

Performance Measurement and Member Engagement

PIAC Subcommittee

Minutes

Meeting Information			
Date	Thursday, July 23, 2020	Time	3:00 – 4:30 PM
Location	Virtual attendance only	Call-in Number	+1 402-364-0128 PIN: 205 793 916#
		Webinar link	meet.google.com/ohd-ofqc-scd
Committee Purpose	Discuss best practices and challenges to improving quality and health outcomes for ACC members and make recommendations for the ACC PIAC and the Department with regard to quality.		
Meeting Purpose	To develop a scope of work for the subcommittee, discuss how to develop and submit the recommendations that come from PMME, and brainstorm onboarding and engagement for new PMME members.		

Voting Members and Participants
<p>Voting Members Present: Deb Barnett (Connecting Points Advisory), Eli Boone (Colorado Health Institute), Bob Conkey (Health First Colorado member), Jerry Evans (Community Health Initiatives), Kayla Frawley (Clayton Early Learning), Angie Goodger (CDPHE), Gary Montrose (Young People in Recovery), Valerie Nielsen (CCHN), Brandon Ward (Jefferson Center for Mental Health)</p> <p>Voting Members Absent: Jill Atkinson (Community Reach Center), Luke Wheeland (The Arc)</p> <p>Co-Chairs: Bethany Pray (CCLP), David Keller (Children's Hospital)</p> <p>HCPF Staff: Megan Comer, Emily Ebner, Anne Jordan, Russell Kennedy, Amy Luu, Liana Major, Nicole Nyberg</p> <p>Other Participants: Tammy Arnold (Northeast Health Partners), Dawn Claycomb (Beacon), Cathy Coy (Southeast Health Group), Kate Hayes (Planned Parenthood of the Rocky Mountains), Camila Joao (CCHA), Nikina Jones (Health Colorado), Joanna Martinson (North Colorado Health Alliance), Katie Mortenson (CCHA), Tony Olimpio (CCHA), Kellen Roth (Colorado Access)</p>

Speaker(s)	Description
BP/DK	Roll call and June minutes approved. No abstention.
BP/DK/LM	<p>Develop Scope of Work through December 2020 or June 2021</p> <p>Co-chairs led the group in a discussion around topics to prioritize in SFY20-21 as well as several questions about how to structure the group.</p> <ul style="list-style-type: none"> • Co-chairs shared that the Performance Improvement Advisory Council (PIAC) is considering a focus on race equity. PMME voting members were asked if this subcommittee should focus on race equity as a goal or one of multiple goals. <ul style="list-style-type: none"> ○ Several members agreed that it was important to understand racial disparities in health. ○ It was acknowledged that there may be limited data to evaluate racial disparities for some measures, but the Department said that it is possible to pull this data. ○ It was determined that there wasn't a need to amend and re-focus this subcommittee's Charter purpose but to include race equity as a topic for the group.



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- There was agreement in adding this as a topic.
- Should PMME bring together measurement and member engagement topics whenever possible?
 - Kayla mentioned it is important to make sure the language we use is clear for new members, especially Medicaid members, to participate in those conversations.
 - It was agreed upon that the goal of the Accountable Care Collaborative (ACC) measures should be to make them meaningful to Medicaid members as they are the ones who they would matter the most to.

Discussion occurred around performance measurement topics that should be prioritized for SFY20-21. Voting members received a list prior to the meeting for consideration and this list was shared during the meeting for all to view.

