

WORKING DRAFT: CONSUMER ADVISORY GROUP ROAD MAP

Last Updated: 4/16/2014

May 16, 2014

- **Topic: Overview of Road Map and Review of MHDO's Current Website**
- **Discussion:** Review and evaluate MHDO's website for functionality, usefulness, readability, and user friendliness. In particular, review and evaluate the Cost Compare tool for accessibility, list of procedures, and usefulness. Review results of feedback survey.
- **Deliverable(s):** Recommendations for improving the website as a whole, and each of the pages individually (Maine HealthCost, Cost Compare, Definitions, Methodology, Facilities, Procedures-Resources to be discussed next meeting). Provide a list of recommended medical procedures to be added to the site (if any).

July 11, 2014

- **Topic: External Resources, Including Prescription Drug Pricing Information**
- **Discussion:** Review and evaluate the resources currently provided on the website. In particular, provide feedback on links and integration with other efforts in Maine, and out of state, involving health data and commercial plans' cost calculators and price information. Evaluate and advise on linking to and/or incorporating prescription drugs pricing information.
- **Deliverable(s):** Revised resource list for website (includes deletions and additions to current list). Recommendation as to whether or not to link to a site like GoodRX or actually develop a RX price tool on the site.

September 12, 2014

- **Topic: Quality Indicators Part I, Including Integrating Medicare/Medicaid Data**
- **Discussion:** Review and evaluate other quality indicators. What do consumers want quality information on (physician, practice group, hospital)? What types of quality indicators are of interest (process, outcome, etc.)? Consider other quality indicators, including the Patient Experience of Care Survey Results. Consider and advise on the inclusion of Medicare and Medicaid data on the website. Discuss if Medicare/Medicaid data should be averaged with private insurance cost data or displayed separately.
- **Deliverable(s):** If quality indicators are of interest, recommendations of level and type of quality indicators to include. Recommendation as to whether or not to link to pre-existing quality sites or include quality metrics directly on the website. Recommendation as to whether or not to include Medicare/Medicaid data; and if applicable, how to include it.

November 14, 2014

- **Topic: Quality Indicators Part II, Including Integrating MONAHRQ Data**
- **Discussion:** Review and evaluate other quality indicators. What do consumers want quality information on (physician, practice group, hospital)? What types of quality indicators are of interest (process, outcome, etc.)? Consider other quality indicators, including the Patient Experience of Care Survey Results. Review information on MONAHRQ and make recommendations on the priority of the information, including the top ten indicators.
- **Deliverable(s):** If quality indicators are of interest, recommendations of level and type of quality indicators to include. Recommendation as to whether or not to link to pre-existing quality sites or include quality metrics directly on the website. If MONAHRQ data is considered high priority, provide list of top ten indicators for inclusion on the website.

January 9, 2015

- **Topic: MHDO's Website Revision Plan**
- **Discussion:** Review and evaluate MHDO's revision plans for the website.
- **Deliverable(s):** Feedback on plans and additional recommendations for improving the website.

March 13, 2015

- **Topic: Integrating Cost and Quality**
- **Discussion:** Should cost and quality data be linked? If so, how should it be done?
- **Deliverable(s):** Action plan or recommendations for integrating cost and quality data.

May 8, 2015

- **Topic: Awareness Campaign**
- **Discussion:** Develop recommendations for an effective statewide awareness campaign to educate Maine residents about the value of information available through MHDO. What are we calling the final product?
- **Deliverable(s):** Recommendation of ways in which to educate Maine residents about the value of information available through MHDO. Suggest venues (print ads, TV, radio), target populations (physicians, the elderly, etc), and geographical areas. Suggest name of final product.

July 10, 2015

- **Topic: Review MHDO's CMS Grant Product Plan (website, consumer guides etc.) and Timeline**
- **Discussion:** Review and evaluate MHDO's Product Plan and Timeline.
- **Deliverable(s):** Recommendations for improving the Product Plan.

September 11, 2015 (tentative)

- **Topic: Celebrate Achievements and Discuss Next Steps**
- **Discussion:** Review and celebrate achievements. Discuss next steps.
- **Deliverable(s):** Feedback on next steps.