COLORADO
Department of Health Care
Policy & Financing

Accountable Care Collaborative
Program Improvement Advisory Committee

Meeting Minutes

March 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 9:31AM.

2.   Introductions

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, Steve Johnson, Tom Keller, Dale Buterbaugh, and Wendy Nading.

A quorum of voting members was present.

Maria Zubia presented PIAC's goal of a better connection between the regional and state PIACs so information can flow most effectively and efficiently upwards. To work towards the progression of this goal, Ben Harris asked the PIAC Racial Equity Taskforce (Taskforce) to walk the group through the Taskforce memo.

Lila Cummings presented the history of the Taskforce memo. The memo came about as a result of George Floyd's murder and growing disparities of how COVID-19 impacted communities of color. The Taskforce developed four different activities PIAC could work on to address Equity, Diversity, and Inclusion (EDI) within its work and role.

Ben stated that The Department is committed to pushing into the EDI space given what has come to light in the last year. One of the goals for this meeting was to determine what the next steps are for working towards EDI given what the Taskforce has come up with thus far and determining how it gets embedded into the work that PIAC does. Members mentioned that the term diversity could be expanded on to include other types of diversity in addition to racial/ethnic diversity, and that they need to be intentional about how they define EDI.

Members then met in breakout sections to get to know one another by addressing the outstanding questions of the EDI Taskforce.

Following breakout sessions, members mentioned wanting to work in the data driven space to focus on African American populations, expand definitions, and prioritize where the data is lacking.

Action Items:

- None

Parking Lot Items
- None

3.   PIAC Focus Areas and Subcommittee Charges Review Part I

Kiara Kuezler brought the group back to the PIAC Strategic Framework and presented the updated PIAC Strategic Focus Areas determined by the members in previous meetings. Members voiced their support of the focus areas, specifically the opportunity to align work with the Behavioral Health Task Force. Members reminded the group that there are opportunities to align initiatives with various groups to work towards similar goals collaboratively. Kiara agreed that a goal for PIAC is to effectively align, gather feedback, and coordinate best practices from various sources.

Members were broken into three breakout rooms each lead by a Subcommittee Team to discuss historic work of subcommittee, what is working and not working, and what may need to be revised based on updated PIAC focus areas.

Action Items:
- None

Parking Lot Items
- None

4.   PIAC Focus Areas and Subcommittee Charges Review Part II

Bethany Pray and Christina Suh, Chairs for the Performance Measurement and Member Engagement (PMME) Subcommittee, discussed current charge, objectives, and proposed changes to subcommittee charge. PMME has been looking at demographic data on one behavioral health measure in order to see what the measure can teach PMME about what is working and whether there are ways to look at best practices and understand what's happening in different populations. PMME is working towards emphasizing and increasing member participation in committee, which has been a challenge due to lack of monetary compensation and technicality of data. To aid in this, PPME has created a member journey map for the behavioral health measure. The current charge and objectives still apply, but PMME breakout session discussed wanting a more targeted focus on EDI in terms of membership and analysis and an emphasis on using data to identify best practices for the delivery system.

Members proposed adding a more targeted focus on EDI work and the identification of best practices to PMME's existing charge. Members approved the updated PMME charge.

Joanna Martinson and Kathie Snell, Chairs for Provider and Community Experience (P&CE) Subcommittee, discussed current charge, objectives, and proposed changes to subcommittee charge. Joanna mentioned that P&CE has two workgroups: one that focuses on care coordination and one that focuses on access to specialty care. During the P&CE breakout session, members expressed a desire to guide the workgroups in a direction that is more aligned with The Department's priorities for the ACC. There is momentum around care coordination, but challenges exist when it comes to the specialty care workgroup. The P&CE breakout session discussed applying an EDI lens to work, focusing on the care compact for Health Neighborhood, E-consult, and HCPF request for information (RFI), and direction for redeterminations plans related to COVID-19. However, members felt there was an opportunity and urgency around care coordination with an EDI lens that can help guide best practices, particularly from a data driven perspective.

Members proposed focusing P&CE's charge on care coordination vis-à-vis Population Management Framework, data driven work, EDI work, and identification of best practices. Members approved the updated P&CE charge.

Daniel Darting, co-chair for Behavioral health and Integration Strategies (BHIS) Subcommittee, discussed current charge, objectives, and proposed changes to subcommittee charge. Members from BHIS breakout session agreed that there is a desire to focus on peer engagement, specifically counseling/mentorship opportunities at the Department of Corrections (DOC). BHIS breakout members mentioned a desire to focus on member engagement and experience to create recommendations, work on the development of individual relationships to effectively engage members and improve member experience, and work on the currently delay of care for children during COVID-19 and the long-term mental health impacts.

Members proposed pivoting BHIS's charge to include a targeted focus on peer services, alignment with Behavioral Health Administration (BHA), and addressing long-term mental health impacts of COVID-19. Members approved the updated BHIS charge.

Action Items:
- PMME Subcommittee will take PIAC input/suggestions back to subcommittee to develop revised subcommittee charter by August 2021.
- P&CE Subcommittee will take PIAC input/suggestions back to subcommittee to develop revised subcommittee charter by September 2021.
- BHIS Subcommittee will take PIAC input/suggestions back to subcommittee to develop revised subcommittee charter by October 2021.

Parking Lot Items
- Use Department data for Population Management Framework by PMME and P&CE
- Challenges around Health Neighborhood development, specifically structuring key performance indicators (KPI).

5.   PIAC Strategic Framework and Quarterly Cadence

Maria and Kiara reviewed the PIAC strategic Framework, PIAC Community Feedback Process, and PIAC Meeting Cadence. To continue to work in the PIAC sweet spot, PIAC will engage in understanding key Department policy and financing, analyzing Accountable Care Collaborative (ACC) operational excellence, and identifying regional innovation. Maria and Kiara acknowledged that they heard PIAC's desire to get input from regional PIACs and Member Advisory Committees (MAC) to learn about top priority areas and/or best practices across the state.

Ben presented the proposed schedule for the course of the year that includes prioritization in the three areas that make up the PIAC Sweet Spot so members can get a sense how PIAC will move through conversation topics. Ben presented that for the April meeting, fitting into ACC operational excellence, PIAC will be talking about ACC Performance, ACC Operations, and ACC Financials as a 'crash course'/refresher with extended conversations occurring through out the year. Ben also mentioned that PIAC will be getting an update from a Regional PIAC and MAC during the April meeting to begin building out the connections between the PIAC and Regional PIACs and MACs. Ian Engle and Dale Buterbaugh volunteered to present for their Regional PIAC and MAC.

Action Items:
- The Department will work offline with Ian and Dale to structure April's Regional PIAC and MAC update.

Parking Lot Items
- None

6.   Housekeeping and Next Steps

Ben will send out February meeting minutes for comments and approval. The Department's external website it currently down for updates, but all documents will be uploaded to the external website as soon as possible. Operational dashboards have been sent out for member viewing. Ben reminded members that the April meeting will be opened back up to the public.

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Kiara adjourned the meeting at 12:20pm.