









# **CMS Innovation Center Listening Session**

## Incorporating Beneficiary Perspectives into Model Testing, Implementation and Evaluation

February 9, 2022

# Remarks from the CMS Administrator

# Today's Agenda and Outcomes

	<b>Welcome, Introductions &amp; Strategy</b>	2:00 – 2:15 PM		Review the CMS Innovation Center (CMMI)'s strategy refresh and the role of beneficiaries in models
	<b>Panel Discussion</b>	2:15 – 2:45 PM		Understand the beneficiary experience within models and how CMMI might better engage beneficiaries
	<b>Q&amp;A</b>	2:45 – 2:55 PM		Develop a shared understanding of topics and offer the opportunity for discussion/additional comments
	<b>Wrap-up &amp; Next Steps</b>	2:55 – 3:00 PM		Confirm discussion themes and provide information on CMMI's next steps for beneficiary engagement

# Vision: What Is To Come Over the Next 10 Years



CMS Innovation  
Center  
Commitment to  
Engaging Beneficiaries  
and Patient Groups

*“The CMS Innovation Center will collaborate across the life cycle of models – from design to evaluation and potentially expansion – and in the implementation of each of the five objectives of the strategic refresh.*

*In particular, **beneficiaries, patient groups**, and providers will see a **deeper partnership** with the CMS Innovation Center in which their needs and perspectives inform model development, evaluation, and the definition of success, and in which beneficiaries see improvements in quality of care and providers receive clear signals and a more transparent movement to value-based care.”*

- CMS Innovation Center White Paper, October 2021

# Looking Back, Moving Forward

CMMI has taken stock of lessons learned from its first decade and 50+ models, and has developed action steps to center patients in **every** CMMI model.

## CMMI will embed health equity in every model.

### Lesson learned from previous models:

- Full diversity of beneficiaries in Medicare and Medicaid is not reflected in many models
- Models have not systematically evaluated impacts across beneficiaries with different demographic characteristics



### How CMMI will address moving forward:

- Design models to target and increase participation among providers that care for underserved populations
- Require a deliberate and consistent approach to assess model impacts on underserved populations and close disparities in care and outcomes

## CMMI will strengthen stakeholder outreach.

### Lesson learned from previous models:

- The Innovation Center has not engaged beneficiaries and advocates in a consistent and robust way in all stages of the model lifecycle.
- Many beneficiaries are not aware that their provider is participating in an Innovation Center model.



### How CMMI will address moving forward:

- The Innovation Center commits to strengthening communication with stakeholders, starting with beneficiaries and advocates.
- New and more consistent mechanisms for outreach will include regular listening sessions and other events with existing and new partners.

# Incorporating Beneficiary Perspectives Into CMMI Models

As CMMI places beneficiaries at the center of its strategic direction and decision-making, the Center is pursuing additional opportunities to incorporate beneficiary considerations at each phase of development and release.



## IDEATION & DEVELOPMENT

- How does the theory of action align with beneficiaries' priorities?
- How can quality measures capture beneficiary experience?
- How does the model impact affordability for all patients?
- Will the model increase equitable access to health care across demographic and socio-economic profiles?

## RECRUITMENT & RULEMAKING

- What kind of information about a model do beneficiaries want to understand?
- How can CMMI communicate the intended benefits of receiving care under the model to beneficiaries?

## APPLICATION

- Does model applicant distribution provide equitable access for beneficiaries to receive care?
- Are the model applicants equitably reaching beneficiaries?
- What communication tools are best for beneficiaries?

## IMPLEMENTATION & EVALUATION

- How are beneficiaries experiencing the changes in care delivery?
- How are beneficiaries experiencing changes in their health outcomes/quality of life?
- What is the impact of the model on the beneficiary?
- How are we mitigating adverse impact on beneficiaries?

## SCALABILITY

- How will scaling the model affect beneficiaries?
- How do we ensure that the benefits that beneficiaries have gained are built into new programs after a model ends?

# Patient-Centered Care in CMMI Model Design and Delivery

CMMI plans to use feedback loops to take a patient-centered approach in strategies and decision-making, while continuously improving models.

