



COLORADO

Department of Health Care
Policy & Financing

Accountable Care Collaborative Program Improvement Advisory Committee

Meeting Minutes

February 17, 2021 // 9:30 A.M. to 12:15 P.M.

1. Welcome

Kiara Kuenzler welcomed members to the Program Improvement Advisory Committee (PIAC) meeting and called the meeting to order at 9:30AM.

2. Introductions and PIAC Expectations

The following people were in attendance: Catania Jones, Christina Suh, Dan Casey, Daniel Darting, Dede de Percin, Donald Moore, Ian Engle, Joanna Martinson, Joseph Prezioso, Kelly Phillips-Henry, Kiara Kuenzler, Lila Cummings, Maria Zubia, Maribel Sandoval, Michael Aragon, Steve Johnson, Tom Keller, and Wendy Nading.

A quorum of voting members was present.

Kiara presented on member's expectations for PIAC generated during January meeting and presented member's motivations via a word cloud. Members were asked to consider if the expectations and motivations still resonated with them, how expectations and motivations could be brought into their work to produce action, and how they can keep each other accountable to the expectations they've set. Members were placed in breakout sessions for 20 minutes to discuss the questions.

Member feedback included, they felt the expectations still resonated with them, and that they were more motivated because their contributions were valued. They also mentioned that they were committed to providing feedback in order to help shape Regional Accountable Entities (RAEs). Members suggestions included a desire for a more structured mechanism to work through tasks, a 'parking lot' built into the agenda to address questions, uniformity across RAEs since regional variation may not always be appropriate, and defined measurement of the positive impact the group is having. Members brought up that they wanted to focus on results over process by focusing on tangible goals and workplans.

Action Items:

- The Department will present revised expectations for PIAC's review in March.

3. Co-Chair Section

Ben Harris introduced the co-chair nominees, Steve Johnson and Maria Zubia. Each nominee introduced themselves to the group and addressed questions. An anonymous poll was taken, and Maria Zubia was voted co-chair.

4. ACC Phase II Evolution

Ben introduced Jeff Eggert, ACC Division Director, to discuss the work ahead of ACC Phase II. Jeff reminded the group of the COVID pandemic's effects have taken a toll on the ACC. There is a need to focus on what can be addressed and move forward in this new normal.

Ben re-introduced the PIAC Strategic Framework, highlighting that the current discussion aligned with the Policy and Financing and ACC Operational Excellence domains of the Framework.

Jeff addressed the shift in population management to a pyramid approach based on research and lived experience in the program. This approach allows for a better focus on member risk, member stratification, and resources available for population health. It also aligns with the contract and how The Department looks at member engagement, health neighborhood, and administrative payments. This approach also makes it easier to spot members who are considered complex and members in the gap between condition management and complex care. This can lead to finding ways to intervene in member health, so they don't move up the pyramid. To aid with that, Jeff mentioned that RAEs were presented with 10 chronic conditions to improve on, with a concentrated focus on maternity, diabetes, and complex members. Currently, complex revolves around cost. The Department is working on coming up with a consistent and accurate definition for who is considered a complex member.

Jeff mentioned that there is a renewed focus on cost containment from Governor's office since ACC wants to be operating at peak performance and capacity. Jeff presented the emergency department (ED) spend across the state. The graph illustrated a drop at the beginning of March with a flattening of the curve since then. The Department is trying to learn about the implications of this flattening.

Jeff stated that The Department is looking for ways to collaborate, hold accountable, and be nimble with the RAEs within the context of ACC. The Department has developed management tools that include, revised Performance Pool (PP), quarterly leadership meetings, stronger financial review process, and program and data (PAD) meetings that can be used to integrate PIAC with the RAEs during the pandemic. There is an opportunity for PIAC members to present community feedback so The Department can understand the context and larger narrative. The Department is committed to addressing health disparities in the new healthcare delivery model.

Members were placed into breakout rooms for 20 minutes to discuss the work ahead, key topic areas that are necessary for PIAC to address, and tangible steps within those priority areas.

Member feedback included, focusing on member experience, social determinants of health, the long-term COVID-19 consequences, health equities, successful COVID-19 practices, cost-containment, and RAE best practices.



Ben mentioned that the March meeting will be about building structure and tactics around these focus areas. Ben also reminded members that they will need to revise current PIAC subcommittee charges to align with their new focus areas.

Action Items:

- The Department will continue to shape PIAC priorities based on today's feedback to present in March.
- PIAC should reflect on key priorities and think about how work can be disseminated to subcommittees and regional PIACs.
- The Department will continue to pull together member feedback to revise charters and by-laws.

Resources Referenced in the Discussion:

- [Improving Medicaid member engagement](#)
- [Planning](#) and [key issues for states](#) once COVID-19 public health emergency has ended
- [Addressing social determinants of health](#)

5. Housekeeping and Next Steps

Ben will send a follow up email with action items. The monthly case load reports were sent out, and in the future, time will be set aside to have a discussion so members can understand what is being presented. Lastly, December and January minutes must be approved. Voting process will occur via follow up email. Follow up email will also contain a question regarding materials published on the website.

Action items from the meeting were as follows:

- The Department will present revised expectations for PIAC's review in March.
- The Department will continue to shape PIAC priorities based on today's feedback to present in March.
- PIAC should reflect on key priorities and think about how work can be disseminated to subcommittees and regional PIACs.
- The Department will continue to pull together member feedback to revise charters and by-laws.

Kiara adjourned the meeting at 12:17pm.

