



Idaho Statewide Healthcare Innovation Plan

Focus Group and Townhall Overview

Focus Groups Overview

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** (specialists, administrators, pharmacists and other healthcare industry professionals; individuals and entities critical to the design of transformation in Idaho)

In addition, separate focus groups for employers and hospitals will be conducted to gather input on population health management and behavior changes, as well as the economic impact on businesses.

Focus Group Facilitation Staffing and Participation

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.

Townhall Overview

In addition to the focus groups, townhall meetings will be held in select locations across the state. The discussion agenda for these sessions will touch on all aspects of the SHIP and input will be welcomed from all participants – providers, consumers and other interested parties. The townhall meetings will help to ensure those in rural areas of Idaho have an opportunity to take part in the SHIP development and to make their voices and opinions heard.

Statewide Representation

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

Participants will be invited to focus groups or townhall meetings 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. Townhall meetings will be conducted after business hours in select rural locations.

- **Southeast**
 - Focus Groups (Idaho Falls) – 7/11 to 7/13
 - Townhall (Salmon) – August 13
- **Southwest**
 - Focus Groups (Boise) – 8/1 to 8/3
- **North**
 - Focus Groups (Hayden) – 8/8 to 8/10
 - Townhalls (Moscow, 8/22; Orofino, 8/21; and Sandpoint, 8/7)
- **Central**
 - Focus Groups (Twin Falls) – 8/15 to 8/17
 - Townhall (Pocatello) – 8/14

Additional ad hoc focus groups will be conducted as needed.