

Stakeholder Engagement Services to Develop Policy Improvements and Recommendations

State agencies can magnify the impact of policies, increase efficiency in operations and improve the quality and equity of experience of enrollees, staff and others impacted by the policies by effectively engaging diverse stakeholders across agencies, industry, and the community.

Public Consulting Group (PCG) can provide customized stakeholder engagement solutions that are tailored to meet your unique needs, aligning with, and augmenting the success of existing policies or waiver programs. We offer valuable insights and effective results that are rooted in our deep expertise and decades of experience facilitating improvements in clinical settings, health systems, government agencies and patient or recipient experience.

PCG's Stakeholder Engagement offerings include:

- ✓ **Stakeholder identification and engagement** from public agencies, industry or payer representatives, community-based organizations (CBOs), and people with lived experience.
- ✓ **Meeting facilitation with interdisciplinary stakeholders** to distill complex processes into concise strategy or policy recommendations.
- ✓ **Creation of policy or strategy recommendations with implementation guidance.**
- ✓ **Effective use of quality improvement tools** for stakeholder engagement and meeting facilitation such as key driver diagrams, process mapping, fishbone diagrams, and change packages for implementation.
- ✓ **Implementation of policy recommendations** through development of State Plan Amendments (SPA), execution of federal waiver programs, and design and implementation of learning collaboratives to achieve practice change or population health improvements.

PCG's Experience and Expertise

With over 35 years of experience, PCG has helped state agencies:

- ✓ Discover opportunities to improve service delivery and administrative processes involving Medicaid Home Health prior authorization, coordination of benefits, coordination of care, scope of practice, legal and regulatory rules, telehealth, and managed care network adequacy.
- ✓ Improve internal government processes related to SPA approvals and processing.
- ✓ Identify and engage stakeholders from state agencies, provider organizations, and community representatives with high quality meeting facilitation to distill complex concepts and system challenges into concise policy recommendations for improvement.

Proven Results



Indiana Family and Social Service Administration

In Indiana, PCG convened stakeholder workgroups to produce policy recommendations for the Family and Social Service Administration (FSSA) leveraging quality improvement facilitation methods to improve the Medicaid Home Health program. Each workgroup consists of an interprofessional group of stakeholders with representation ranging from the Department of Health, Payor Services, Rates and Reimbursement, Governmental Affairs, and Provider Agencies. Over the course of eighteen months, PCG will have assisted FSSA with five home health issue-specific workgroups with the goals of developing new policies that complement Medicare, Medicaid, State Plan, and waiver services reduces administrative burden on families by improving access to home health services and maximizes workforce supply and efficacy.



Colorado Medicaid Respite Care Program

In Colorado, PCG identified and engaged 100+ key stakeholders across the state to identify effective solutions and policy recommendations to improve the Medicaid Respite Care Program. We facilitated stakeholder input gathering sessions which included 150+ survey responses, four focus groups, and 10 key informant interviews. PCG customized surveys for each target audience and facilitated focus groups and key informant interview discussions tailored to specific participants. Stakeholder engagement activities were guided by best practices research and our vast experience soliciting feedback and input from diverse stakeholders. Using quality improvement tools such as specific aim statements and key driver diagrams to elicit and organize complex feedback from diverse stakeholders and present the findings in a consistent and structured product. PCG produced recommendations to expand the utilization and effectiveness of Colorado's Respite Care Program to more communities, families, and individuals in Colorado.

If your state, association, or health system needs assistance convening diverse groups of stakeholders to create comprehensive and effective recommendations for policy or process improvement in the delivery system or administrative setting—PCG subject matter experts can be your trusted partner.

**Contact us today to learn more about our
Stakeholder Engagement consulting services!**

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