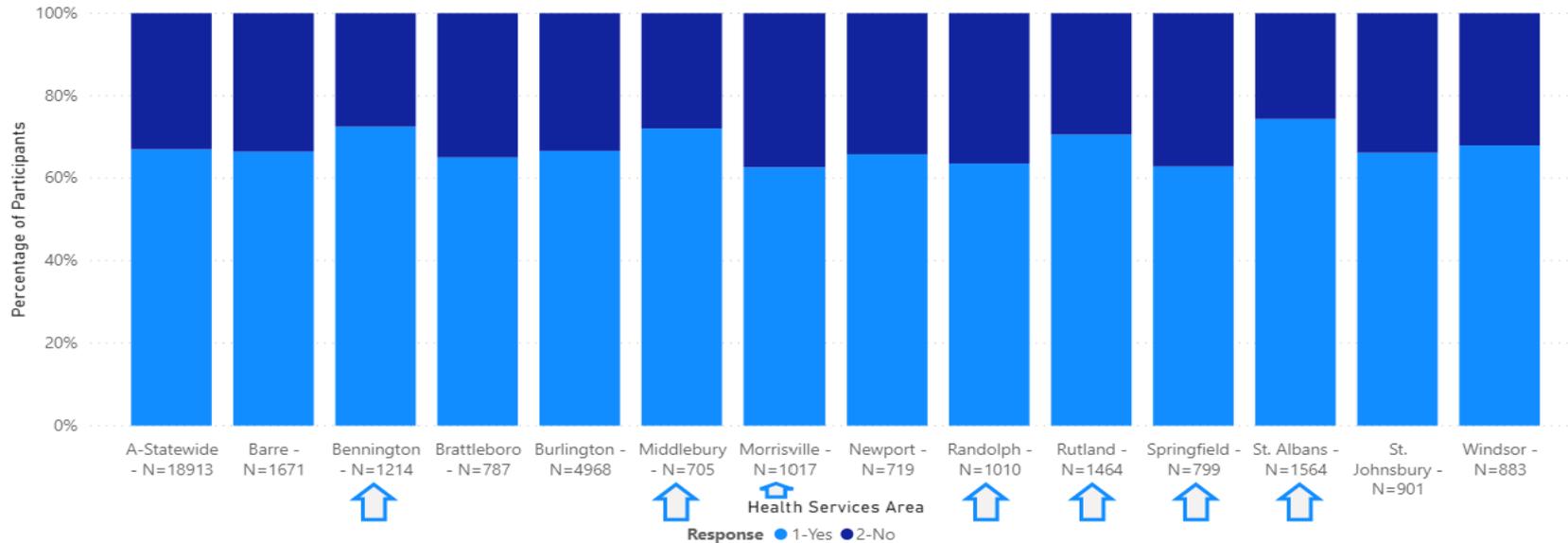


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### Coordination of Care Questions:

- In the last 6 months, how often did this provider seem to know the importance about your medical history?
- In the last 6 months when this provider offered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results?
- In the last 6 months, how often did you and someone from this provider's office talk at each visit about all the prescription medicines you were taking?

