



**To:** Program Improvement Advisory Committee  
**Cc:** Kiara Kuenzler and Carol Plock  
**From:** Anita Rich, Chair, Provider and Community Experience Subcommittee  
**Subject:** Program Improvement Advisory Committee Subcommittee At-A-Glance

Below outlines the subcommittees of the Program Improvement Advisory Committee (PIAC) and their respective charges, objectives, leadership, and staff.

| Program Improvement Advisory Committee  |   |  |
|---|---|--|
| <b>Performance Measurement and Member Engagement</b>  | <b>Provider and Community Experience</b>  | <b>Behavioral Health and Integration Strategies</b>  |
| <p><b>Charge:</b> To assess the overall performance of and experience within the ACC by investigating strategies to ensure robust member participation in all aspects of the health care system and to provide guidance for a robust, effective, and publicly accessible performance measure set that is member and health outcomes focused and aligned with other efforts of the broader health care system.</p> | <p><b>Charge:</b> To assess the experience of providers and community-based organizations (CBOs) within the ACC by identifying, prioritizing, and investigating key challenges and solutions to best support and build capacity within providers and CBOs, to foster collaboration and development of a health neighborhood between providers, CBOs, and RAEs, and to leverage their collective strengths in broader regional and state improvement work.</p> | <p><b>Charge:</b> To assess behavioral health integration within the ACC by investigating the strategies by which RAEs and providers are joining behavioral and physical health at the practice and systems level.</p> |
| <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>• ACC Program Measures and Best Practices</li> <li>• Member Engagement and Activation</li> <li>• Alignment and Data Utilization</li> <li>• Performance Data Transparency and Utilization</li> </ul>  | <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>• Health Neighborhood Development</li> <li>• Practice Support and Transformation</li> <li>• Care Coordination and Condition Management</li> </ul>  | <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>• Behavioral Health Care Coordination for Corrections-involved Members</li> <li>• System Alignment between Crisis Services and RAEs</li> </ul>        |
| <p><b>Co-Chairs:</b> Bethany Pray and David Keller</p>  | <p><b>Co-Chairs:</b> Anita Rich</p>   | <p><b>Co-Chairs:</b> Daniel Darting</p>  |
| <p><b>Staff:</b> Morgan Anderson</p>  | <p><b>Staff:</b> Brooke Powers</p>  | <p><b>Staff:</b> Jeff Appleman</p>   |

Our mission is to improve health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources.  
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## COLORADO

Department of Health Care  
Policy & Financing

**Subcommittee:** Provider and Community Experience (P&CE)

**Meetings Held:** 3/12/20, 4/9/20, 5/14/20 and 6/11/20.

At our last in-person meeting prior to COVID-19 on 3/12 each RAE provided a 13-minute presentation on their respective care coordination models. HCPF CMO, Dr. Latts presented & took questions regarding COVID-19 and the State's response at the 4/9 & 5/14 meetings and HCPF Medicaid Director Tracy Johnson presented and took questions regarding HCPF's response to COVID-19 and the upcoming budget year at the 6/11 meeting. On 5/14 each RAE provided an overview of their response to COVID-19. All COVID-19 related discussions encompassed the P&CE objective areas below.

**Objectives Discussed:**

- Health Neighborhood: In March, the RAEs provided to the Access to Specialty Workgroup brief written statements discussing their efforts relative to access to specialty care. Due to COVID-19, the Access to Specialty Care workgroup did not meet again until 6/4.
- Practice Support: Discussed in the context of HCPF and RAE support for practices during COVID-19, especially relative to telemedicine.
- Care Coordination: Each RAE provided an overview of their care coordination model on 3/12. On 4/9, the Care Coordination Workgroup chair provided a SWOT presentation based on the presentations/information provided by the RAEs and solicited feedback from the Subcommittee. The Care Coordination Workgroup met on 5/5 & 6/11. They've reviewed RAE FY19/20 Q2 complex care coordination deliverables and identified 10 potential priority areas for focus.

**Work Products Achieved:**

- Health Neighborhood: No recommendations at this time.
- Practice Support: No recommendations at this time.
- Care Coordination: No recommendations at this time.

**Next Steps:**

- Health Neighborhood: Access to Specialty Care workgroup will begin to meet on a monthly basis. The Workgroup has focused on identifying data sources and will be exploring eConsults and access to specialty care relative to telehealth.
- Practice Support: Exploring ongoing provider training in telehealth
- Care Coordination: Care Coordination workgroup will focus on 3 (of the identified 10) priority areas via smaller group works: 1) identify quality benchmarks/components of care coordination/management statewide; 2) identify a set of care coordination principles that can be used statewide; and 3) identify a standard process of member moving between RAEs.

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**Barriers:** The Subcommittee has worked to further solidify its voting membership, including selecting a co-chair. Due to challenges in identifying voting members to represent oral health, specialty care and a community-based organization, but hearing interest in voting membership from individuals outside those areas, the Subcommittee decided at its 6/11 meeting to transition those open seats to unaffiliated at-large seats while still maintaining a desire for oral health, specialty care and community-based organization representation. Current voting membership is:

| <b>Name</b>      | <b>Organization</b>                        | <b>Representing</b>                               |
|------------------|--|---|
| Anita Rich       |  | Co-chair (PIAC member)                            |
| Kathie Snell     | Aurora Mental Health Center                | Co-chair  |
| Cathryn Griffith | Family member                              | Member or family member of Health First CO member |
| Shera Matthews   | Doctors Care                               | Family Practice                                   |
| Pat Cook         | CO Gerontological Society                  | Older adults/seniors                              |
| Michelle Hoye    | MindSprings Health                         | Behavioral health                                 |
| Jamie Haney      | Developmental Disabilities Resource Center | HCBS/LTSS   |
| Andrea Loasby    | Children’s Hospital Colorado               | Pediatrics  |
| Lila Cummings    | Colorado Hospital Association              | Hospitals   |
| Wendy Nading     | TriCounty Health Dept.                     | Public health                                     |
| VACANT           |  | At-large  |
| VACANT           |  | At-large  |
| VACANT           |  | At-large  |

