

Performance Measurement & Member Engagement

PIAC Subcommittee

A Quarterly Update

May 20, 2020

Our Mission

Improving health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources

Agenda

- Update on recent efforts
- Feedback provided on COVID-19 measures
- Recommendations
- Upcoming opportunities

PMMC'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

Our Team

- Active Medicaid members with lived experience and knowledge of performance measurement
- Behavioral health leaders with clinical and quality experience
- Health researchers and health data experts
- Health policy and health equity experts and advocates
- Care coordination and population health experts
- Members and stakeholders from LTSS, mental health, early childhood, public health, and more

Since We Last Saw You

- 6 PMME meetings took place
- Reviewed and offered feedback on SFY 19 KPIs and BHIP measures
- Heard from RAEs how they're addressing important member engagement topics
- Discussed and weighed in on COVID-19 measures
- Informed a new population health deliverable: Prevention Support and Member Engagement.
- Welcomed new PMME members and are actively recruiting up to four additional Medicaid members

KPI: Behavioral Health Engagement

Region	Baseline	Q1	Q2	Q3	Q4
RAE1	11.94%	12.76%	13.91%	14.40%	15.15%
RAE2	14.68%	16.11%	16.37%	16.45%	16.72%
RAE3	12.87%	14.55%	14.87%	15.31%	15.88%
RAE4	15.70%	16.38%	17.32%	17.72%	18.50%
RAE5	15.84%	17.57%	18.10%	18.40%	19.14%
RAE6	15.45%	17.00%	18.06%	18.80%	19.49%
RAE7	13.01%	14.45%	15.29%	15.86%	17.58%
RAE Average	14.21%	15.55%	16.27%	16.71%	17.49%

KPI: Dental Visits

Region	Baseline	Q1	Q2	Q3	Q4
RAE1	33.38%	33.51%	35.09%	35.44%	37.53%
RAE2	32.47%	32.74%	34.55%	36.49%	38.34%
RAE3	37.61%	37.91%	40.41%	40.33%	41.79%
RAE4	32.26%	32.65%	32.29%	32.12%	33.62%
RAE5	33.62%	34.42%	36.10%	37.64%	40.21%
RAE6	34.56%	34.38%	35.18%	34.98%	36.31%
RAE7	32.94%	32.41%	32.66%	34.22%	35.63%
RAE Average	33.83%	34.00%	35.18%	35.89%	37.63%

KPI: Health Neighborhood Part 2

Region	Baseline	Q1	Q2	Q3	Q4
RAE1	2.10%	2.01%	1.88%	1.81%	1.77%
RAE2	2.55%	2.56%	2.90%	2.78%	2.72%
RAE3	1.72%	1.65%	1.64%	1.59%	1.57%
RAE4	3.52%	3.50%	3.41%	3.48%	3.51%
RAE5	2.29%	2.10%	2.17%	2.09%	2.02%
RAE6	1.94%	1.82%	1.76%	1.78%	1.83%
RAE7	1.86%	1.72%	1.58%	1.53%	1.48%
RAE Average	2.28%	2.19%	2.19%	2.15%	2.13%

BHIP Measures

FY2018-2019 Goals								
Indicator	R1	R2	R3	R4	R5	R6	R7	HCPF Goal
1	41.91%	37.24%	36.96%	35.69%	34.03%	35.36%	47.02%	51.22%
2	65%	70.20%	54.04%	76.68%	60.86%	42.96%	62.95%	84.35%
3	37.58%	37.64%	31.29%	45.62%	36.03%	37.03%	30.61%	49.69%
4	25.05%	36.64%	33.28%	37.34%	30%	26.56%	49.94%	54.40%
5	13.03%	17.30%	10.36%	17.59%	34.85%	13.38%	18.65%	37.96%
FY2018-2019 Performance								
Indicator	R1	R2	R3	R4	R5	R6	R7	HCPF Performance
1	49.58%	46.40%	47.75%	47.93%	43.54%	45.81%	55.01%	47.64%
2	58.18%	64.31%	58.76%	74.36%	63.56%	69.45%	72.90%	65.43%
3	27.75%	38.33%	27.83%	46.03%	37.22%	35.25%	37.01%	34.93%
4	45.32%	50.00%	43.48%	43.64%	33.82%	52.70%	58.99%	50.19%
5	13.29%	15.76%	12.05%	24.93%	17.20%	13.59%	19.47%	16.86%
FY2019-2020 Goals								
Indicator	R1	R2	R3	R4	R5	R6	R7	HCPF Goal
1	50.67%	47.81%	49.03%	49.19%	45.23%	47.28%	55.56%	60.52%
2	60.54%	66.05%	61.06%	75.10%	65.38%	70.68%	73.79%	81.79%
3	30.03%	39.56%	30.11%	46.49%	38.56%	36.79%	38.37%	50.63%
4	46.89%	51.51%	45.67%	45.20%	35.49%	53.81%	59.77%	65.10%
5	14.71%	16.93%	13.59%	25.18%	18.23%	14.98%	20.26%	27.42%

Member Engagement: A Qualitative Approach

1. How do you present information on your website about the RAE Member Advisory Committee (MAC) and related materials? Are there other ways that you present the MAC as an opportunity for enrollees?
2. Are there steps you take to improve MAC engagement and retention, such as gift cards, childcare, meals or transportation, and what are those?
3. For the last 2-3 MAC meetings, what topics have you covered?
4. In your RAE, have you established other methods to reach out to members to get their feedback or input? Please tell us about those.
5. In your view, what tools or resources would help the RAEs successfully engage with members?

