

United States of Care's Leadership Council Retreat

Friday, April 16, 2021





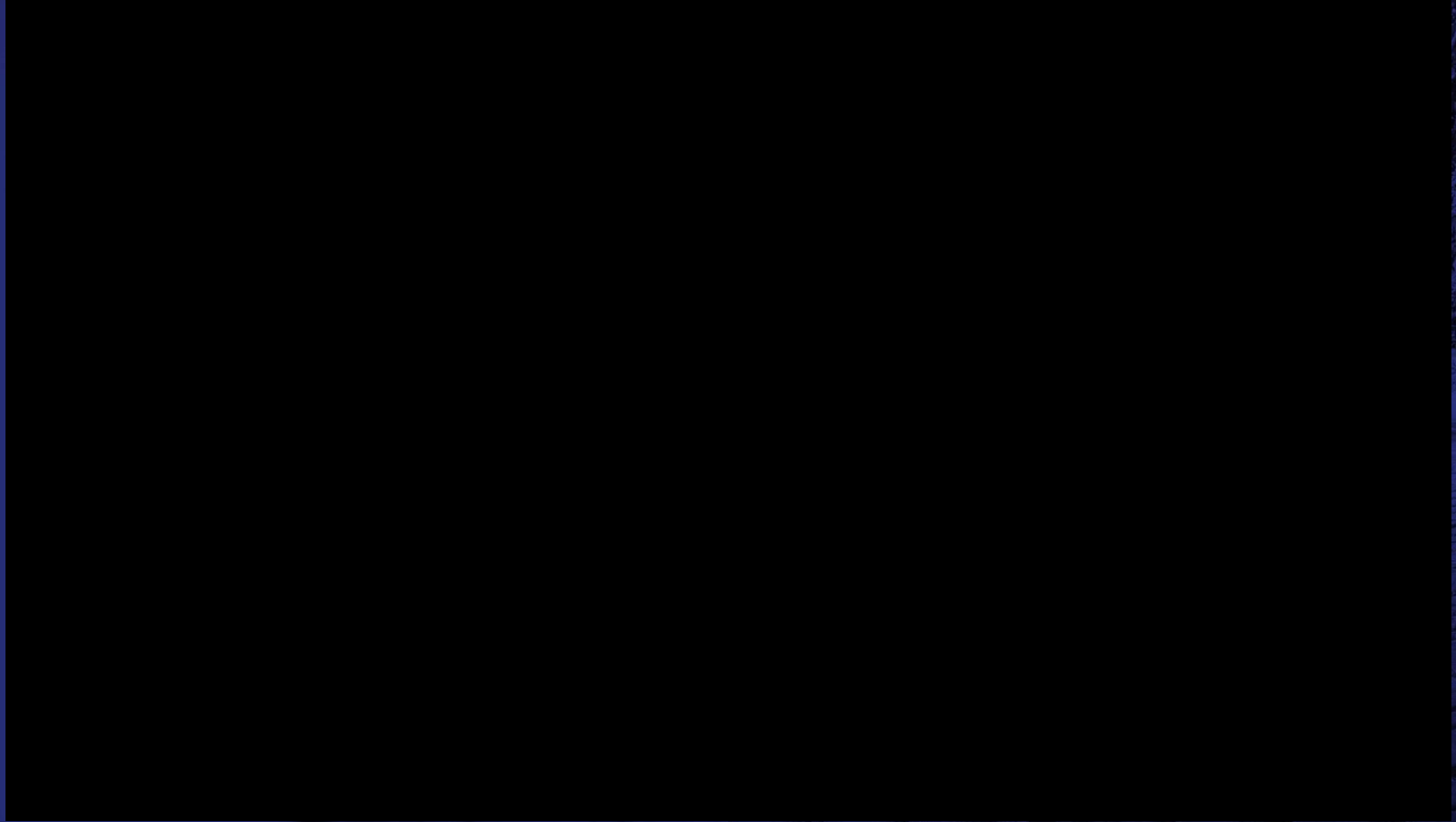
Welcome!

