



Evaluating the Commonwealth Coordinated Care Program: Virginia Medicaid's Approach to Culturally Responsive Evaluation

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September 19, 2014

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Advice & Evaluation Advisory Committees

- Advice is a way of seeing a problem or working toward a solution; it helps correct limitations while binding us together socially
- In evaluation, advice can be sought through informal or formal structures, such as evaluation advisory committees (EACs)
- **Use of EACs can improve evaluation responsiveness and enhance evaluation effectiveness and value**



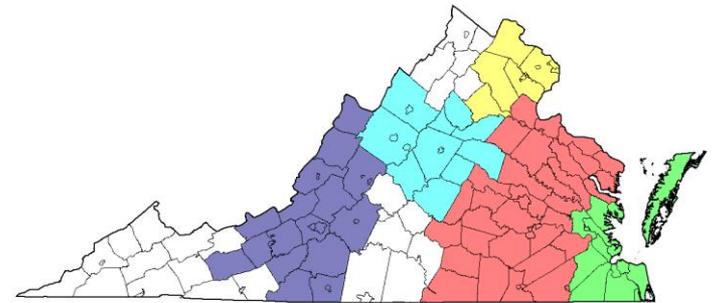
Why is this Important?

- Evaluation exists to be practical; doing evaluation well means doing it fully, accurately, transparently, and openly
- It should reflect multiple perspectives through involvement of others
- **The literature indicates that EACs are not commonly used for various reasons**
 - Limited guidance, few evaluations on effectiveness, time consuming, etc.



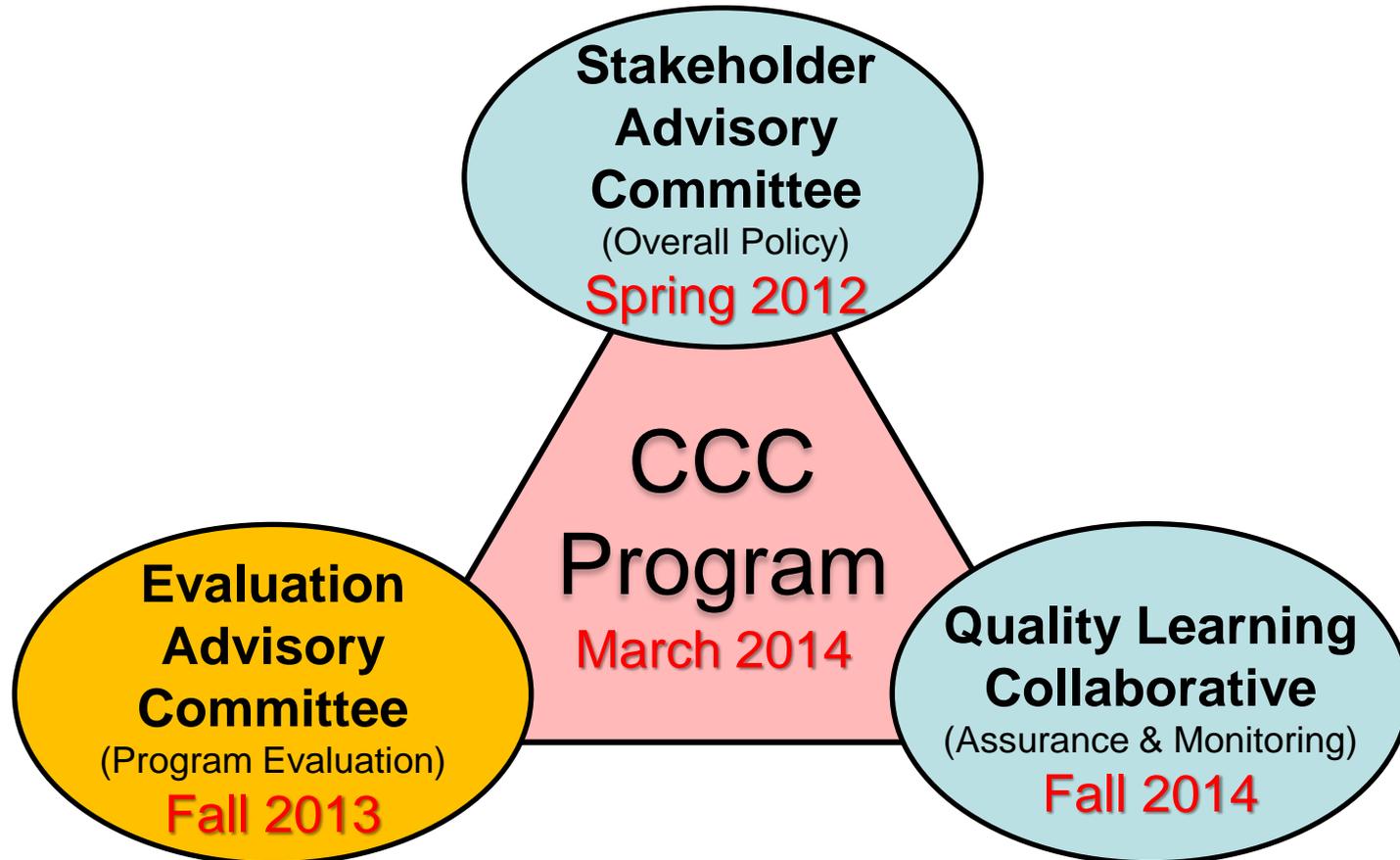
Commonwealth Coordinated Care (CCC)