## CMMI Model Design and Delivery



*CMMI engages in model design and launch, informed by stakeholder feedback.*

- Develop models with a patient-centered lens, including in Innovation Center Investment Proposals (ICIPs)
- Launch models and manage application
- Drive rule-making process as appropriate



## Care Delivery in CMMI Models

*Participating providers and organizations deliver transformed care to impact beneficiaries through CMMI Models.*



Participating Providers  
& Organizations

Patient-Centered  
Care



Self-Advocacy



Beneficiaries



*CMMI evaluates models with a focus on beneficiary experience.*

- Implement models and provide learning support to participants
- Evaluate models and disseminate findings on quality, patient, and financial outcomes



*CMMI will collect stakeholder feedback before, during, and after the design and implementation of models, to drive beneficiary-centricity and improve care delivery.*

- Engage with patient advocacy groups and patient and family advisory councils
- Promote Health Care Payment Learning and Action Network (LAN) initiatives, including the Health Equity Advisory Team (HEAT)
- Solicit feedback on beneficiary experience and needs
- Host listening sessions and other engagement programming to drive bidirectional feedback



# Panel Discussion

Speakers  
#1 & #2  
Accountable  
Care

**Andrea Ducas, MPH**

Senior Program Officer  
Robert Wood Johnson Foundation

**Marjorie Waters**

Community Organizer  
Rhode Island Organizing Project

Speaker  
#3  
Health Equity

**Lydia Isaac, PhD, MSc**  
Vice President, Health Equity and Policy  
National Urban League

Speaker  
#4  
Support  
Innovation

**Ramsey Alwin, MBA**  
President and CEO  
National Council on Aging

Speaker  
#5  
Address  
Affordability

**Frederick Isasi, JD, MPH**  
Executive Director  
Families USA

# Speaker #6

Partner to  
Achieve Systems  
Transformation

**Karen Dale, MSN**  
President  
AmeriHealth Caritas DC

# Q&A Session

# Thank you for attending!

For more information about the CMMI Strategic Refresh and to continue participating in beneficiary engagement events:



Follow us on Twitter! @CMSinnovates



Additional input? Email your comments and feedback to [CMMIStrategy@cms.hhs.gov](mailto:CMMIStrategy@cms.hhs.gov) using the subject line “BENEFICIARY LISTENING SESSION”



Please visit the [CMS Innovation Strategic Direction](#) webpage, including a new resource, “[At-a-Glance](#)”, that provides a summary on the strategic refresh.

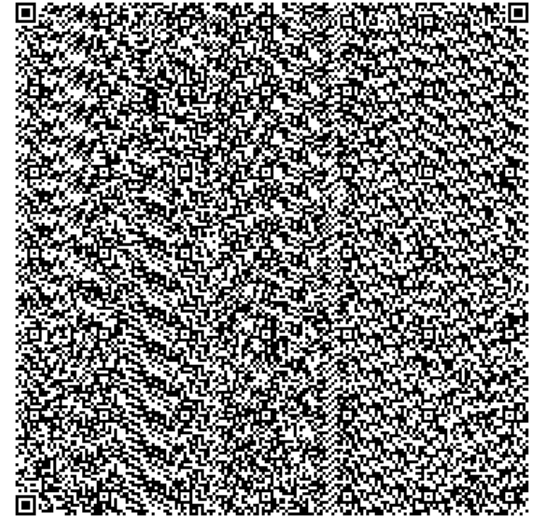
<https://innovation.cms.gov/strategic-direction-whitepaper>

<https://innovation.cms.gov/media/document/strategic-direction-glance>



[Sign up to receive regular email updates](#) about the CMS Innovation Center, including opportunities to engage with, provide input on, and potentially participate in model tests.

[https://public.govdelivery.com/accounts/USCMS/subscriber/new?topic\\_id=USCMS\\_617](https://public.govdelivery.com/accounts/USCMS/subscriber/new?topic_id=USCMS_617)



**Please complete a short post-event survey using this QR code or the link posted in the chat!**

*To access the QR code, access your smartphone's camera app and aim it at the black box above on your screen. A link will pop up to the survey.*