

# Idaho Statewide Healthcare Innovation Plan

## *Focus Groups Overview*

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The development process relies upon four work groups to generate the recommendations and policy design decisions that will make up the Statewide Healthcare Innovation Plan (SHIP). At least 56 focus groups will be conducted across the state of Idaho to provide information and feedback to help the work groups to meet their objectives:

- **Multi-Payer Reimbursement Strategies Work Group:** Propose payment model(s) for the new healthcare delivery system that promotes value (positive health outcomes) vs. volume.
- **Network Structure and Medical Home Integration Work Group:** Propose a community care network model to support medical home integration with other aspects of the healthcare system, to improve health outcomes and access through care management and care coordination across an integrated system.
- **Clinical Quality Improvement Work Group:** Propose standard, evidence-based guidelines for clinical practice and disease management strategies to address patient population needs including high risk and high cost patient populations statewide.
- **Data Sharing, Interconnectivity, Analytics and Reporting Work Group (Health Information Technology, or HIT):** Propose a strategy for developing a statewide health information technology system that permits the analysis of clinical quality and utilization data throughout the healthcare system.

For each of the four work groups, focus groups will be conducted with the following three audience segments:

- 1) **Primary Care Providers** (physicians, nurse practitioners and physician assistants, all of whom are qualified to become a Health Home)
- 2) **Consumers** (patients)
- 3) **Other Service Providers** (mental health, Idaho Health Data Exchange, the Duals programs; entities critical to the design of transformation in Idaho)

In addition, two separate focus groups – one for employers (both large and small, including self-insured) and one for hospitals – will be conducted in each geographical area to gather input on population health management and behavior changes, as well as the economic impact on businesses.

## *Facilitation Staffing and Participation*

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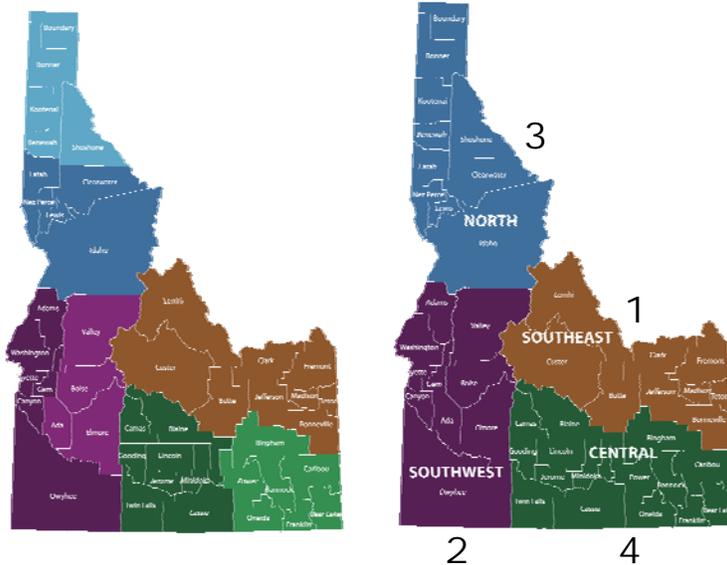
Each focus group will be led by an experienced Mercer focus group facilitation team, consisting of a facilitator, a scribe and a subject matter specialist (typically the appropriate SHIP work group facilitator). To ensure the focus groups are as effective as possible, only facilitation teams and participants will attend. Idaho Department of Health and Welfare (IDHW) representatives may float between sessions in a quality control capacity only. While other stakeholders may be interested in witnessing the focus group session first-hand, this observation can inhibit participants from sharing openly, honestly and completely, which ultimately hinders the efficacy of the focus group process, and its ability to positively influence the development of the SHIP.

## Statewide Representation

Focus group participants will be recruited throughout the seven regions below, Mercer will ensure representation from all regions:

Participants will be assigned to focus groups held in each of the four SHIP areas:

In each of the four SHIP areas, focus groups will be conducted over a three-day period (Thursday – Saturday) in a central location:



- **Southeast** – Idaho Falls  
7/11 – 7/13
- **Southwest** – Boise  
8/1 – 8/3
- **North** – Coeur d'Alene  
8/8 – 8/10
- **Central** – Twin Falls  
8/15 – 8/17

*Additional ad hoc focus groups will be conducted as needed.*

## Focus Group Preparation and Facilitation

Work group members provided initial input on questions for each focus group, which was reviewed and modified by Mercer's Communication and Change specialists, with input from the SHIP Steering Committee and Sponsors. The first focus group area report will be reviewed by work group facilitators and the SHIP Steering Committee to allow for modifications (as needed) prior to conducting focus groups in areas 2 through 4.