- A financial alignment demonstration to test a **new payment and service delivery model** for **full benefit Medicare-Medicaid beneficiaries** (≥ 21 yrs.) that provides high quality, culturally responsive, person-centered care through **one entity** responsible for coordinating the delivery of all primary, preventive, acute, **behavioral**, and **long-term services and supports**





State-Level CCC Advisory Structure



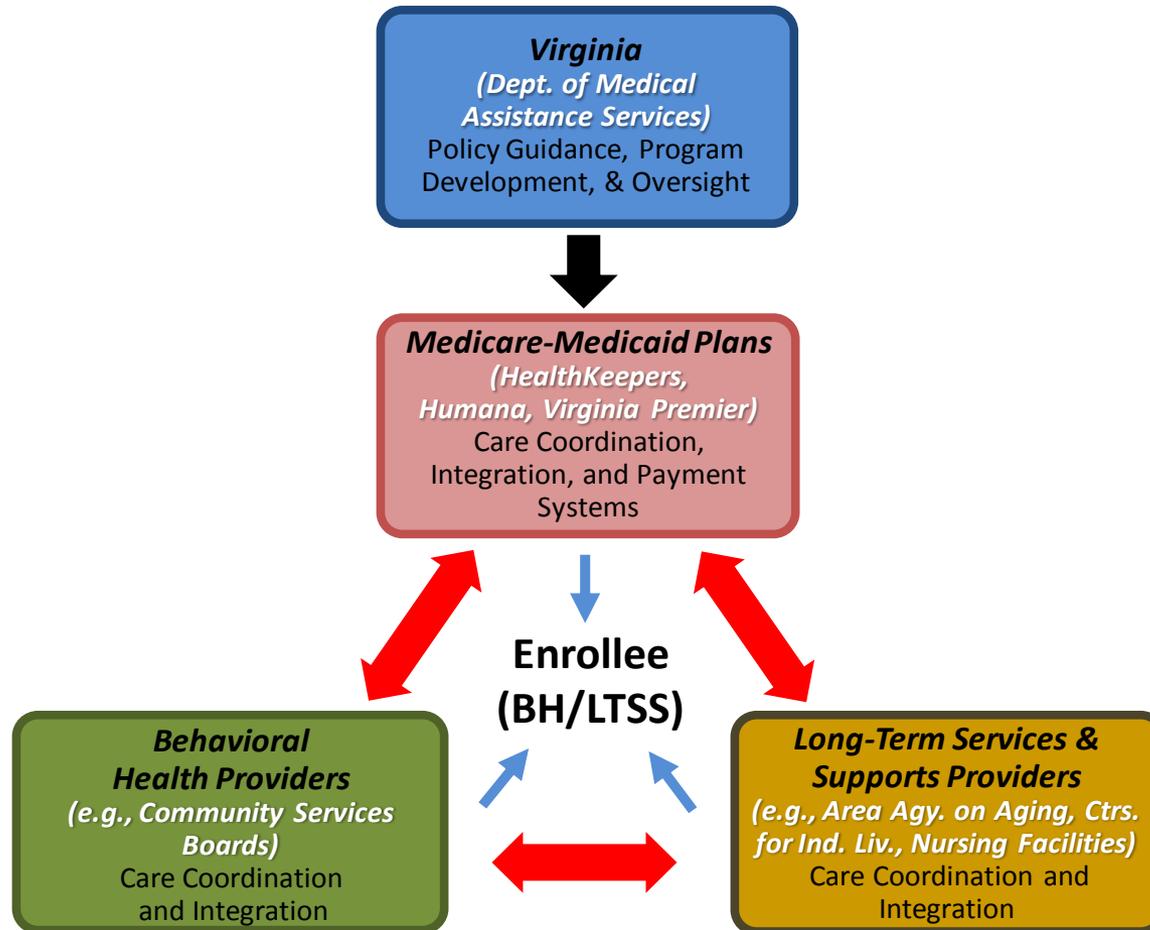


CCC Evaluation Overview

- Use of a mixed methods design to conduct a longitudinal evaluation
 - **Qualitative (Va. Medicaid)**: Case studies using interviews, focus groups, observations, and document reviews to gain insights into how the program is working by studying it in person, over time, and from diverse perspectives
 - **Quantitative (Mason)**: Enrollee panel survey and analysis of enrollment/disenrollment data to identify trends and a longitudinal analysis to determine impact on cost, quality, utilization, etc.



CCC Evaluation Scope





CCC EAC Formation & Objective

- ***New Directions for Evaluation (Number 136, Winter 2012)***
 - Summary to agency management for approval to form EAC
- Assemble a group of stakeholders with specific skills (e.g., political, technical, and processual) to advise the evaluation team on how best to conduct the CCC evaluation and use findings for program improvement, accountability, policy, decision making, etc.



EAC Recruitment & Membership

- Recruitment started Spring 2013
 - Respect time commitments
 - Work with some members more than others
 - Full EAC meets at key decision points
 - Operate through December 2017
 - Evaluators have final decision authority
- 13 members representing aging, behavioral health, physical/intellectual disability, hospital, managed care, nursing facility, and state Medicaid communities



CCC EAC Key Functions & Current Assessment

Function	Description	Grade
