

Ohio Olmstead Taskforce

Stakeholder Focus Group Meetings

Final Agenda

Purpose of the initiative:

Proactively engage consumers and their families/caregivers on two specific Medicaid modernization activities: Single Nursing Facility Based HCBS Waiver and Dual Medicare/Medicaid Integration.

Goal of the meeting:

Hear from consumers, families/caregivers and advocates on their life experiences' regarding the existing structure, services they receive and services they may still need, and hear how their lives may be impacted with the proposed changes.

Meeting objectives:

- What works now/what is best to keep
- What doesn't work now/what needs to be changed
- Services needed, but not available (or what's missing)
- Services available, but not needed
- What could be added to enhance consumer empowerment

Ground rules for each session:

- We are recording this session so that we can share your input accurately with the people developing the changes. Meeting participation is completely voluntary. You may leave at any time. Your names will not be shared, when we pass on your views to the state. No one who affects your benefits or services will know what you said.
- Please speak up, but only one person at a time. No interrupting. This is especially important because of the recorder.
- We want to hear from everyone at the table. All experiences and opinions are important to hear.
- There are no right or wrong answers. We are here to learn from you.
- We will not solve any problems today, but rather we are adding to the dialogue around these issues.

Agenda

Duration	Topic	Lead
12:00 -1:00 p.m.	Meeting prep (including identifying note takers) Materials: <ul style="list-style-type: none"> • Name tents/name tags • Travel reimbursement document(s) • Sign-in sheets • Flip charts and markers • Recording devices (if these are available) • Paper copies of the web-based survey Write ground rules on a flip chart and post to wall (leave up for the entire session)	OOTF, ODJFS, Anita
1:00-1:05 p.m. (5 minutes)	Welcome and housekeeping <ul style="list-style-type: none"> • Don't forget to review restroom locations 	OOTF
1:05-1:10 p.m. (5 minutes)	Overview of meeting purpose (two topic areas), ground rules, and introductions	Anita
1:10-1:15 p.m. (5 minutes)	Overview of Dual Medicare/Medicaid Integration Initiative	ODJFS
1:15-2:15 p.m. (1 hour)	Facilitated discussion	Anita
2:15-2:45 p.m. (30 minutes)	Break	Everyone
2:45-2:50 p.m. (5 minutes)	Overview of meeting purpose (note different topic area), introductions (if necessary) and review of ground rules	Anita
2:50-2:55 p.m. (5 minutes)	Overview of Single Nursing Facility Based Waiver	ODJFS
2:55-3:55 p.m. (1 hour)	Facilitated discussion	Anita
3:55-4:00 p.m.	Final thoughts, closing remarks and next steps	Anita and OOTF

(Final version: 1/23/12)

(5 minutes)	<ul style="list-style-type: none"> Identify contact person for questions 	
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Questions for Medicare/Medicaid dually enrolled:

- Which service(s) do you use (physician, pharmacy, lab, hospital, adult day, home care, behavioral health services)?
 - Do you know if those services are paid by Medicaid or Medicare or someone else?
 - Are you satisfied with the services you receive?
 - Was it easy for you to get those services? What could make it easier?
 - Is the office providing your care, reliable enough for you? Are they easy to get ahold of? Do they help you in a timely manner?
 - Do your health care providers ever consult with each other about your care plan?
 - Who else is involved in the communication with your doctors? Who is not involved, but should be there to help you? Who could be more involved?
 - Do they consult with you and your family members enough? Do you feel as though you and your family members are an active part of coordinating your care? Do you know how you would like to be more involved?
 - Use examples repeated tests, medication reactions, etc.*
 - Are you able to choose your doctor? Are you able to see a specialist when you want to?
 - Do you feel comfortable with your providers? Do they understand your family and living situation (are culturally sensitive)?
- Are there any services that you need, but you can't get under Medicaid? Under Medicare? Other payers? Why can't you get them?
 - Do think there are too many services? Which services seem unnecessary?
- Do you have access to "the right" agencies or providers to address your needs? Is anything missing?
- Are you able to make decisions about your care?
 - Do you feel like you have enough control about your care?
 - Who or what makes sure you are in control?
- What suggestions would you give the state to improve your health care?

- What are your wish list items?

Questions regarding waivers:

- Tell me about the program you are on. How did you first learn about the program? How long have you been on the program?
- How do you feel about that program?
- How did you first get on the program?
 - Was it easy? What could make it easier?
 - Who was part of the process?
 - Has it been hard to stay on the program? What has made it easy or hard?
- Which service(s) do you use?
 - Are you satisfied with the services you receive?
 - Was it easy for you to get those services? What could make it easier?
 - Are there any services that you need, but you can't get? Why can't you get them?
 - Do you think there are too many services? Which services seem unnecessary?
- How do you feel about the way your case is managed by your case manager?
 - Does your case manager consult with other agencies or providers about your services? Is there someone who is not included, but should be there to help you?
 - Do you feel like you have enough control over the services you receive?
- Tell me about your satisfaction with your choice of services and providers.
 - Do you have access to "the right" agencies or providers to address your needs? Is anything missing?
 - What could be improved?
 - Does the same worker come to your home or does the staff change each time? Which would you prefer?
 - How well do they do their job? Are you satisfied with their services?
 - Do you feel comfortable with your agencies or providers? Do they understand your family and living situation (are culturally sensitive)?

- What suggestions would you give the state to improve the services you receive? How can they make them better?
 - What are your wish list items?