

SIM Workgroup Assignments

Patient-Focused Workgroup

Tasks to be Completed for June 4, 2015 Meeting

Action Items

1. Read the Patient Satisfaction Overview prepared by the CMS Technical Assistance partners (attached to meeting notification email).
2. Visit the Agency for Healthcare Research and Quality (AHRQ) web site.
<https://cahps.ahrq.gov/surveys-guidance/index.html>
 - a. Review the Hospital, Clinician & Group, and Health Plan survey questions
 - b. Identify questions directly related to population health outcomes
 - c. Determine whether any of these questions should be utilized to measure improvements in patient quality for implemented SIM initiatives.
3. Determine if a measurement tool other than CAHPS should be utilized to measure patient quality.
4. Please submit the completed chart below to Chani Overli, chani.overli@dhcp.nv.gov at least 24 hours prior to the scheduled meeting. The purpose of the assessment is to consider your experiences and score the different patient populations' understanding of their coverage and their knowledge of how to appropriately utilize their covered services.

Please consult with your peers as needed to complete the assessment. If you have data which supports your scores, please be prepared to discuss the source and availability of the data.

Nevada SIM Patient-Focused Work Group						
Patient Literacy Assessment						
Person/Organization Completing the Assessment: _____						
Level of Knowledge Regarding Coverage/Usage	Medicaid	CHIP	Medicaid Expansion/ Marketplace	PEBP	Culinary	IHS
Very Knowledgeable	_____%	_____%	_____%	_____%	_____%	_____%
Limited Knowledge	_____%	_____%	_____%	_____%	_____%	_____%
Little to No Knowledge	_____%	_____%	_____%	_____%	_____%	_____%
Total	100%	100%	100%	100%	100%	100%

5. The Patient-Focused work group should prepare an inventory of available call center support services. Please list services you are aware are currently operating in Nevada.

6. The Patient-Focused work group should prepare an inventory of cultural and linguistic support services available to patients. Please list services you are aware are currently operating in Nevada.

7. Assuming primary drivers of patient quality are (1) providing education to patients on the use of their benefits, (2) providing support through call centers and patient portals, (3) certifying providers as cultural and linguistic support organizations, and (4) developing a statewide health care literacy curriculum, please identify necessary action steps for each of these primary drivers to be implemented effectively.
8. Identify other primary drivers that would improve patient quality. Please consider sustainability.