SIM Workgroup Meeting
Patient-Focused Workgroup
Agenda

Date: **May 5, 2015**   **Location:**   *Division of Healthcare Financing and Policy*
1100 E. Williams St.
Carson City, NV
1st Floor Conference Room

Time: *2:30 – 4:30 pm (PT)*   **Call-In #:**   *(888) 363-4735*
Facilitator: *Charlyn Shepherd*   **PIN Code:**   *1329143*

Purpose: Meeting to identify areas of improvement in Nevadans' patient experiences in the health care system, and to identify motivators for increased patient engagement in adopting healthy behaviors.

Attendees/Invitees

Name	Organization	✓	Name	Organization	✓
Janice Prentice	DHHS, Division of Health Care Financing and Policy (DHCFP)		Jerry Dubberly	Myers and Stauffer (MSLC)	
Debra Sisco	DHHS, DHCFP		Catherine Snider	MSLC	
Keturah Stanford	DHHS, DHCFP		Jay Outland	MSLC	
Rebecca Vernon-Ritter	DHHS, DHCFP		Gloria Macdonald		
Tiffany Lewis	DHHS, DHCFP		Katherine Griffith		
Chani Overli	DHHS, DHCFP		Charlyn Shepherd	MSLC	
			Ruthanne Freeman	MSLC	
Lisa Barnum, RN			Altamit Lewis	Amerigroup	
Breezy Bolden	YMCA		Vilma Manalo Gorre	Community Alliance Network and Development Outreach	
Barbara Carter	YMCA		Susan McCourt	Patient Advocates of Southern Nevada	
Anna Cedro	Care Coalition		Christy McGill	Healthy Communities Coalition	
Michael Corti	Nevada Community Prevention Coalition, Inc.		Patricia O'Rourke	Your Health Matters	
Daryl Crawford	Inter-Tribal Council of Nevada		Laura Oslund	NYE Communities Coalition	
Rod Davis	Dignity Health		Janie Rippetoe	Caliente Behavioral Health	
Heidi Eikom	Indian Health Service		Erin Snell	Nevada Health Care Guidance Program	
Steve Eisen	Children's Heart Center Nevada		Steven Trafoya	Division of Public and Behavioral Health	
William Evans	Children's Heart Center Nevada		Kelly Woolridge	Division of Child and Family Services - Children's Mental Health Services	
Phyllis Freyer	Renown		Maria Laroya	Amerigroup	
Jane Gruner	ADSD				

Nevada Department of Health and Human Services
Division of Health Care Financing and Policy

Agenda

Item	Discussion Topics
1.	Introductions (10 minutes)
2.	Establish Workgroup Priorities (15 minutes)

3.	Discuss The Patient Experience in the Healthcare System
	• Access to Care
	   o Successful Initiatives
	   o Barriers
	      ▪ Urban
	      ▪ Rural/Frontier
	   o Technology and Other Resources to Drive Patient Engagement
	      ▪ Patient Portal
	      ▪ Technology Tools (apps, in-home monitoring)
	      ▪ Health Literacy
	   o Alignment by Payer Source
	• Access Points and Care Settings
	   o Telemedicine
	   o Paramedicine
	• Healthcare Workforce
	   o Medical
	   o Non-Medical (i.e. community care)
	• Social Determinants Impacting Population Health
	   o Integrate Primary Care and Behavioral Health/Mental Health
	   o Leverage Public Health and Other Programs
	• Measuring Patient Experience

4.	Review Action Items, Discuss Next Steps

Action Items

Item	Action Steps/Due Date/Responsible Party
1.	
2.	
3.	
4.	
5.	