### Information Composite - CY2019

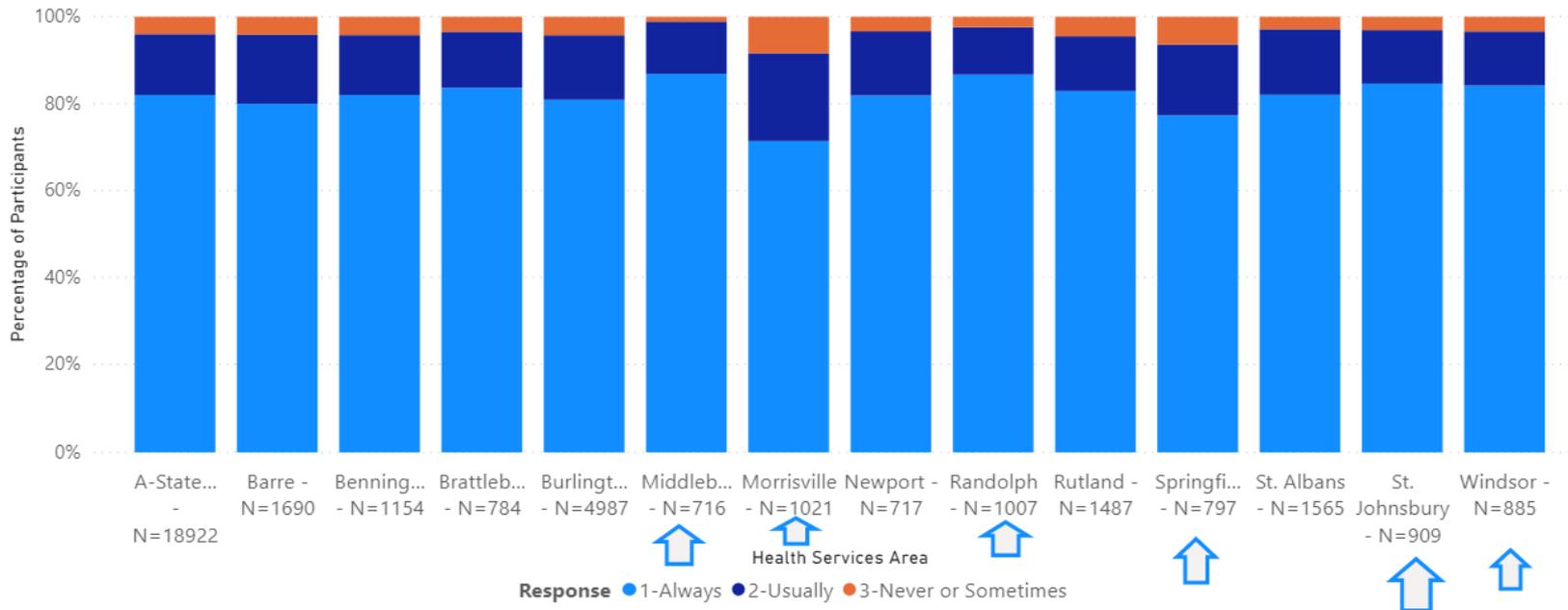


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### Information Questions:

- Did this provider’s office give you information about what to do if you needed care during evening, weekends or holidays?
- Some offices remind patients between visits about tests, treatment or appointments, in the last 6 months, did you get any reminders from this providers office between visit?

