



COLORADO

Department of Health Care
Policy & Financing

MINUTES OF THE WEBEX INTEGRATED QUALITY IMPROVEMENT COMMITTEE (IQuIC) MEETING

September 9, 2021 9:00 am to 12:30 pm

1. Call to Order

The Contractor shall have its Quality Improvement Director participate in the Department's Quality Improvement Committee to provide input and feedback regarding quality improvement priorities, performance improvement topics, measurements and specifics of reporting formats and timeframes, and other.

2. Agenda Review

Completed.

3. Review August 2021 Draft Minutes

Jerry (Health Care Policy and Financing/HCPF) and meeting attendees reviewed the draft August 2021 minutes and the minutes were approved.

4. Meet Dr. Walsh Chief Medical Officer (CMO) Health Care Policy & Financing

Dr. Walsh introduced himself to the group and then reviewed a PowerPoint presentation that covered: the Quadruple Aim, the Department's Quality & Improvement Strategy Plan, Patient Experience surveys, Centers for Medicare and Medicaid Services (CMS) CORE Measures requirements, Federally Required Metrics and Alignment Across Programs as Applicable.

5. Healthcare Effectiveness Data and Information Set (HEDIS) 2020 Results

Megan and Matthew (Health Services Advisory Group/HSAG) reviewed a PowerPoint presentation and engaged health plan staff for the discussion. For example: Matthew pointed out that results for this year's results have decreased from the previous year. In regard to Vaccinations Areas of Strength/Lessons Learned/Best Practices/Policy & Procedures/Data Issues Cindy from **Regional Accountable Entity (RAE) One** said her health plan implemented a pediatric team, member outreach, implemented a new quality committee to do analysis and Lauren (RAE 1)



noted that a root cause analysis was completed, as well, which helped. Lauren from **Kaiser Permanente** (KP) noted that her plan sent member reminders to come in for vaccinations and that although KP had a decrease in well visits their vaccination efforts were good. Stacey from **Colorado Access** noted that data showed fewer immunizations for her health plan, and that Colorado Access completed member outreach about accessing services and completed provider communications. Greg from **Denver Health** (DH) noted some impacts on member care caused by COVID-19, and also noted DH looked at root causes for lower rates for Combo 7, and that DH switched to a two-dose series. Claire (DH) also provided an update. Jeremy from **RAE's 4** noted the following efforts from his health plan (RAE 4): vaccination text campaign, home bound voice recordings, and care coordination teams to assist with COVID-19 vaccinations. In regard to Opioid Areas of Strength Matthew noted that in the previous year this area scored lower compared to this year where there is a 25% increase. Cindy M. from **Rocky Mountain Health Plan** (RMHP) noted COVID-19 impacts on RMHP efforts, noted that RMHP implemented a drug safety program, completed virtual trainings about prescribing Opioids, and other RMHP staff in attendance noted a strong integration in a few of their Primary Care practices. Greg from **DH** shared input about DH's old 4 by 4 monitoring process, that a new morphine equivalent process is now in use and he shared input about a Day Supply process and dosing alerts which helped change rates. Lauren from **KP** also chatted her health plans efforts to expand pain training classes. In regard to Areas of Strength Treating CHP+ Respiratory Matthew noted rates for this area are doing good. Lauren from **KP** shared input about KP's Continuous Medical Education (CME) efforts. Manuela from Friday Health Plans (FHP) noted that FHP is looking at rates in this area and she noted school closure and staff shortage impacts. Stacy from **Colorado Access** said future efforts for her health plan may include targeted efforts. In regard to Area of Opportunity Medication Management Matthew noted lower rates, but that Statin medications efforts were high. Chelsey from **RMHP** noted impacts from COVID-19, but that her RMHP has recently focused efforts on certain practices to improve Statin medications. Cindy (RMHP) also noted Chronic Obstructive Pulmonary Disease (COPD) program efforts that looked at the member and provider side and that members were stratified to identify high utilization and outreach. In regard to Areas of Strength Diabetes Management Matthew noted lower rates, but said this data should be viewed with caution due to scope change. Cindy from **RMHP** said this is a high priority area for her health plan and that their providers have tool kits, gap reports and other related programs. Chelsey from **Colorado Access** noted her health plan was proud of their provider efforts in spite of COVID-19. Sarah from **DentaQuest** (DQ) said that DQ can help with promoting oral care efforts and that health plan staff should feel free to reach out to her.



