

## FACILITATOR'S GUIDE

### HOW TO USE THIS FACILITATOR'S GUIDE

Thank you for convening stakeholders to provide review and input to the process to redesign and expand Medicaid in Alaska. This guide is part of the Stakeholder Engagement Toolkit to assist you in hosting effective meetings with stakeholders and providing input to the Department of Health and Social Services. This guide is a companion to the Agenda; it provides helpful instructions for facilitators who are hosting stakeholder meetings.

The highlighted sections indicate where you should insert specific information for your meeting. You can share this guide with the other facilitators at your meeting. **Participants should receive the agenda that does not include these facilitator's instructions.**

The time slots are provided to help you predict the length of the meeting. You may choose to revise or delete some of these items to adjust the meeting length. The length of the meeting in this template is 2.5 hours.

### PREPARE FOR THE MEETING

Included in this tool kit is a Pre-workshop Checklist to help you prepare for the meeting.

In addition to the items in the checklist, please do the following:

- Identify a presenter comfortable delivering the information in the PowerPoint; a facilitator for the overall meeting; small-group facilitators and note takers from your organization to lead each small group; and designate additional location for each breakout group to meet during this session.
- Fill in the agenda template for your meeting: identify the length of time for the total meeting, and for each section.
- Choose which of the three options you will use to structure the meeting and provide input to DHSS.
- Download and listen to the audio recording of the September 2<sup>nd</sup> webinar where many of these slides were presented, at <http://dhss.alaska.gov/healthyalaska>. You may choose to use part of this recording in your meeting (the bookmarked section marked "Environmental Assessment"), if you do not feel comfortable presenting the information yourself.

### AFTER THE MEETING: HOW TO SUBMIT FEEDBACK TO DHSS

After you convene a meeting to engage with your constituents, we look forward to receiving your feedback! Please provide us with the following items, sent via e-mail to [medicaid.redesign@alaska.gov](mailto:medicaid.redesign@alaska.gov) (typed or scanned, handwritten-documents welcome):

- Your (the meeting convener's) name and contact information, for any follow-up questions from the project team about the input presented
- One completed matrix that compiles stakeholders' input from the meeting
- A list of participants in the meeting (sign-in sheet or as part of meeting notes)
- Copies of any additional comments submitted via comment cards

# ALASKA MEDICAID REDESIGN + EXPANSION PROJECT

Please encourage meeting participants to fill out the web-based survey after the discussion.

## STAKEHOLDER INPUT SESSION AGENDA

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Time	DATE • X:XX a.m. to X:XX p.m.
Location	LOCATION
Online	LINK TO SCREEN SHARE OR VIDEOCONFERENCE, IF AVAILABLE
Phone	TELECONFERENCE NUMBER, IF AVAILABLE

## OBJECTIVES FOR STAKEHOLDER INPUT SESSION

1. Review goals for Medicaid redesign and expansion.
2. Share information from the draft environmental assessment of Medicaid redesign and expansion in Alaska and other states; specifically, the delivery system reform options for coordinating care and value-based purchasing.
3. Gather input from stakeholders on the goals and priorities for Medicaid redesign and expansion.
4. Gather input from stakeholders on the various options for coordinating care and value-based purchasing and how they might work in Alaska to achieve the goals of Medicaid redesign.

## GOALS FOR MEDICAID REDESIGN + EXPANSION

1. Improve enrollee health outcomes
2. Optimize access to care
3. Drive increased value (quality, efficiency, and effectiveness) in the delivery of services
4. Provide cost containment in Alaska's Medicaid budget and general fund spending

TIME	ITEM	LED BY
8:00 8:15	<p>Welcome and Introductions</p> <ul style="list-style-type: none"><li>• Go around the room and ask everyone to share their name and the organization or constituency they represent.</li><li>• Thank everyone for coming</li><li>• Share milestones in the project timeline:<ul style="list-style-type: none"><li>○ September – October 2015: Gather input on options for care models, payment mechanisms and priorities for Medicaid Redesign.</li><li>○ October – November 2015: Perform two rounds of actuarial analysis on various options.</li><li>○ November 2015: Identify most</li></ul></li></ul>	<p>Welcome: XXX Introductions: XXX</p>