### Office Staff Composite - CY2019

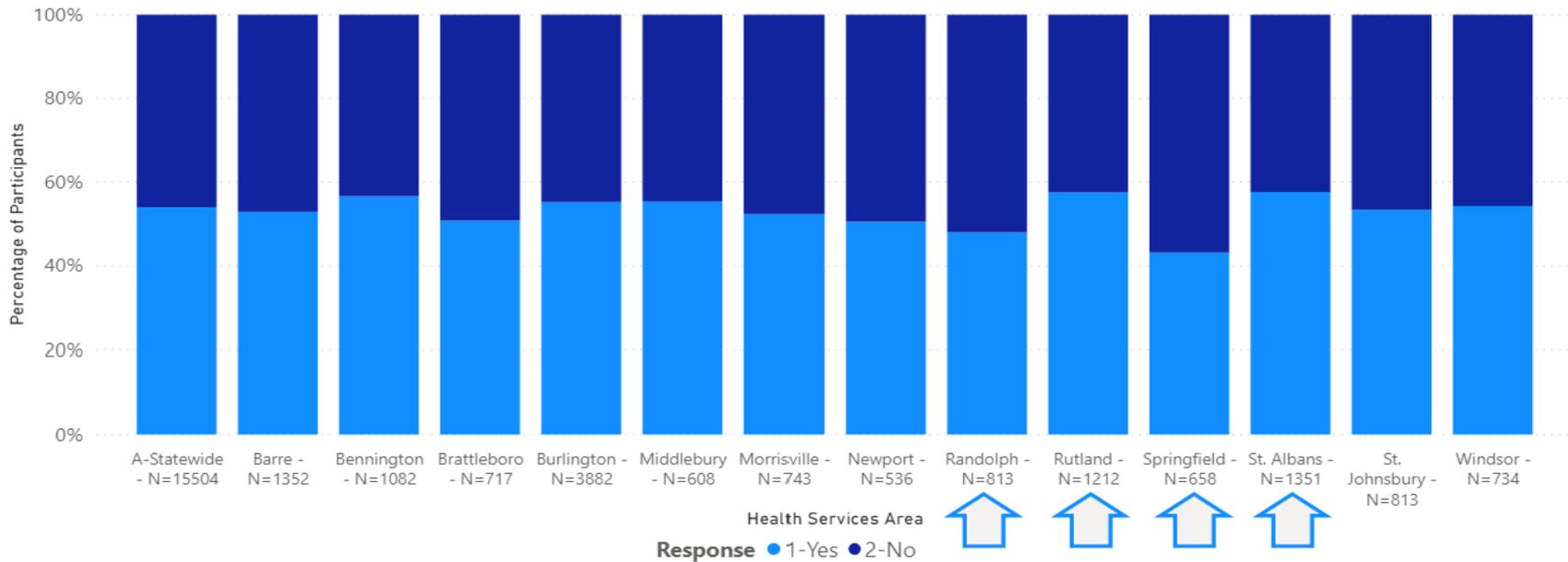


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### Office Staff Questions:

- In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?
- In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?

### Self-Management Composite - CY2019



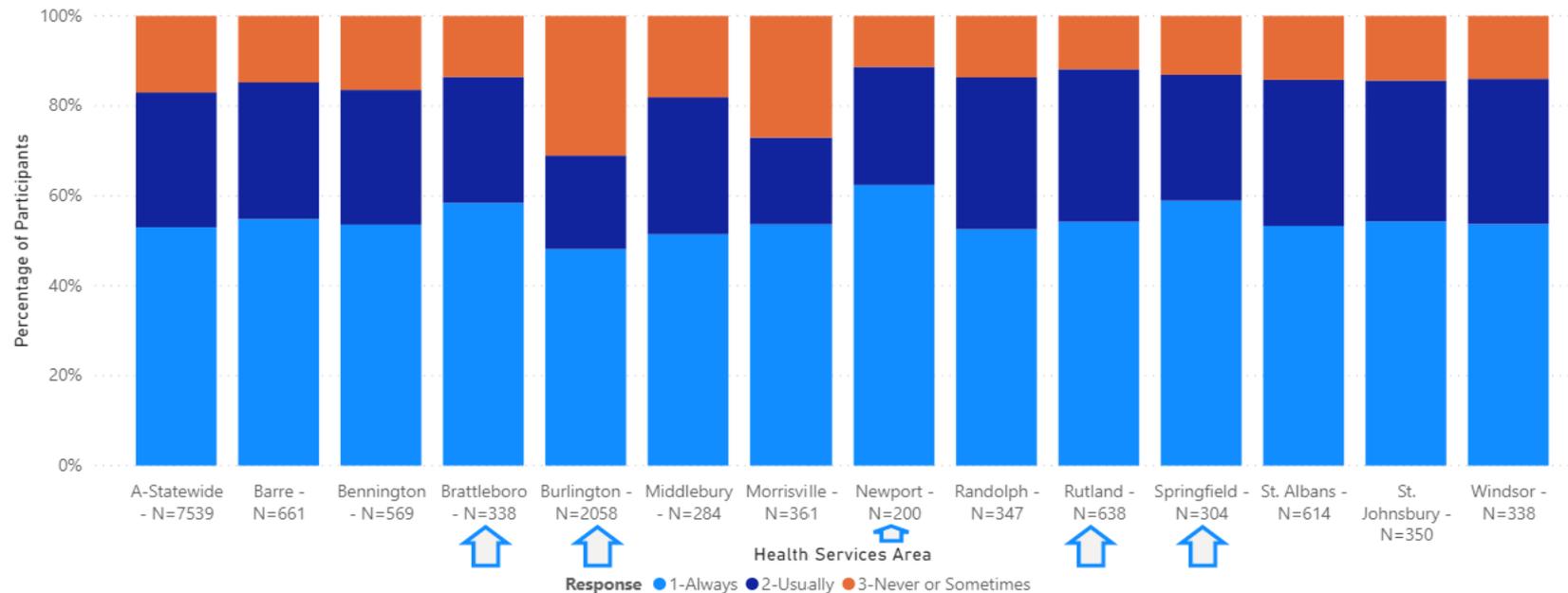
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### Self-Management Questions:

