# Safety Net Advisory Committee
## SPECIAL JOINT LEARNING LAB
### Health Care through the Eyes of Coloradans:
### New Data on the Consumer Perspective
Thursday, November 14, 2013     12:00 p.m. – 2:00 p.m.
Colorado Health Institute   303 E. 17th Avenue, Denver, CO 80203
### Suite 930 Community Room

(Lunch will be served)

## AGENDA

1.  Welcome, introductions, review of agenda and SNAC Lab Objectives (5 minutes)
    *Jeff Bontrager, Director of Research on Coverage and Access, Colorado Health Institute*

2.  Setting the Stage: The Patient Experience Within the Medicaid Accountable Care
    Collaborative (ACC) and How to Measure It
    (10 minutes)
    - What are the issues?
    - What is the Consumer Assessment of Healthcare Providers and Systems
      (CAHPS) survey?
    - How can CAHPS data be used to inform the ACC?
    *Jeff Bontrager*

3.  Through the Patient's Eyes: Vetting Preliminary CAHPS Findings (45 minutes)
    - How does patient experience differ among adults enrolled in the ACC and
      regular fee-for-service Medicaid? Focus areas include:
      - Communication with providers
      - Coordination of care
      - Rating the health care received
    - Reactions
    - Facilitated Discussion
    *Jeff Bontrager, Invited Responders and SNAC Lab Participants*

4.  Setting the Stage: How do we Measure Access to Care? (10 minutes)
    - What are the issues?
    - Moving from *coverage* to *access*
    - Brief introduction to the Colorado Health Access Survey
    *Anna Vigran, Senior Analyst*

5. Hot Off the Press: Diving Deep into Barriers to Care (45 minutes)
   - Barriers to care
   - Differences in barriers by source of care
   - Facilitated Discussion
   *Anna Vigran, Invited Responders and SNAC Lab Participants*

6. Next Steps, Announcements, and Adjourn (5 minutes)
   - How you can use the data to inform your work
   - Examining patient experience at the Regional Care Collaborative Organization (RCCO) level
   - Upcoming SNAC Labs

**Learning Lab Objectives:**
- Leverage the collective focus on vulnerable Coloradans among a wide variety of stakeholders.
- Provide a forum to identify innovative approaches, promising practices, challenges and lessons learned.
- Provide SNAC Lab participants, as well as the wider safety net community, with the latest strategies for using data to measure the effectiveness of various models.
- Synthesize input from the SNAC Labs and develop a shared body of knowledge for state health policy leaders, future initiatives, and other states about timely and important issues facing Colorado's health care safety net.