Please enter the following into the chat:

Where are you logging in from (city)?

What organization are you with?







Welcome

Emily Barson

Executive Director

Agenda

**All times Eastern*

- 1. 12:00 - 12:20 pm** **Welcome and latest findings from our foundational listening research**

- 2. 12:20-12:25 pm** **Introduction of our small group discussions**

- 3. 12:25-1:20 pm** **Small group discussions in four breakouts:**
 1. People have certainty they can afford their health care.
 2. People have the security and freedom that dependable health care coverage provides as life changes.
 3. People can get the personalized care they need, when and how they need it.
 4. People experience a health care system that's understandable and easy to navigate.

- 4. 1:20-1:30 pm** **Close**

Today's Purpose

Utilize the expertise and personal experiences of everyone here today to identify solutions that help achieve USofCare's vision for the future of health care.

Over the course of the next several months, we will gauge people's reactions to these solutions which will help shape the priorities and policies we focus on as an organization in the years to come.

Thank You to Our Sponsors



California
Health Care
Foundation



**MINNEAPOLIS
FOUNDATION**



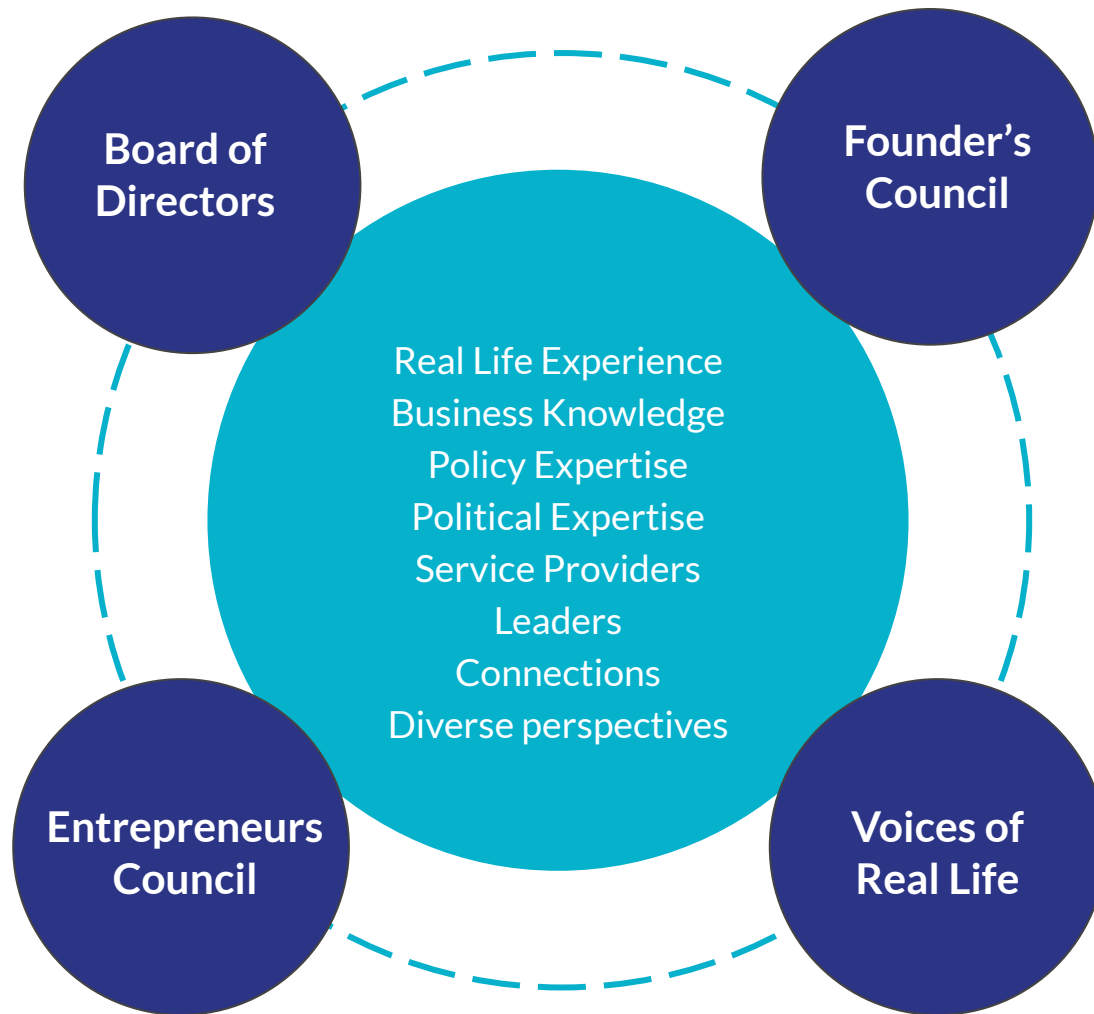
Our Mission

To ensure that everyone has access to quality, affordable health care regardless of health status, social need, or income.

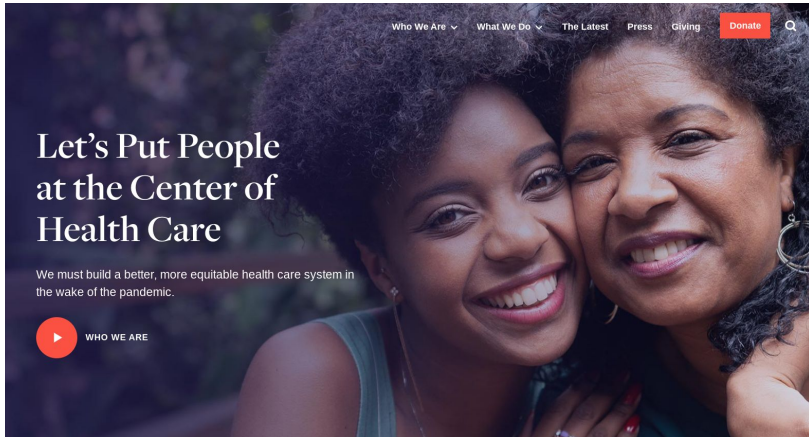
Our Goal

Expand access to quality, affordable care in the near term, while paving a path toward durable, people-centered federal policies that achieve our mission.

You help us shape the Future of Health Reform



