

SIM CAB Listening Session Review Questions

Key Findings Key Messages & Next Steps for CAB discussion.

Please review the attached event summary and bring your proposed recommendations and revisions to the CAB meeting for discussion

1. **Event Name:** Young Adult Community Conversations
 - a. **Location:** Manchester Community College
 - b. **Date:** October 14, 2016

2. **Goals of the Event:** Offer young adults a place to discuss and learn about healthcare access, express their health concerns, and encourage them to take action steps together to address identified healthcare concerns.

3. **Key Findings:**
 - a. **Challenges and Opportunities Identified:**
 - i. Young adults wanted to know more about healthcare and health insurance, but it is difficult to find the answers.
 - ii. Many young adults noted that there is a need for translation services, especially for sign language interpreters. A majority of the students had friends that do not speak English.
 - iii. Since many young adults traveled primarily by bus, transportation was a major issue to accessing healthcare. Some students discussed their frustration with Logisticare and wondered about alternative options, such as using Uber.
 - iv. Many young adults had experience with mental health issues. Some admitted to being survivors of childhood sexual trauma. Others talked about bullying. LGBT young adults discussed a concern with coming out; they acknowledged the high suicide rate for LGBTs. Some young adults expressed interest in holistic healthcare to address mental health issues. Many expressed a fear of reaching out for help.
 - v. To access help for healthcare issues, many young adults from MCC go to Planned Parenthood.

 - b. **Recommendations Made by Participants:**
 - i. Offer more education on the State Innovation Model (SIM). Focus on developing more programs accessible to high school and college students.
 - ii. Engage a young person as a SIM representative.
 - iii. Offer programming that engaged parents and young adults in learning about healthcare together.
 - iv. Use social media to teach others.

4. What Recommendation Connect with 2017 CAB Plan Focus Area 1,2,3:

- 1) **INFLUENCE SYSTEMS CHANGE:** ORGANIZE DIVERSE CONSUMERS TO INFLUENCE THE DESIGN AND IMPLEMENTATION OF PERSON-CENTERED, CULTURALLY-APPROPRIATE HEALTH CARE REFORM ACTIVITIES AND PUBLIC POLICY.
- 2) **PROMOTE PROVIDER-CONSUMER PARTNERSHIPS:** ENGAGE HEALTHCARE PROVIDERS TO DEVELOP CULTURALLY-COMPETENT AND RELEVANT KNOWLEDGE ABOUT DIVERSE CONSUMER NEEDS. PROMOTE COMMUNICATION AND PARTNERSHIP BETWEEN PROVIDERS, CONSUMERS, AND CAREGIVERS TO SUPPORT BETTER HEALTHCARE AND BETTER OUTCOMES.
- 3) **ENGAGE AND EMPOWER CONSUMERS:** IDENTIFY CONSUMER AND COMMUNITY-SPECIFIC ISSUES, AND SHARE CULTURALLY-RELEVANT INFORMATION TO FACILITATE DIVERSE CONSUMER INTERACTION WITH THE HEALTHCARE SYSTEM, PARTICULARLY FOR COMMUNITIES FACING BARRIERS TO EFFECTIVE CARE.

5. What Recommendations Connect with CAB Health Equity Priority? (Health equity involves the promotion of equal opportunities for all people to be healthy and to seek the highest level of health possible.)

6. Key Messages:

7. Activities and Next Steps:

- a. **Next Steps to Implement?**
- b. **Do we need additional information? If so what and how to obtain it?**
- c. **Resources Required?**
- d. **Next Deadline?**