Stakeholder Engagement	Engage stakeholders through evaluation development	😊
External Credibility	Believability of findings to outside groups through transparency	😊
Political Conciliation	Align groups with different views behind findings	😐
Methodological Integrity	Peer review/operational improvement by members	😊😊
Promotion of Use	Findings used for accountability, policy, decision making, program improvement, etc.	😊

😊😊=Very Good, 😊=Good, 😊=Moderate, 😐=Neutral, 😞=Poor



Promoting Methodological Integrity

Pre-Evaluation Data Collection

- **Develop familiarity with content area and sensitivity to historical/cultural/social milieu**

Initial Evaluation Design

- **Evaluation focus, data collection activities, and research questions**

Enrollee Survey Questionnaire

- **Improve questions, shorten instrument, and identify excluded subpopulation**



Methodological Integrity (continued)

First Evaluation Report

- Review and advise on structuring reports to different communities

Enrollee Focus Group Plan

- Partnerships to implement enrollee focus groups around state

Data Collection Engagement

- Engage certain groups of providers to facilitate data collection



Takeaway Points & Recommendation

- EACs are helpful and can improve evaluation
 - **Responsiveness** (stakeholder engagement and developing sensitivity to particular nuances),
 - **Effectiveness** (facilitating data collection, overcoming obstacles, & recruiting participants)
 - **Value** (keeping evaluation at the forefront by informing policy debate)
- Consider using EACs when working in new fields, complex programs, or difficult evaluations



THANK YOU!

- For additional information on the CCC Evaluation or Advisory Committee
 - Please contact **Gerald Craver**
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 - Or visit the **CCC Evaluation website**
http://www.dmas.virginia.gov/Content_pgs/ccc-eval.aspx

