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### Healthcare Financing And Systems Thinking Learning Series

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# HEALTHCARE FINANCING AND SYSTEMS THINKING LEARNING SERIES Carla Willis, PhD<sup>1</sup>; Suzanne Staebler, DNP, NNP-BC, FAANP, FAAN<sup>2</sup>; William Rencher, JD, MHP<sup>1</sup>; Melissa Haberlin, JD, MPH<sup>1</sup>, & Sara Redd, MS<sup>1</sup> <sup>1</sup>Georgia Health Policy Center, Andrew Young School of Policy Studies, Georgia State University; <sup>2</sup>Emory University Nell Hodgson Woodruff School of Nursing



## OBJECTIVE

Georgia Health Policy Center (GHPC) has designed a serial learning opportunity for the Department of Community Health (DCH), Division of Medical Assistance Plans. The goal of the series was to advance understanding of healthcare financing and refine intra- and inter-agency communication for creation of high leverage solutions to policy challenges.

## BACKGROUND

Since 2008, the Georgia Health Policy Center (GHPC) has offered a legislative health policy learning series to legislators and their staff, to prepare them to address health issues in Georgia. Topics include evaluating health policy from a systems-thinking perspective, health financing, access to care and prevention as well as time to discuss any special health topics. GHPC utilized this series as a model when developing a learning series for the Department of Community Health (DCH), Division of Medical Assistance Plans. GHPC staff presented a "minicourse" in January of 2016, including topics on healthcare financing and systems thinking. Feedback from this half day workshop was used to inform the planning of the longer learning series in May/June of 2016.



# IMPLEMENTATION

The Healthcare Finance and Systems Thinking Learning Series was designed as a four day workshop, with sessions spread across six weeks, to meet the scheduling needs of the DCH staff.

Global content and learning objectives were established for each session. Design and structure for each session revolved around the daily content topic to be presented in the morning. Content delivery was interactive and included small group activities to increase learner engagement and to allow real-time application of the concepts discussed. The afternoon portions were focused on systems thinking and/or building conversational capacity among different levels of DCH staff that would afford opportunities to address adaptive problems and have difficult conversations. Prior to adjournment, each participant completed the session evaluation and offered feedback specific to content and facilitation strategies.

Global topics included:

- Health policy and health outcomes
- Healthcare finance
- Health insurance and access to healthcare services • Tele-health and the rural health crisis in Georgia

Spacing of the sessions allowed the GHPC team to make changes and adaptions to original plans based on feedback from the prior session. For example, there was a two week span between session one and session two. This allowed us to revise the facilitation methodology based on our assessment of the group dynamics in the room. We created more opportunities for learners to engage with each other using customized 'group-work" and implemented a "max mix" methodology that created opportunities for representatives of the different service lines within DCH to interact with each other.

## IMPACT

Evaluation data demonstrated high impact value to DCH participants. Participants felt encouraged and equipped to engage in a broader, more systemic approach to health policymaking, and better able to solve the difficult issues. DCH staff expressed the value of the learning series and recommended that ALL staff be offered the opportunity to participate. They also identified other topics for future learning series content.

Participants who attended all four sessions were awarded a certificate of completion by the Andrew Young School of Policy Studies at Georgia State University, under which GHPC is aligned. There were three staff members who attended three sessions, so we designed a half-day "make-up" session of the core content areas so that these staff could receive certificates as well.

At the completion of the series, eleven Medicaid staff received a certificate of completion. DCH leadership has requested GHPC offer this learning series along with an advanced series and special topic sessions for successive cohorts within the department.

For more information, please contact the Georgia Health Policy Center at 404.413.0314 or visit us online at www.ghpc.gsu.edu

Georgia Health Policy Center Georgia Department of Community Health
HEALTH CARE FINANCE AND SYSTEMS THINKING
UNDERSTANDING THE HEALTH CARE FINANCING SYSTEM AND IDENTIFYING HIGH LEVERAGE
STRATEGIES TO IMPROVE THE HEALTH OF GEORGIA MEDICAID MEMBERS
Please join us for the Health Care Finance and Systems Thinking Learning Series on <b>May 11<sup>th</sup>, May 25<sup>th</sup>, June 1<sup>st</sup>, and June 8<sup>th</sup></b> . This series provides a deeper look into health policy-related topics, including the impact of health status on the state of Georgia, innovations in health care financing and delivery systems, and health coverage and access from a systems thinking approach. Each session will include time to cover discrete content areas, as well as work sessions where we will apply systems thinking concepts to issues that are germane to the challenges that DCH addresses daily. We will be providing a more detailed agenda in the future along with the specific projects that we would like to talk about in more detail.
This series will support your ongoing work and commitment to developing innovative policy solutions to best care for the Georgia Medicaid population. We look forward to your participation
Wednesdays, May 11 <sup>th</sup> , May 25 <sup>th</sup> , June 1 <sup>st</sup> , and June 8 <sup>th</sup> 2016
8:30 am—3:30 pm
Georgia Health Policy Center
Georgia State University
55 Park Place
8th Floor
Atlanta, GA 30303
Please accept or decline this invitation by April 22, 2016. If you have any questions, please contact Carla Willis at cwillis24@gsu.edu or
404-413-0032.
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