6. Discussion about the selection of 2021 Healthcare Effectiveness Data and Information Set (HEDIS) measures

Russell (HCPF) informed the group that the Department was still having internal discussions about the HEDIS measures health plans would be reporting on for the next round and discussed efforts to align with CMS CORE Measure reporting that will happen in 2024. Russell shared input about an October 15, 2021 1:30pm to 3:30pm CHP+ meeting with health plans, and Russell noted that the normal Department HEDIS letter for health plans may be shared in late November. Manuela (FHP) asked who from the health plans should attend the October meeting, Jeremiah (RMHP) asked questions to understand what Medicaid representation should attend the October meeting, and Kendra (RMHP) asked about the CORE measure alignment intent of the October meeting. Russell addressed those questions and noted the October meeting will also look at admin measures vs hybrid measures. Ann Marie Stein also noted that the Department was looking at aligning all programs. Cindy (RMHP) and Mika (Colorado Access) asked that draft measure requirement input be shared with the health plans prior to the October meeting. Russell discussed the online links for understanding CORE measure requirements but noted that he will work on sending out some input in the coming weeks.

7. Interactive Health Plan Discussion/Barrier Analysis

Barbara (HSAG) opened the discussion by noting last year's virtual discussion which led up to this free flow discussion. Prior to the meeting Barbara shared a handout that listed four questions that health plans were expected to speak on. The following input was shared in regard to those four questions: Randi from **RAE 4** noted similar barriers to those discussed today and her health plan task force efforts to involve people, Katie from **RAE's 6 & 7** shared input about more members without established provider relationships, the lack of public library services, lower co-locations, and higher depression and anxiety. Katheryn (**RAE's 6 & 7**) noted a health plan pivot to telehealth services which improved care. Lauren (**KP**) shared input to address the four questions (example, provider burnout). Chelsey (**RMHP**) reviewed a PowerPoint and noted conflicting priorities due to COVID-19. Mika & Laura (**Colorado Access**) reviewed a PowerPoint with four goals (example, data driven decisions) and shared insight on opening restricted offices, telehealth, their Little Big Fridge effort, and diversity efforts. Greg (**DH**) shared slides and discussed not limiting reimbursement and cultural considerations. Sarah (**HSAG**) took notes for this discussion and created a document that listed efforts and input (see attachment). Sarah (**DQ**) noted possible monolingual messaging should be added to that document.



8. Consumer Assessment of Healthcare Providers & Systems (CAHPS) Surveys

Russell and Destiny (HSAG) led this discussion and document presentation. Russell share input about the Department's transition to the CAHPS 5.H1 survey and Destiny reviewed a Key Drivers document.

9. Department and Health Plan Updates/Reminders

Jerry's first update was that next week Crystal (HSAG) will be sending each health plan a request to update the health plan contact list with staff title information. Jerry's second update noted that the Department and HSAG are planning to send meeting invites to health plans for the 411 and 412 project guideline review.

10. Public Comments

No visitors attended this WebEx.

11. Adjourn

Visit this link to see online reporting <https://www.colorado.gov/pacific/hcpf/quality-and-health-improvement-reports>

Visit this link to see more about IQuIC <https://www.colorado.gov/hcpf/integrated-quality-improvement-committee-meeting>

Link to online Accountable Care Collaborative Public Reporting
<https://hcpf.colorado.gov/accountable-care-collaborative-public-reporting>

