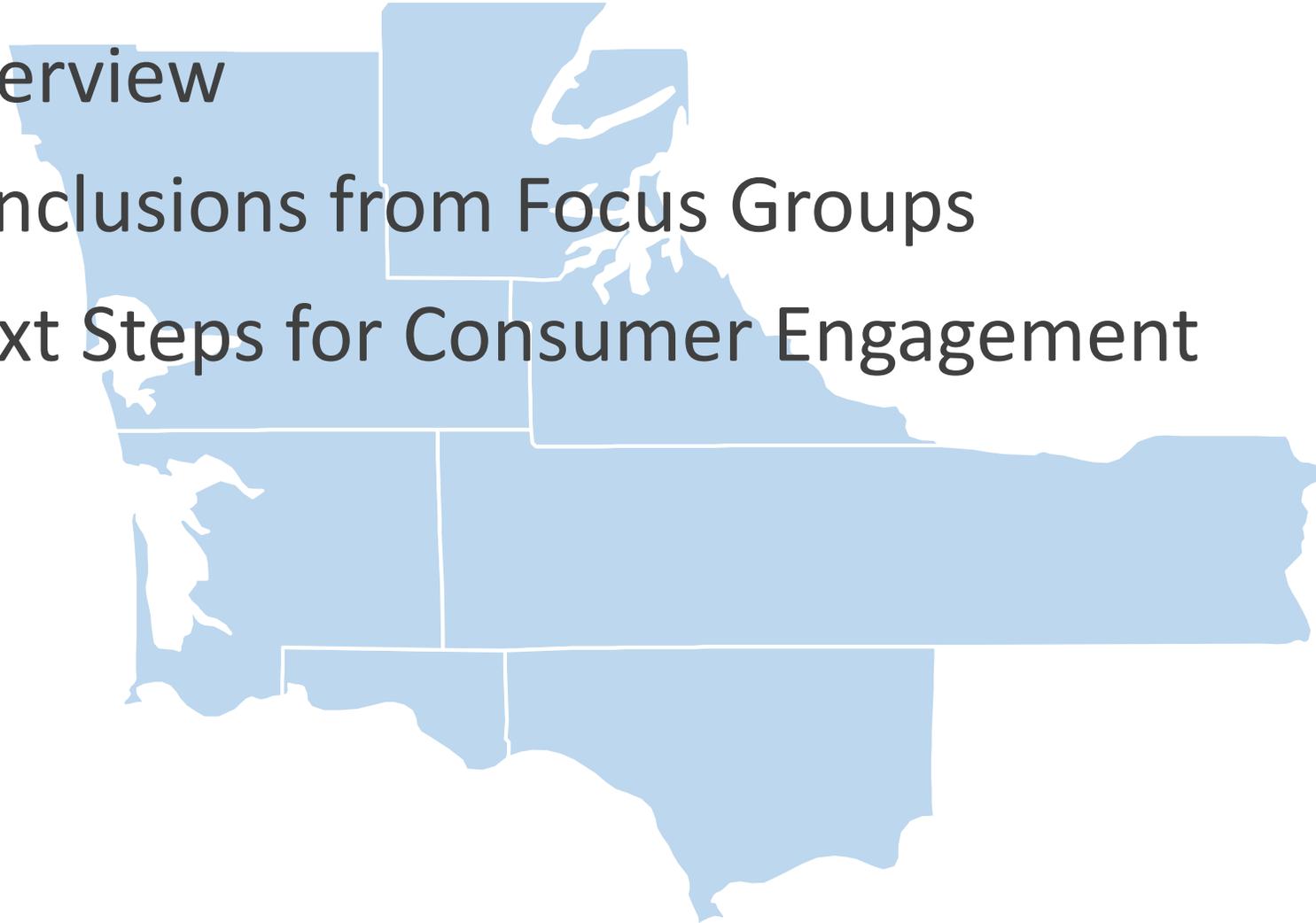


Consumer Focus Group Outcomes

- Overview
- Conclusions from Focus Groups
- Next Steps for Consumer Engagement



Consumer Focus Group Overview

Focus Group info:

- Scheduled in each of our 7 counties
- 5 focus groups attended (Grays Harbor and Pacific had no turnout)
- 24 people participated in total

Participants were...

- Over the age of 18
- People who are currently on Medicaid or who had been on Medicaid within the last year
- Residents of one of the CPAA's seven counties (Cowlitz, Grays Harbor, Lewis, Mason, Pacific, Thurston, Wahkiakum)

Focus Group Outcomes: Themes

Care Coordination

- “There aren’t enough resources... no good information”
- “(I need) help navigating the (healthcare) system, finding resources.”
- “We need more community resource coordinators.”
- “They need people who give resources...a resource specialist...”
- “It would be helpful to have a patient advocate”

Focus Group Outcomes: Themes

Bi-Directional Integration of Care

- “I can’t find a therapist who takes my insurance.”
- “I have to pay for it myself.”
- “The wait to get in is really long... Sometimes 3 months.”
- “They have a therapist at my doctors clinic... I just go over there after seeing the doctor.”

Focus Group Outcomes: Themes

Oral Health

- “My insurance won’t pay for anything (dental related).”
- “Dentists won’t take my insurance”
- “Have to wait 2 months to see a Dentist”
- “...they just want to pull teeth. I feel like a dog – like I’m at the vet... Pretty soon I won’t have any teeth left.”
- “My fillings fell out after 3 months...”

Focus Group Outcomes: Misc. Themes

Access Issues

“I go to the ER because they have to see me and the doctors are good there.”

Transportation

“Getting to doctor is difficult.”

“Busses stop running at 6 PM.”

Chronic Care

“Not enough Diabetes education.”

“...classes on how to manage Diabetes”

High Medical Costs

“I can't afford my medications.”

“I have a \$3,400 spenddown every 4 months.”

Inequality of Care

“I had to switch doctors, my old doctor doesn't take my insurance.”