Sneak Peak: Check out our new website!



What We Do

Challenging the System

At United States of Care, we aim to drive a unique, cross-sector, people-centered approach to prioritizing, creating and advancing state and federal policies that meet people's needs.

Our work is in three keys areas:



Research & Listening to People

Pioneering a new approach to uniquely and deeply understand people's needs to guide our work.




Innovation & Policy Design

Driving health care policy design centered on the needs of people and mapping the building blocks of the health care system.



State & Federal Efforts

Securing targeted near- and long-term health care wins that address people's needs.



Public Option

The American Rescue Plan made strides toward durable coverage. States can — and should — do more.


April 6, 2021 →

Press Release

USofCare Releases "Just the Facts on COVID-19 Vaccines"

USofCare released a fact sheet about the COVID-19 vaccines in reaction to a congressional hearing about social media's role in the spread of misinformation.


March 26, 2021 →



Research, Resources, Virtual Care

Barriers to Virtual Care Access Impacting Already Underserved Communities

March 25, 2021 →



Resources, Virtual Care

Press Release

USofCare stands in solidarity with the Asian American community

We stand in solidarity with the Asian American community in grieving and strongly condemning anti-Asian

Press Release

USofCare Statement on Bipartisan Confirmation of Xavier Becerra as HHS Secretary


United States of Care congratulates Xavier Becerra on his confirmation

Support Our Mission

Help us build a better health care system

Let's ensure that every single American has access to quality, affordable health care.

