

Better Care Workgroup July Survey Results

Survey Response Rate	34%
Survey Respondents	23
Workgroup Membership	67

There is no significant difference in the answers of those who attended and those who did not attend the July workgroup meeting.

Table 1: Meeting Attendance Figures

	Attendees	Percentage
Attended Meeting	14	56%
Did Not Attend Meeting	11	44%

Table 2: How Attendees Participated

	Attendees	Percentage
In-Person	9	69%
Electronically	4	31%

Reminder: Consensus is a two-thirds majority (i.e., seven (7) or more on 10-point Likert Scale)

1 – Strongly Disagree

5 – Do Not Agree or Disagree

10 – Strongly Agree

Workgroup Charter Question 1: What does "Establish a highly coordinated care delivery system built upon a comprehensive primary care model" mean? What is the function of such a system? What are the components of such a system? How do we transition to such a system?

- **9.22 Score** - To transition to this type of system, the payors should compensate providers for care coordination, education of patients on how to appropriately access care and for meeting agreed upon measures / benchmarks
- **9.04 Score** - Providers should treat the underlying disease, not just the symptoms
- **8.78 Score** - Ideally health care is coordinated by linking to a single database / electronic health record with uniform measures
- **8.70 Score** - Health care is integrated to include medical and behavioral health
- **8.43 Score** - The health care system includes a continuum of care that incorporates telehealth
- **8.43 Score** - This system requires a community care team consisting of, at a minimum: a primary care provider, a care coordinator, health educators for chronic disease(s) and a telehealth specialist to extend the reach of the team
- **7.91 Score** - Incentives / payments from payors are aligned to encourage the delivery model
- **7.57 Score** - There is "no wrong door" with which to access health care

Workgroup Charter Question 2: How can current integrated and coordinated care models in West Virginia (Medicaid MCOs, PCMHs, value-based reimbursement) be leveraged in development of the State Health System Innovation Plan?

- **9.26 Score** - West Virginia should supplement its advanced primary care model with additional infrastructure (e.g., telehealth)
- **8.78 Score** - West Virginia needs an inventory of its currently deployed care coordination models so it can analyze and identify best practices
- **8.74 Score** - West Virginia should leverage its advanced primary care model to deliver coordinated care to health care super utilizers
- **7.65 Score** - West Virginia should prioritize a single care coordination model to make the key focus of public / private payors

Workgroup Charter Question 3: What would be good measures for our six target areas of obesity, tobacco, behavioral health, preventable care and avoidable costs, data / measurable outcomes, and community engagement, collaboration and infrastructure?

- **9.04 Score** - West Virginia needs to focus on a whole-person orientation to health care
- **9.00 Score** - West Virginia should increase its tobacco tax to decrease the number of smokers and measure the decreased prevalence of smoking
- **8.83 Score** - West Virginia should choose a uniform set of quality measures and establish attainable goals, then gradually increase these goals
- **8.78 Score** - West Virginia should create an All Payer Claims Database as developed legislatively three years ago
- **8.61 Score** - West Virginia must value the quality of life indicators that contribute to health and wellbeing, such as the amount of greenspace and walkable / bikeable communities
- **8.43 Score** - West Virginia should set a specific target from its current baseline to improve the state's ranking (i.e., obesity from 49th to 39th among states by 2020)
- **7.96 Score** - West Virginia should focus the preponderance of its time and resources on decreasing the prevalence of chronic conditions that share comorbidity, such as obesity, diabetes, heart disease and tobacco use
- **7.39 Score** - West Virginia should create another centralized depository of claims information, such as the data warehouse used by the WV Bureau for Medical Services