

Performance Measurement & Member Engagement PIAC Subcommittee

A Quarterly Update

November 18, 2020

PMME's Work

Objectives



1. Discuss best practices and challenges to improve quality, experience, and health outcomes for members
2. Respond to HCPF and PIAC to investigate topics
3. Make recommendations regarding focus topics
4. Advocate for inclusion of members' experiences in assessment of ACC

Scope of Work SFY20-21

Explore ways to improve member experience through measurement (CAHPS)

Disaggregate performance measure data by race, ethnicity, etc. to identify health disparities

Care Coordination

Culturally Competent
Care

Measuring What Matters

- How are CAHPS survey data used to measurably improve members' experience accessing and receiving care?

13. In the last 6 months, how often did this provider listen carefully to you?

- Never
- Sometimes
- Usually
- Always

14. In the last 6 months, how often did this provider seem to know the important information about your medical history?

- Never
- Sometimes
- Usually
- Always

15. In the last 6 months, how often did this provider show respect for what you had to say?

- Never
- Sometimes
- Usually
- Always

Questions from the CAHPS Adult Survey

Identifying Health Disparities

- Behavioral health engagement
- Depression screens
- Follow up after a positive depression screen

Disaggregation by:

Race
Ethnicity
Age
Gender
Disability
Language
Citizenship
Income

Next Steps

- Develop a recommendation related to the CAHPS survey for submission to PIAC. Expectations or guidance for us? **(December)**
- Review SFY19-20 KPI results for the full year and discuss COVID's impact to the extent possible **(December)**
- Explore behavioral health disparities **(January)**

Next Steps

- **Continue** to engage Health First Colorado members whether through ongoing PMME recruitment or partnership with the MEAC and MACs
- **Continue** to weigh in on changes to performance measures, measure alignment topics, and other relevant data and member focus issues that come up, particularly if aligned with our scope of work
- **Persuade** a wonderful new PIAC member to co-chair our subcommittee! (anytime between now and February)