SEE WAYS TO GIVE





Welcome

Mario Molina, MD
Board Chair



Building a Better Health System:

Our Approach

&

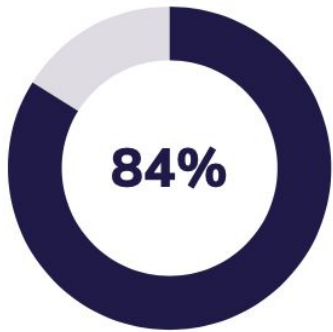
What We've Learned From People

Natalie Davis

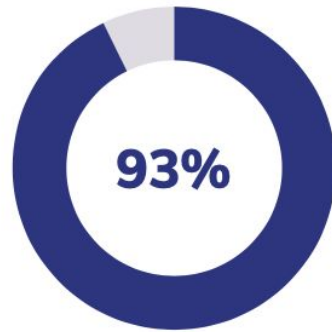
Managing Director, Public Engagement

Now is the time!

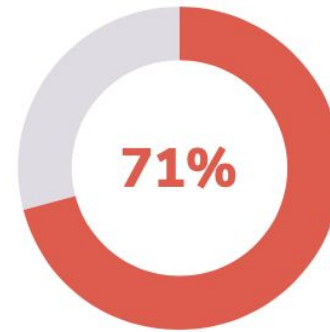
“We must build a better, more equitable health care system in the wake of the COVID-19 pandemic.”



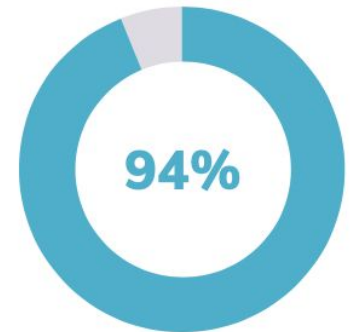
84% of American voters agree



93% of Democrat voters agree



71% of Republican voters agree



94% of Black voters agree

Our Process



Health Care That Meets People's Needs

We envision a future where all people have dependable access high-quality health care in a way that meets their unique needs at a price they can afford.

This means building a better health care system based on the following outcomes:

- ★ People have **certainty that they can afford** their health care.
- ★ People have the **security and freedom** that **dependable health care coverage** provides as life changes.
- ★ People can get the personalized **care they need, when and how they need it.**
- ★ People experience a health care system that's **understandable and easy to navigate.**

*Adopted in 2020
as our North Star*

Intensive Listening Research

Began Summer 2019



DEEP, DIRECT
CONVERSATIONS

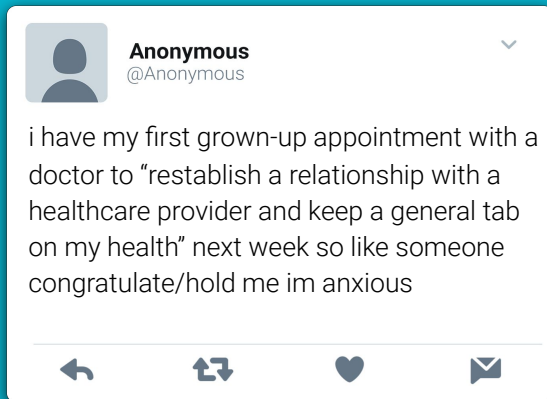


PUBLIC OPINION
RESEARCH ANALYSES



COMMISSIONED
RESEARCH

Social Listening Scan 2019



Philly Listening Session 2020



National Survey 2020

WHAT WE HEARD:

“I’m a disabled person. Disabled people are always the first to get screwed.”

– Male, 45-54. Lean Conservative. University Education. White.

“Not being able to provide for my children or dying from this virus.”

– Female, 25-34. Apolitical. Vocational Technical School Education. White

“I just want to make sure that I make enough money to take care of my family.”

– Male, 35-44. Very Conservative. Vocational Technical College Education. White.

“I worry about my financial future.”

– Female. Lean Progressive. Postgraduate Education. Black.

“Protect my grandparents from the coronavirus.”

– Male, 35-44. Lean Conservative. High School Education. Hispanic.