COVID-19 Performance Pool Feedback to HCPF

Connect members to providers

Include behavioral health

Evaluation, expectations, and equity

Barriers Encountered

- Ensuring focus on member goals and interests while analyzing performance measurement.
- Appropriate timing of review of performance measures and recommendations
- Prioritizing actionable topics for discussion
- Lack of support for Medicaid members on the subcommittee.

Next Steps (1)

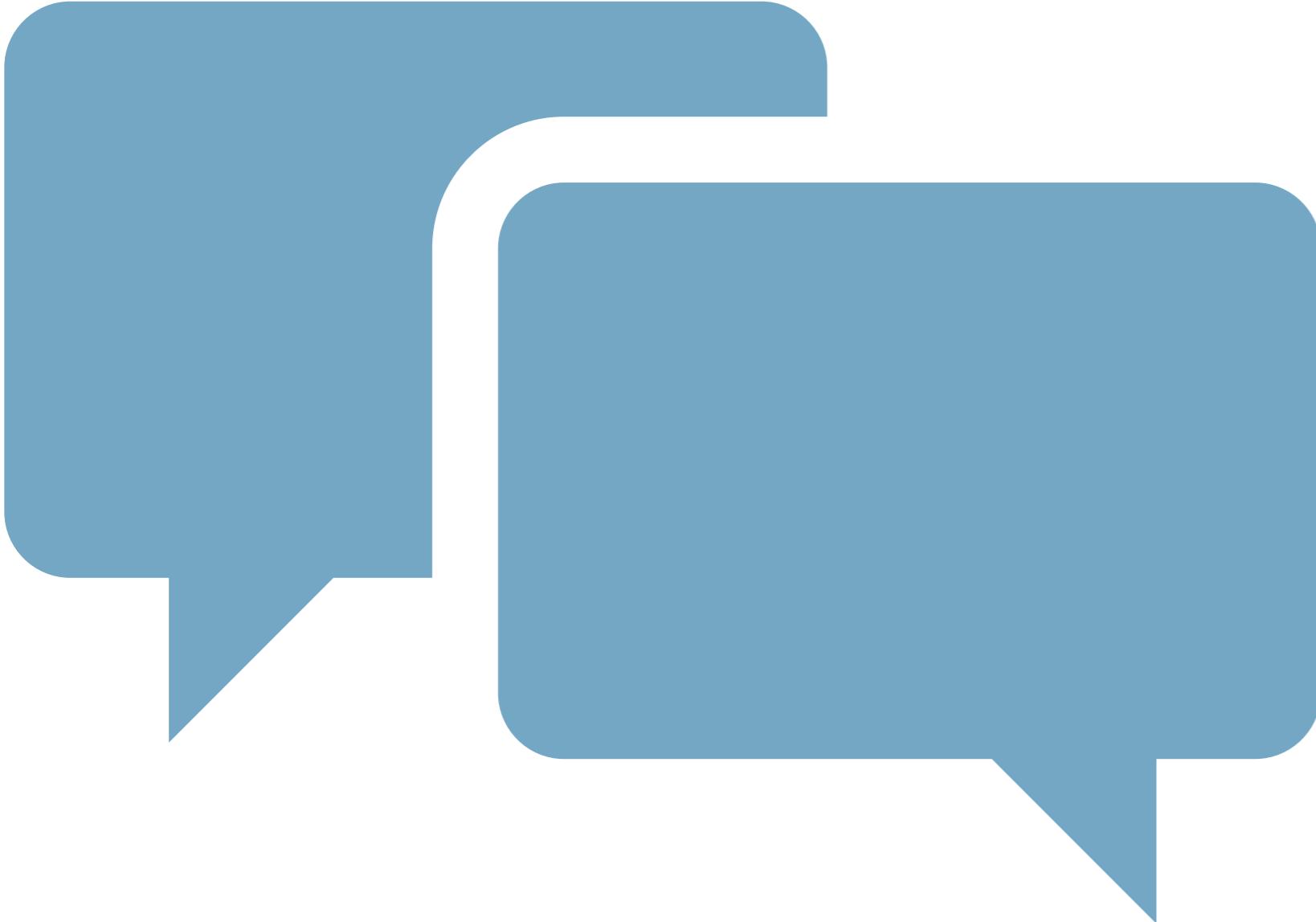
- Recruit and engage additional Health First Colorado voting members to increase member representation.
- Continue to monitor and inform Key Performance Indicator, BHIP, APM and Performance Pool measures.
- Provide targeted feedback or formal recommendations for new measures of prenatal care and medical neighborhood.
- Partner with the Department to identify the optimal timing for formal recommendations to ensure that work is effective.

Next Steps (2)

- Continue to weigh in on performance related to COVID-19 as requested, including adjustments in performance measurement required due to special cause variation.
- Identify specific member engagement and experience topics based on input from committee members and recommend evaluation methods to show impact on program performance.

Recommendations

- Continue to prioritize member engagement in planning and implementation of the Accountable Care Collaborative
- Continue efforts to assess utility of various measure sets; are we measuring quality and outcomes that matter to members and other stakeholders
- Consider a rubric that aligns measure sets with goals of the Accountable Care collaborative; high value, coordinated care, superior member experience and excellent health outcomes.



**Comments or
Questions?**

Plans for PMME Co-Chairs

- PIAC by-laws require new PMME leadership this October
- Bethany will consider reapplying for the position. David will consider becoming a PMME voting member.
- However, PMME still will need one new co-chair.



In Closing...

- Thank you to PIAC for considering our recommendations and next steps
- PMME is open to suggestions for topics as we create a scope of work this summer