In the last 6 months, did someone from this provider’s office talk with you about specific goals for your health?

In the last 6 months, did someone from this provider’s office ask you if there are things that make it hard for you to take care of your health?

**Speciality Care Composite - CY2019**



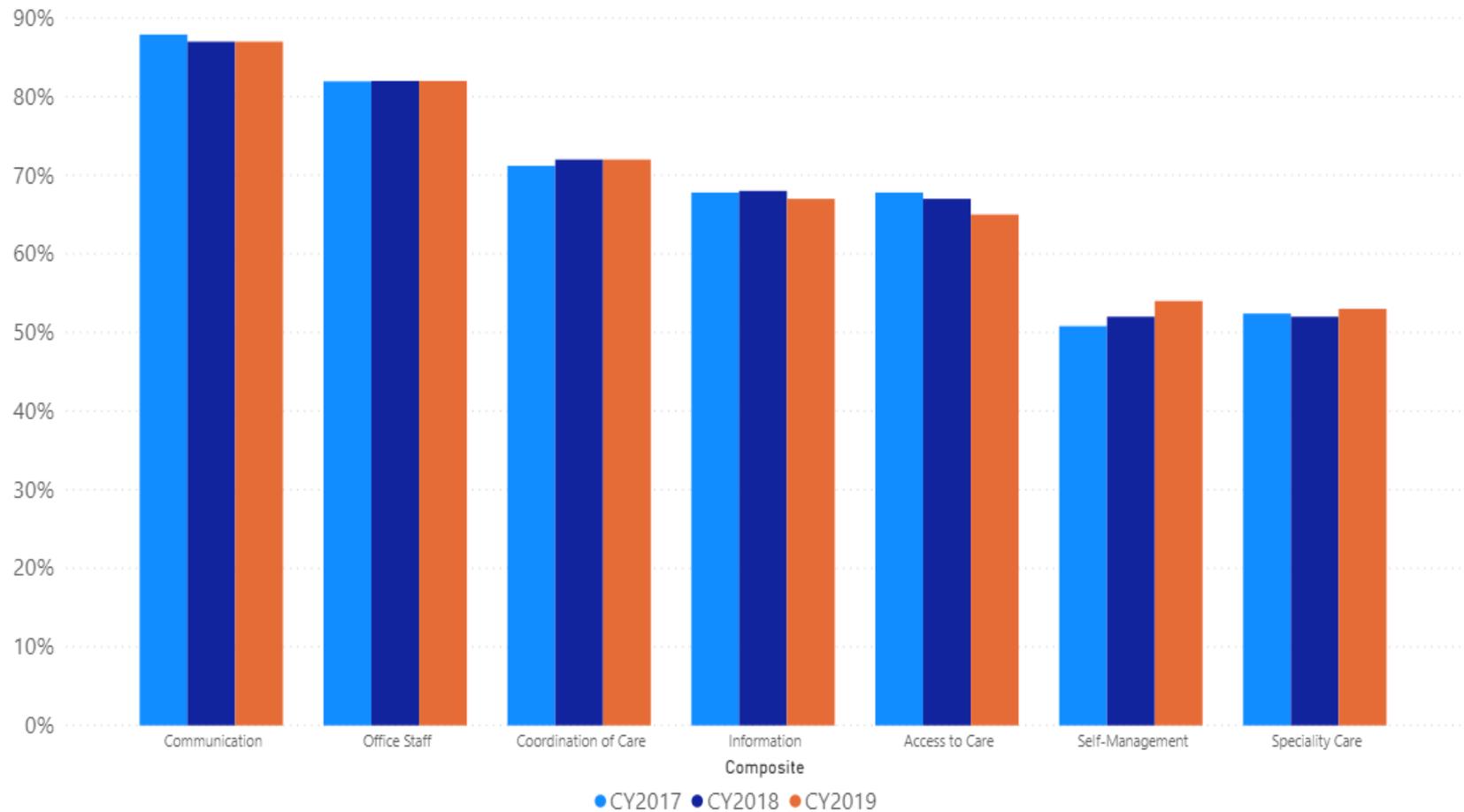
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**Specialty Care Questions:**