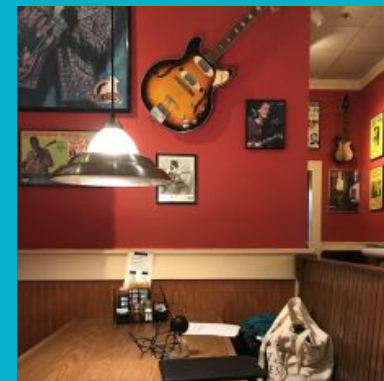


Needs during COVID-19 Survey May and Nov 2020

33% of Americans are also finding hope in the midst of crisis—in religion, their families, and stories of people helping others.



Dallas Listening Session 2020



There is intense agreement on what the health care system *should* be.

“A system in which all people can access high-quality health care in a way that meets their unique needs at a price they can afford. In this improved, easy-to-navigate system, people will have the security of knowing they can depend on their health care coverage throughout life’s changes, and get the care they need, when and how they need it.”

83% agree

Health Care That Meets People's Needs

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People's Needs Inform Our Policy Recommendations



USofCare launched an intensive listening initiative in 2019 to gather insights that can inform our work toward ensuring that every single person has access to quality, affordable health care regardless of health status, social need, or race. For too long our current health care system has been influenced by partisan political debates, health care industries and special interests, rather than the needs of people. In order to shift that dynamic, we need to fully understand the shared and different needs of people and use those findings to inform and prioritize the most pressing policies.

Through our research, USofCare health care systems are providing a new model of health care, one that is personalized care while maintaining the best of what we have learned.

This document outlines an approach to understanding people's needs during the pandemic - an approach that is centered on the individual.

What We Learn

Our comprehensive approach to understanding people's health care needs: health care systems provide the care they need. We listen across demographics and across the pandemic, the public.

Prior to the pandemic, we talked in San Diego, California. We listened to the whole people and the quantitative and analysis of existing policies. This document summarizes

Barriers to Virtual Care Access Impacting Already Underserved Communities Research Brief

Written by Catherine Jacobson (Building Blocks of Health Reform Policy Coordinator) and Jen DeYoung (Director of Policy, Building Blocks of Health Reform) with Research Assistance from Omar Barva (Summer 2020 Policy Intern) | March 25, 2021

EXECUTIVE SUMMARY

Virtual care—including telehealth, remote monitoring, and other digital forms of communication—has emerged as a critical tool for getting people access to health care, in part due to the COVID-19 pandemic. However, for many years, virtual care has been explored as a tool to reduce inequities in access to care, such as rural health care availability, provider shortages, and transportation needs. For this to be accomplished, a strategic and thoughtful approach to virtual care, that includes listening and responding to people's voices and perspectives, needs to be implemented. Without deliberate effort and careful attention, a rapid move to virtual care could worsen health inequities rather than reduce them. In fact, preliminary evidence from 2020 shows that virtual care has increased access for only some groups, threatening to widen existing gaps in access.

Every person experiences and accesses virtual care in a different way. Some barriers to accessing virtual care are shared across underserved communities, while others uniquely impact certain population groups. Based on our own research to date looking at experiences both prior to—and during—the COVID-19 pandemic, including academic research, national polls, claims data analyses, and listening work, we have identified the following categories of barriers that underserved populations experience at greater lengths when accessing virtual care. It's important to note that many, if not all, are barriers people experience across society as a whole and not just within health care:

- ★ Absence of Technology Devices
- ★ Unreliable, Unavailable, & Unaffordable Broadband and/or Phone Data
- ★ Limited Digital and Health Literacy
- ★ Concerns about Quality and Personalization
- ★ Lack of Physical Accommodations
- ★ Language Proficiency Barriers
- ★ Privacy Concerns

What Is In This Memo?

