



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>

October 28, 2021

1. Introductions and Approval of Minutes

Voting Members Present: Bethany Pray (CCLP), Christina Suh (Phreesia/CHCO), Jill Atkinson (Community Reach Center), Brandon Ward (Jefferson Center for Mental Health), Valerie Nielsen (CCHN), Bob Conkey (Health First Colorado member), Janelle Jenkins (Health First Colorado member), Angie Goodger (CDPHE), Greta Macey (Tri County Health Department), Brent Pike (Health First Colorado member), Samantha Fields (Health First Colorado member), Kenda Pritchard (Spanish Peaks Regional Health Center).

Voting Members Absent: Kayla Frawley (Clayton Early Learning), Ealasha Vaughner (Health First Colorado member), Luke Wheeland (The Arc)

HCPF Staff: Erin Herman, Ann Marie Stein, Audrey Keenan, Megan Comer, Milena Guajardo, Matt Lanphier, Courtney Phillips.

Other Participants: Kellen Roth, Camila Joao (CCHA RAE 6 & 7), Edward Arnold, Performance Improvement Analyst (Beacon- RAE 2/4), John Mahalik (Beacon), Nicole Konkoly (RMHP, RAE 1), David Keller, Lynn Balkalyn, Emilee Kaminski (CHCO), Cynthia Mattingly (RMHP, RAE 1), Katie Mortenson (CCHA, RAE 6 & 7), Natasha Lawless (NHP, RAE2).

- CS did a roll call of voting Committee members including the four new members of the committee. All the voting members introduced themselves.
- The September meeting minutes were approved. No abstentions.

2. Update on PMME recommendations to PIAC (Milena Guajardo, HCPF)

MG updated the Committee on the status of the recommendations PMME made to PIAC.

The Department reviewed these recommendations and had several questions that were shared at the October PIAC meeting.

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The PMME Co-Chair, Bethany Pray, met with Matt Sundeen to answer some of these questions and provide clarification where applicable.

The Department will formalize a written response to PIAC on December 15, 2021.

3. Introduction to the ACC program, PIAC, and PMME (Bethany Pray)

BP presented an overview of the ACC program including this history of the program.

- The goal of the ACC program is to improve member health & reduce costs
- The objectives of the ACC Program:
 - Join physical and behavioral health under one Accountable Entity
 - Strengthen coordination of services
 - Promote member choice and engagement
 - Pay providers for the increased value
 - Ensure greater accountability and transparency

BP provided an overview of the PIAC and PMME committee.

- PMME website: <https://hcpf.colorado.gov/performance-measurement-and-member-engagement>
- The purpose of PMME is to assess the performance of the ACC and seeks to evaluate and improve Health First Colorado members' experiences and engagement.

PMME focus for FY21-22:

- Review ACC performance data at least bi-annually to track trends and identify areas of opportunity based on higher and lower performers.
- Vett and provide feedback on measure selection priorities and measure options.
- Explore opportunities to improve the measurement of member experience in ways that lead to action and system responsiveness.



- Analyze disaggregated performance measure data and make recommendations on how to improve equity programmatically through performance measures.

4. Introduction to Key Performance Indicators (Bethany Pray and Matt Lanphier)

BP presented an overview of performance measures focused on Key Performance Indicators (KPIs).

- AS reiterated that we need to be thoughtful about how we select a measure. We need to discuss this with RAEs.
 - There are usually required measures as well as a list of measures to choose from.
 - An organization may not immediately have the resources to pull the data from the electronic medical record.

MP presented the Q3 FY2021 KPI data for all six of the KPIs for the group to review.

- One member asked where the KPI measure data comes from.
 - This depends on the measure: some comes from claims data.

BP provided a brief overview of the Well Child KPI that the committee has chosen to focus on for the next few months.

- Since early visits are so important, we want to understand the data, the challenges providers and Members face, and explore opportunities for improvement.
- The well-child KPI is important because Colorado has been struggling with this for a long time.
- This new well-child KPI is better aligned with Bright Futures.

The group discussed the well child KPI.

- The group would like to see the well-child data broken down into more age categories and demographic data.
- A question was raised about how a well-child visit would be captured if a child goes to see a specialist, urgent care center, or different providers.



- A request was made for an Acronym list. EH to research and send one out if available.

5. Public Comment (Co-Chairs)

There were no public comments.

6. Wrap Up/Next Steps (Co-Chairs)

Committee will continue the Well Child KPI discussion in future meetings and look at more data to get further understanding of the issue.

The November meeting is cancelled due to the State holiday.

The next meeting is scheduled for December 16, 2021 from 3:00-4:30pm.