# ALASKA MEDICAID REDESIGN + EXPANSION PROJECT

		<p>promising options for Alaska.</p> <ul style="list-style-type: none"> <li>○ December – January 15, 2016: Consultants draft and finalize report for DHSS.</li> <li>○ January – April 2016: Hearings with the legislature; action and evaluation planning with DHSS.</li> </ul> <ul style="list-style-type: none"> <li>● Review the meeting objectives</li> <li>● Review agenda for the meeting</li> </ul>	
8:15	8:45	<p>Power Point Presentation</p> <p>Distribute handout to participants titled <i>Alaska Medicaid Redesign: Approaches to Coordinated Care and Value-based Purchasing</i></p> <ul style="list-style-type: none"> <li>● At the beginning of the presentation, tell the audience that you will take clarifying questions during the presentation but there will be time for more detailed questions at the end of the presentation.</li> <li>● Tell the audience that the handout is a kind of ‘cheat sheet’ for them to help remember the differences between the different models and the other options we have to consider. They should keep this handout with them when they go to the small groups.</li> <li>● Identify someone other than the facilitator to take notes of questions and comments.</li> </ul>	Facilitator and Note taker
8:45	9:00	Record Participant Questions + Key Issues	Facilitator and Note taker
9:00	9:45	<p>Small Group Discussion:</p> <p><b>Preparation:</b></p> <ul style="list-style-type: none"> <li>● There are three ways to lead these discussions: Option 1: the Short Format, Option 2: the Long Format, or Option 3: the Specific Population Format of the <i>Matrix to Record Stakeholder Feedback on Approaches to Coordinated Care and Value-based Purchasing</i>.</li> <li>● If using the short or long format, break into five small groups and assign one care model to each small group. Note: the ‘Current State’ or ‘Full-risk Managed</li> </ul>	Small groups, Facilitators and Note takers

	<p>Care’ are not included in the matrices because neither of these are realistic options for redesign at this time.</p> <ul style="list-style-type: none"> <li>• If using the specific population format, you can divide into groups per population or select specific populations to focus on.</li> <li>• If you have people joining by teleconference, those people can be one small group. Provide a facilitator who can be on the phone with this group.</li> <li>• Ensure participants have the hand out with them titled <i>Alaska Medicaid Redesign: Approaches to Coordinated Care and Value-based Purchasing</i>. This is their (and your) ‘cheat sheet’ for remembering the features of the various models.</li> <li>• You can either take notes on a large easel pad or, more preferably, you can use a computer and screen to project the matrix and make notes in the document.</li> <li>• The facilitator leads the group through the guiding questions and keeps the conversation on track so that you cover the questions during the time allowed. The note taker takes notes that summarize the group’s input so that you can report back easily and briefly.</li> <li>• You can break people up into small groups by asking participants to count off, or you can allow participants to self-select which group they join.</li> <li>• Before the discussion begins, identify someone in your group to report back. Preferably, this is a stakeholder, not someone from the convening organization.</li> </ul> <p><b>Facilitation:</b></p> <ul style="list-style-type: none"> <li>• Q1: If Alaska had a high functioning health system, what would it look like? What do you hope Medicaid expansion and redesign will do for Alaska’s Medicaid system?</li> </ul> <p>Spend about 10 minutes on the first question. Start by</p>	
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## ALASKA MEDICAID REDESIGN + EXPANSION PROJECT

	<p>reviewing the goals Medicaid redesign and expansion. Ask the group what their values and vision are for redesign and if they have any additions or changes to the goals. Try to elicit input from all participants in order to get perspectives from different sectors affected by Medicaid redesign. Take note of words and phrases to share back with the large group and spend the last 2 minutes summarizing and prioritizing so you are not sharing all of the discussion but the most important parts.</p> <p>Following this, take the next 30 minutes to discuss Q2 if you are using Option 1: the short format or Option 2: the long format, OR Q3 if you are using Option 3: the specific population format.</p> <ul style="list-style-type: none"> <li>• Q2: Using what you have learned about the various models to coordinate care and ensure value-based purchasing (see handout), how well would the model that your group has been assigned achieve your vision for health reform in Alaska?</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Q3: For each priority population, identify the barriers to adequate care, systems changes to address barriers and care model that would improve care for that population.</li> </ul> <p>Use the last 5 minutes to identify the most important items from the matrix to report to the full group.</p>	
<p>9:45 10:15</p>	<p>Report Back to Full Group</p> <ul style="list-style-type: none"> <li>• Each group presents its results. Ask the participants to add any information.</li> <li>• Ask each group to submit their notes to one person at the convening organization. You will need to compile these into one matrix to submit back to DHSS.</li> </ul>	<p>Facilitator and reporters from each small group</p>
<p>10:15 10:30</p>	<p>Wrap-Up and Review of Next Steps</p> <ul style="list-style-type: none"> <li>• Distribute comment cards with link to web-based survey and email address</li> <li>• Upcoming Medicaid Redesign + Expansion Webinars             <ul style="list-style-type: none"> <li>○ Webinar #3: October 21 at 12 noon</li> <li>○ Webinar #4: November 19 at 12 noon</li> </ul> </li> </ul>	<p>Facilitator</p>