★ Introduction

Health Care System During & in the Wake of COVID-19

Public Health and Economic Response and Rebuilding Public Health Infrastructure: Ability and Capacity: Improving Initiatives to Combat COVID-19: Health Care During & After the Pandemic: Health Care for Mental and Behavioral Health: Health Care Systems Work Better for People in Our Public Health Workforce for the Long-Term: Regulatory Policy to Health Incarcerated People

Expanding Health Care Coverage: Improvements to Enrollment: Late Innovation to Expand State-Based Coverage Options: Enrollment for Health Care Coverage as to Medicaid Throughout the Nation: People from High Health Care Costs and Protections for People with Disabilities

Health Demand: Parity Regulation & Enforcement: Health Workforce Equal to the Task of Our Time in the Time of COVID-19 and Enforcing Parity Laws Legislatively

Into Our Health Care System

Resources



The COVID-19 pandemic offers our nation a unique opportunity to create a more accessible, affordable health care system. With guidance from elected officials, real people, and our Founders' and Entrepreneurs Councils, USofCare has identified a new set of Federal recommendations for Congress to address. We continue to see a need for meaningful national investment in our health care system, both to combat the current pandemic and to ensure we are prepared to fight the next one.

Four Priorities to Meet People's Needs during COVID-19:

- ★ 1. Provide the accurate information and clear recommendations that people need to be safe from the virus.
 - Develop and deploy a plan for comprehensive testing and tracking to understand when it is safe to relax social distancing, as well as understanding and sharing what we know about COVID-19 and where it is spreading.
 - Fund case identification, contact tracing, and investment in relevant infrastructure.
 - Require data collection and comprehensive public reporting about COVID-19, including: demographic infection rates, treatment success, and therapy and vaccine development.
- ★ 2. Build a reliable health care system that is adequately resourced to support front-line workers and available when they need it—both now and after the pandemic.

Most pressing problems facing America: Voters are concerned about access, coverage. See page 4 for specific COVID and health care data.



Mental Health, Research, Resources

Playbook: Ensuring People Can Get the Mental Health & Substance Use Disorder Care They Need



Our Approach to Setting Future Policy Priorities

2021 Activities

USofC identify **policy options** with review for:

- *Impact;*
- *Political Durability;*
- *Increasing Equity*

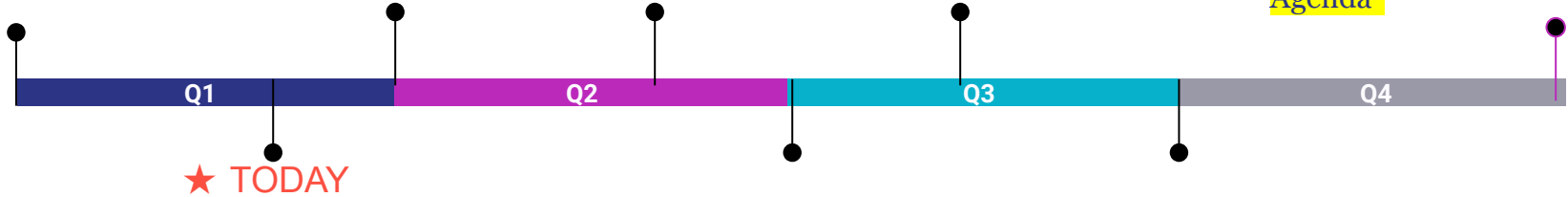
Public Opinion Research

Deep **qualitative** research, related **analysis** and **integration** of our learnings into current campaigns.

National surveys; package findings for broad promotion and targeted uses.

USofC identify **policy campaign and partnership areas**

Publish “People’s Policy Agenda”



Leadership Council Retreat to review findings from 2020 research; **identify policy solutions for Public Opinion Research**

Leadership Council Retreat to **review findings from research;** **identify policy solutions** or areas for innovation based on findings

Leadership Council Retreat to **review findings from research;** **identify partner and campaign opportunities**



Laying the Groundwork for Today's
Small Group Discussions:
Recent Findings from Our
Foundational Listening Research

Venice Haynes, PhD
Director of Research & Community
Engagement

1 People have certainty they can afford their health care.

- ★ Cost is the overwhelming reason that **42% of voters have foregone health insurance** in the past.
- ★ Cost is why **41% of those under 30 have opted not to seek medical treatment** in the last year.
- ★ A spectrum of costs (premiums, deductibles, surprise bills, prescription prices, etc.) are **major sources of concern.**

“Being able to afford health care is a constant and looming anxiety for my family.”