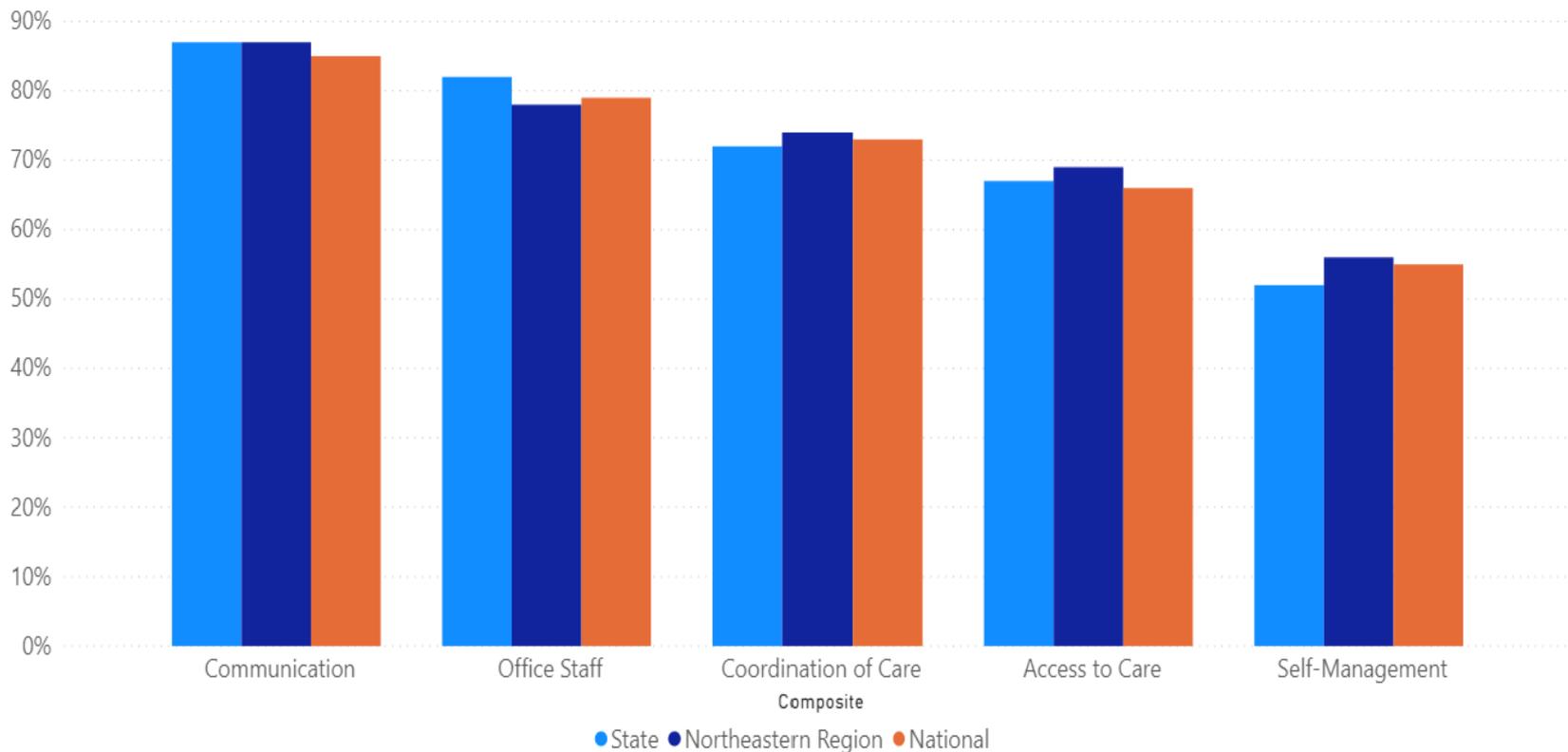
In the last 6 months, how often was it easy to get appointments with specialists?

