



**COLORADO**

Department of Health Care  
Policy & Financing

## MINUTES OF THE MEETING OF THE Performance Measurement and Member Engagement (PMME) Committee

253-215-8782 or 346-248-7799

Meeting ID: 939 1214 7561 Passcode: 385864

<https://zoom.us/j/93912147561?pwd=eG1xR2JLMmZmeDU0VXhwU051dnZjdz09>

July 28, 2022

### 1. Introductions and Approval of Minutes

Bethany Pray (BP) did a roll call of voting Committee members.

Voting Members Present: Bethany Pray (CCLP), Christina Suh (Phreesia/CHCO), Jill Atkinson (Community Reach Center), Greta Macey (Tri County Health Department), Brent Pike (Health First Colorado member), Bob Conkey (Health First Colorado member), Janelle Jenkins (Health First Colorado member), Valerie Nielsen (CCHN), Ealasha Vaughner (Health First Colorado member), Angie Goodger (CDPHE), Luke Wheeland (The Arc).

Voting Members Absent: Brandon Ward (Jefferson Center for Mental Health), Kenda Pritchard (Spanish Peaks Regional Health Center).

Other Participants: Cindy Mattingley, Alee LaCalamito, Amy Ferris, Anne Fritz (NCHA), Camila Joao (CCHA), Charlie Ketler, Ed Arnold (Beacon), Emilee Kaminski, Eva O, Jacqueline (DHHA), Jake Coutts (COA), Jane Reed, Jill McFadden, Katie Mortenson (CCHA), Kellen Roth, Nikole Konkoly (RMHP), Sarah Lambie.

HCPF Staff: Erin Herman, Nancy Mace, Sarah Eaton, Callie Kerr, Audrey Keenan, January Montano, Megan Comer.

The May and June meeting minutes were reviewed and approved.

- BP abstained from voting on the June meeting minutes since she was not in attendance.

### 2. Update from State ACC PIAC (Bethany Pray, PMME Co-Chair)

Bethany Pray (BP) provided a brief update from the July State ACC PIAC (see [presentation](#)).

- The PIAC meeting included a 2022 legislative update (see [slides](#)).

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- The PIAC sub-committees provided updates.
  - BHIS: Reviewed the 2022 legislative session including the behavioral health bills that were passed.
  - PC&E: Health Services Advisory Group presented their care coordination audit findings.
- PIAC committee members participated in a Jamboard exercise on data and performance answering the following questions:
  - What types of data would you like to see shared with providers that could help providers better serve Members?
  - Thoughts about the Department's move to use CMS Core metrics for performance measurement? What do we need to consider ensuring measures are actionable for providers?
  - PMME committee members are encouraged to share additional comments

### 3. Well Child Visit Recommendations (Bethany Pray, PMME Co-Chair)

BP reviewed the committee's five well child visit recommendations (see [presentation](#)).

- BP explained that the wording of the recommendations was adjusted to be actionable by the Department for presentation to the State ACC PIAC committee.
- All voting committee members present voted in approval of the recommendations as revised and presented.

### 4. Member Experience Initiatives (Sarah Eaton, HCPF and Brent Pike, Health First Colorado Member)

Sarah Eaton (SE) and Brent Pike (BP) provided an overview of the State Member Experience Advisory Council (MEAC), the work the council does, and opportunities for potential collaboration between the MEAC and PMME (see [presentation](#)).

- MEAC is important because it gathers feedback directly from Members regarding their experience with Health First Colorado.



- MEAC committee members apply to be a part of the committee, serve a two-year term, and must be Health First Colorado Members or Parents/Caregivers of Members.
  - Application is simple and focused on lived experiences and not on resumes.
- Relationship building comes from moving from transactional interactions to transformational interactions.
- The committee utilizes safe space practices:
  - Be proactive about individual accommodations; get to know each other with interesting icebreakers; land and labor acknowledgements; Moment of Zen; thought provoking interactive activities like polls and small group breakout rooms to help create dialogue, connection and safety; maintain confidentiality; close the loop on feedback and individual issues; talk about how the meeting went while in the meeting.
- Members drive the agenda topics
  - Each meeting this question is asked: What is working/what is not working in your health care over the last 30 days? This identifies trends and allows the committee to be proactive with topics instead of reactive.
- SE shared a letter that the MEAC reviewed as a committee. This is a collaborative process that is very rewarding for Members.
  - Try not to give too much information but instead work together.
- The MEAC values committee Members' time:
  - Gift cards for participation; reimbursement for travel expenses and childcare; meals for in-person meetings; professional development; and letters of reference.
- Create an environment where everyone is equal, and Members have ownership of the meeting.
- SE and BP discussed potential areas for the MEAC and PMME to partner together including:
  - Provider experience (cultural competency in provider offices for all staff members, privacy, respect/stigma)



- Provider access in rural areas
- Provider search tool improvements (possibly in ACC 3.0)

The PMME committee members shared their thoughts on how the PMME and MEAC might complement each other moving forward:

- Provider access in general including transportation, accessibility, and clinic hours.
- Provider search tools seems to be a challenge across health care systems.
- A committee member asked about efforts to reach the Members we aren't currently able to.
  - Sara Eaton shared two current programs the MEAC is working on: Community Based Organization (CBO) Ambassador Program to evaluate readability in Spanish and Vietnamese; online Survey and Customer Insight Platform (in addition to the current monthly surveys).
- Getting information out regarding emergency Medicaid to those in need.
- A committee member commented that there could be an opportunity for this committee and other committees to amplify the work of the MEAC. It was noted that this would need to be done in a manner that maintains the privacy of MEAC Members.
- A committee member commented that it would be great to share this presentation widely. Providers/practices could use this as a resource if they are trying to set up a similar committee.

The MEAC [website](#) is a valuable resource to find out more about the committee's model, membership, and Member stories.

Health First Colorado Member Videos can be viewed [here](#).

## 5. Public Comment

BP opened the meeting to the public for comment. No comments were made

## 6. Wrap Up/Next Steps (Bethany Pray, PMME Co-Chair)

### Next Steps:

- The committee will continue to discuss the opportunities presented today.



- The committee may explore opportunities for PMME to share the benefits of enhanced Member engagement and the value of other organizations setting up committees like the State’s MEAC.
- The committee is currently recruiting 2 new voting committee members. Access the application [here](#)

**Next PMME Meeting:**

- The committee voted to take a summer recess in August so there will be no PMME committee meeting in August.
- The next PMME meeting is September 22, 2022, from 3:00 PM - 4:30 PM

