

Baskets of Care Consumer & Employer Listening Session

Report to:
Baskets of Care Steering Committee
Minnesota Department of Health

PURPOSE

The Commissioner of the Minnesota Department of Health hosted a listening session for the consumer and employer representatives from the various baskets of care committees on May 20th. Eight individuals, representing both consumers and employers and six of the seven baskets of care, were able to attend the listening session.

While previous discussions have been organized around defining care components for each basket of care, this meeting provided an opportunity for the consumer and employer representatives to share their unique perspectives on the baskets of care concept. Because it is important to create baskets of care that can work in Minnesota's marketplace, it is essential to understand how baskets of care may be received by the consumers who might buy them and the employers who may offer them.

DISCUSSION QUESTIONS

The following questions were used as the basis for the listening session:

Question 1: Reflect on your involvement in the Baskets of Care project over the last several months. What specifically stands out about your work?

Question 2: How does the Baskets of Care concept appeal to you? What reservations do you have about Baskets of Care?

Question 3: In what ways has the Baskets of Care concept fundamentally changed how you think about health care and the delivery of health care services?

Question 4: What needs to be put in place in order for you or your organization to purchase and/or participate in Baskets of Care?

ATTENDEE RESPONSES

QUESTION 1: REFLECT ON YOUR INVOLVEMENT IN THE BASKETS OF CARE PROJECT OVER THE LAST SEVERAL MONTHS. WHAT SPECIFICALLY STANDS OUT ABOUT YOUR WORK?

- The development of each basket of care was complicated by traditional health care delivery models and practice patterns
 - *Baskets of care are difficult to define*
 - *Different stakeholders had three entirely different “universes of thought” about one condition*
- The current health care system may be an obstacle for implementation of baskets of care
 - *Health insurance coverage and benefits significantly influence health care*
 - *Multi-state employers will be challenged by baskets*
 - *We’re stuck in today’s delivery model*
- Balancing marketability and clinical outcomes will be challenging
- Baskets of care concept incentivizes proactive behaviors
 - *Big opportunity for prevention innovation*
- Baskets of care concept encourages communication to patients and patient accountability for health
 - *Baskets of care communicate care to consumers*
 - *Baskets allow education to be included in the treatment plan*
 - *Baskets are science based and data driven*
- Transparency and coordination inherent in baskets of care will support better health
 - *Baskets provide a treatment program that works*
 - *Baskets puts ownership on all parties involved*
 - *Baskets provide consumers with expectation of outcome*
 - *Baskets creates coordination of care*

QUESTION 2: HOW DOES THE BASKETS OF CARE CONCEPT APPEAL TO YOU? WHAT RESERVATIONS DO YOU HAVE ABOUT BASKETS OF CARE?

- Educational components of the baskets of care are appealing
 - *Baskets of care can be a great educational tool for consumers and providers*
 - *It's important to keep consumer education as part of the baskets*
 - *Consumers need to know their responsibility in reaching desired outcome(s)*
- Baskets of care concept supports and incents proactive behaviors
 - *First model of reimbursement for prevention*
- Data will drive improved quality
 - *Baskets of Care will allow for collection of data that will make it possible to analyze variations in treatment plans*
- Transparency and consistent quality inherent in baskets of care are appealing
 - *Baskets of Care increase transparency and foster competition*
 - *Simplifies and equalizes health care "shopping" experience*
 - *Treatment plan / basket components are understandable by the consumer*
 - *Employers would know they are paying for the same quality care/service every time*
 - *Possibility now exists for consumer to "see" quality*
- Baskets of Care do not address all of the problems in the existing health care system
 - *The baskets may be more or less appealing for an employer based on their employee population (demographic differences)*
 - *Baskets of Care may not be the top priority in health reform (e.g., reducing the uninsured population may be a higher priority for some stakeholders)*
- General concerns
 - *Concerned that "minimum" core components of baskets of care will become standard of care for baskets*
 - *Felt limited by the need to start somewhere*
 - *Felt baskets of care were limited by current reimbursement system (i.e., built around payment model vs care model)*
 - *Difficult to visualize the final product*
 - *How will successful outcomes be determined?*
 - *It is important to have health care homes coordinate with baskets*

QUESTION 3: IN WHAT WAYS HAS THE BASKETS OF CARE CONCEPT FUNDAMENTALLY CHANGED HOW YOU THINK ABOUT HEALTH CARE AND THE DELIVERY OF HEALTH CARE SERVICES?

- Health reform is possible
 - *Energy on state and federal levels for real change is there*
 - *Finally, for first time, the health care system seems “malleable”*
- Disease care has shaped the current health care system
 - *It is apparent that our system is totally focused on sick care*
 - *Current health system is more fragmented than originally thought*
 - *Different health care providers don’t communicate with each other*
- Consumers need to be empowered and more engaged
 - *It is very apparent that the people in power are well represented*
 - *Patient needs to be #1 on health team, not the physician*
 - *Providers don’t know how to communicate the care plan to the consumer*
- Many challenges remain
 - *Overall, reform is very difficult*
 - *Baskets do not guarantee that health care will be accessible to all*

QUESTION 4: WHAT NEEDS TO BE PUT IN PLACE IN ORDER FOR YOU OR YOUR ORGANIZATION TO PURCHASE AND/OR PARTICIPATE IN BASKETS OF CARE?

- Information about the baskets of care outcomes by provider will be necessary for consumers to be informed
- A central agency will need to verify care delivery
- Education is critical. The average person does not know what questions to ask relative to their medical condition. Baskets of care can help to educate the average person.
- Consumers will need to know baskets of care exist
- Multi-state employers will need to conduct legal reviews about providing a benefit that is not available to the rest of the company
- Systems will need to be modified to be able to administer baskets of care
- Health insurance benefit plans will need to be rewritten/amended
- Multi-state employers would prefer a federal or national approach to baskets of care, rather than a state-level framework
- Third party administrators (TPAs) will need to coordinate/manage baskets of care with fee for service (FFS) delivery model to eliminate redundant care
- Would like baskets of care to be accessible to everyone, not just those with certain kinds of health insurance coverage
- It will be important for consumers and purchasers to understand the rationale for baskets of care
- The baskets of care message needs to be crystallized and communicated so people “get it”
- Consumers must drive the change needed in the health care system because it is not advantageous for insurance companies and providers to do so
- People are ready for the health care system to change
- It is important to make providers responsible for health outcomes
- Unfortunately, the health care system may need to get worse before people understand the importance of things like baskets of care