In the last 6 months, how often did the specialist you saw most seem to know the important information about your medical history?

**Statewide Composites- Trending Over Time (Answered Always)**

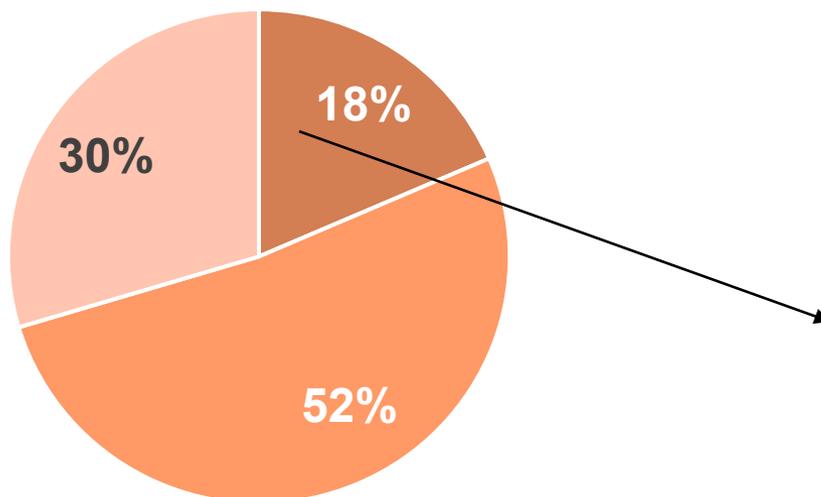


**How Does Vermont Compare? - CY2018 Response (Answered Always)**



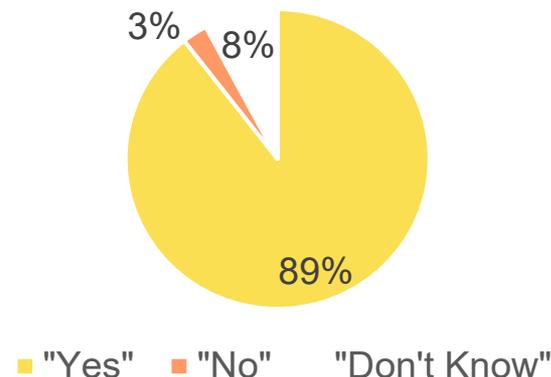
# VHIE Consent Policy Questions

Have any of your health care or other service providers asked you whether you want your health care providers to be able to see your health information in the Vermont Health Information Exchange?



■ "Yes"  
 ■ "No"  
 ■ "Don't Know"

Did you get enough information to feel comfortable deciding whether your health care providers will be able to see your health information in the Vermont Health Information Exchange?



■ "Yes"  
 ■ "No"  
 ■ "Don't Know"