2

People have the security and freedom that dependable health care coverage provides as life changes.



68% expressed a concern about people close to them losing insurance because of a loss of a job.



22% were concerned about losing their own coverage due to a job change or (19%) due to changes in their health status.

“ Being able to get insurance outside of work give people an opportunity to pursue whatever job they want without having to stay in a job simply for the insurance. ”

3 People can get the personalized care they need, when and how they need it.

Across our community conversations and focus groups, people express a strong desire for personalized care that meets their unique needs.



★ Support for a variety of improvements related to **mental health** remained steady between **83%** and **86%**.

★ Support for the **convenience of virtual care** remains high with **87%** saying something positive about their virtual care experience and **72%** appreciating the ease of scheduling and not having to leave their home.



4

People experience a health care system that's understandable and easy to navigate.

Our recent qualitative research demonstrated that people put an **immense amount of time into figuring out their own care**—from understanding their coverage, to selecting the right provider, to attempting to get ahead of costs and upcoming bills.

“

“People will delay care or surgery because of the stress associated with using the system.”

”



From the USofCare Leadership Council Retreat Workbook...



Leadership Council Retreat Workbook

THIS WORKBOOK PROVIDES:

- Our learnings from listening to people's shared and diverse needs.
- A list of solutions that may meet people's shared and diverse needs; there is a "worksheet" for each of the 4 goals (pages 5-8).
- A way to sign up for 1 of the 4 breakout sessions (pages 5-8).

ACTIONS REQUESTED:

- Review this workbook.
- Consider the policies we provided and brainstorm new ones you will see the "notebook" page we provided on pages 5-8 to get your ideas.
- Sign up for ONE breakout session by Wednesday 4/26/24.

USofCare Vision for Building a Better Health Care System

United States of Care has been **listening to people's needs** in order to build a better health care system. Our multi-year nationwide research and conversations with people have shown **four shared goals** for health reform which we adopted in 2021 as our organizations' north star.

- 1 People have **certainty that they can afford** their health care.
- 2 People have the **security and freedom** that **dependable health care coverage** provides as life changes.
- 3 People can get the **personalized care they need, when and how they need it.**

At the retreat, we will have a breakout session for each 'goal' where we will discuss solutions to help realize these goals through health reform.

Health care system that's **understandable**

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1

★ People have **certainty that they can afford** their health care.

Cost is the main source of anxiety when it comes to health care.

- Cost is the overwhelming reason that 42% of voters have foregone health insurance in the past.
- Cost is why 41% of those under 30 have opted not to seek medical treatment in the last year.
- A spectrum of costs (premiums, deductibles, surprise bills, prescription prices, etc.) are major sources of concern.

USofCare's Related Solution Categories

- Create new affordable and comprehensive options for coverage.
- Standardize business practices and insurance plan design requirements, including making some types of health care (e.g., mental health or primary care) available at no cost to people.
- Regulate insurance company rates and profit margins.
- Ensure transparency for costs of receiving care.
- Establish better oversight and management to control and lower drug prices.
- Create structures for monitoring affordability at the system-level, such as all-payer claims databases and all-payer rate setting.
- Establish affordability standards that determine how much people can pay for their care.
- Protect consumers from certain medical debt collection practices.

Your Notes on Solutions to Move Our Country Towards this Goal!



[CLICK HERE TO REGISTER FOR THE BREAKOUT SESSION ON THIS TOPIC](#)

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Up Next:
Small Group Discussions



Welcome Back!

- ★ What is a new solution that you think will help improve the health care system?
- ★ What I took away from the breakout session was _____
- ★ How did you feel about collaborating with others around these potential solutions? Did you see an opportunity to plug-in in to this work at USofC?
- ★ Did you discover anything during the conversation that excites you about our work?

Type your answer in the chat!



UNITED
STATES *of*
CARE

Thank You

Check your email this weekend
for a gift of appreciation from us!

Us of C Voices of Real Life
member, **Rebakah
Taussig**'s book with a
personal video note from
her to you!



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