

OHS CAB Listening Session Review Questions

Key Findings Key Messages & Next Steps for CAB discussion.

1. **Event Name: Millennials and the Future of Healthcare**
 - a. **Location: New Haven Free Public Library**
 - b. **Date: March 19, 2019**

2. **Goals of the Event:**
 - a. Attract and empower young adults to engage with healthcare reform efforts, and share useful and relevant current information related to both reform efforts and healthcare technology.
 - b. Foster candid conversations and an open, interactive environment to uncover opportunities for collaboration with the CAB to best support this age group.
 - c. With young adult input, offer actionable input into future healthcare policy and initiatives to accommodate our contemporary needs.

3. **Key Findings:**

Young Adults have a unique perspective on health and healthcare which is not always considered in the current system.

- a. Young adults would appreciate the convenience of booking online appointments.
- b. Millennials don't have the time to wait on the phone to access care, which results in a large use of urgent care as opposed to primary care. After transitioning out of pediatric care, primary care is viewed as inconvenient.
- c. Young adults would prefer to do things over the phone rather than in person, as in-person attendance would likely require missing work and causing an inconvenience.
- d. Many young adults do online "research" into conditions. Some will "self-diagnose" using services similar to Webmd, but most will at least search drugs they have been prescribed in order to understand what they are taking.
- e. With regards to dentistry, seeing primarily a hygienist and then a dentist for only a short amount of time makes interactions feel impersonal and as though a patient is a number instead of a human.
- f. Having access to charts online doesn't mean a whole lot to young adults, but it is incredibly useful as a caregiver for someone else. Most would prefer to have comprehensive and easy-to-follow information about what each payment is for, as well as more easily accessible cost transparency.
- g. Telemedicine has potential to help with follow-up care.
- h. With regards to sharing and digitizing medical "big data," young adults worry that data is too quick to link correlation to causation.

- i. Exchanges are complicated, wished there was someone who she could talk to in order to navigate
- j. Some are hindered by cost and coverage limitations that hinder utilization of resources.
- k. Transportation was not as much of a barrier (free services, churches, busses)
- l. Some young adults don't see how technology can be helpful in healthcare.
- m. Not many incentives to be healthy, although people are generally receptive to being healthier. One person wished grocery stores gave vouchers to make healthy food cheaper
- n. No one teaches about preventative care in High School. Schools only discuss teen pregnancies and sexual education. No health strategies are offered that are taken seriously.
- o. Make addiction services free/cheap. Emphasis on addiction: Very important to young adults
- p. Get inside the communities to find leaders to create change
- q. Religious leaders are powerful and if you get them on board people will listen. Social workers aren't as powerful

4. Based on the Key Findings, what Recommendations do you have?

Please connect your recommendations with 2017 CAB Plan Focus Area 1,2,3:

1) **INFLUENCE SYSTEMS CHANGE:**

- Healthcare insurance exchanges are too complicated – need for more and better navigators

2) **PROMOTE PROVIDER-CONSUMER PARTNERSHIPS:**

3) **ENGAGE AND EMPOWER CONSUMERS:**

5. **Do you have any Recommendations that Connect with the 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. **With whom should we share this report?**

b. **How can we disseminate the report? Which CAB members will email whom?**

c. **Next Steps to Implement?**

d. **Do we need additional information? If so what and how to obtain it?**

e. **Resources Required?**

f. **Next Deadline?**