- “Review ACC performance through a health equity lens with a focus on reduction of health disparities” – this is actually many topics, which the group discuss in more detail.
- The group could look at the different performance measure sets, but there are many measures, which is the challenge. It’s easy to get lost in the weeds. David mentions it would be ideal to pick a few measures where it makes sense to focus, possibly those that are problematic, or where we see opportunities for improving health outcomes.
- Bethany suggests this group could talk about topics (such as measures) more in depth for multiple meetings as opposed to doing one topic per meeting. What does the group think?
 - Kayla emphasizes the importance of approaching measurement from the member perspective.
 - Deb suggests finding a way to keep the broad picture of all measures while doing deeper dives so the group doesn’t lose perspective of the big picture and how measures fit together. A measure dashboard would possibly provide this perspective for the group.
 - The Department is working on placing performance measures and results online now so they are public. They will start with KPIs and BHIP. The Department can also work on a list of measures to give PMME perspective on the full list.
 - It was noted that some measures will be more challenging to have in a dashboard, such as APM.
 - It was proposed to remove Medical Loss Ratio from the list of potential performance measurement topics as it can be difficult to analyze.
 - Deb asked how people feel about using meeting time to walk through the performance results. What level of information is needed to talk about these measures? Kayla responded that she thinks the focus should be about which measure areas are best suited to catching racial disparities in a timely and preventive way so that we do make recommendations to prevent adverse outcomes. In other words, the emphasis should be on finding the timely intervention to change outcomes.
 - David asks, are we measuring outcomes, just performance, or is our goal to drive change in the system? All of these measures can be set up to do these things, but which measure we choose depends on what our goal is.
 - The group talked about doing a high-level walk through of the measures, which would be helpful for all new members especially but really for everyone since this subcommittee is so technical.
 - CCLP has an introduction to Medicaid that goes over the KPIs, for instance, and how to incentivize performance. We can talk about whether we want to include something like this in orientation.
- The group also talked about discussing sometime this year the alignment of measures, with the purpose of ensuring they are mutually reinforcing and not creating obstacles. Reporting burden on practices and organizations



	<p>is also a related topic. This alignment idea would be consistent with the universe of measures (or dashboard concept).</p> <ul style="list-style-type: none"> • Brandon commented on the suggestion to look into topics related to COVID and telehealth, including behavioral health. This is a timely topic and PMME could be involved. We could be involved for what should be measured related to telehealth. • Understanding the member's experience through the data and to break down what the data means was identified as something needing to be done. It was suggested that the group can walk through at least one measure with members. <p>Discussion of member engagement topics</p> <ul style="list-style-type: none"> • Bethany mentioned the CAHPS survey which surveys members about their care within the last 6 months. The group could look at making recommendations to the Department about adding specific validated questions that are important to member experience and even questions that get at identifying health disparities. Russ Kennedy at the Department suggests that there is already analysis PMME could do since race/ethnicity data is available. • The topic on member technology use and how it impacts their Medicaid experience can possibly be linked to the suggestion around telehealth measures. Bob says that looking at technology access and use for members is important but getting the data to quantify it would be challenging. • David highlights care coordination and meeting members needs. We haven't successfully found a way to measure this. This may be an important topic to focus on going forward. • Topics on member technology use and improving navigation through the Peak Health mobile app data might be good. • Some topics can be subtopics. For example, technology use could be a subtopic of care coordination and meeting members' needs. • Kayla mentions that the topic of mapping the journey through Medicaid could help the group prioritize what to focus on. You could take any topic and plug it into the member journey and then develop measures to align with it. • Further efforts were discussed to better gauge the group's priority on the topics. • A next step may be a survey of PMME members to indicate priorities and order of interest, paired with a universe of measures. People can prioritize their top 3 topics.
BP/DK	<p>PMME Impact (recommendations and potential subcommittees)</p> <ul style="list-style-type: none"> • Some potential subcommittee groups available include a 'Member Onboarding and Engagement' and a 'Performance Measurement' subcommittee. • The Department particularly has a need for a performance measurement subcommittee since there are and will be several opportunities to weigh in on measure development outside monthly PMME meetings. The frequency of the performance measurement subcommittee meetings could be around one hour a month; however, the frequency could be reduced if needed by members of the group. There is also the possibility that members of this subcommittee wouldn't need to be consistent participants – they could join when interests and expertise align. It was suggested to not only have standing meetings but to have some work done via email.
BP/DK/Dept	<p>Onboarding and Retaining new Medicaid members on PMME</p> <p>Discussion of the one-pager developed to create value for soon-to-be new Medicaid members in this subcommittee. It was discussed what can be done to achieve a shift within PMME to ensure the group is centering member experience in</p>



	<p>every discussion and measurement effort.</p> <ul style="list-style-type: none"> • Regarding retention, the buddy idea can be a reminder for this subcommittee of really trying to prioritize health equity. This will require more work from the members of this group, though. <ul style="list-style-type: none"> ◦ There was agreement among the group with this comment. • Providing new members with a common ground understanding and slowing down would be beneficial and may even assist with completing the work. • There have been about 15 voting member applications received. • As there is uncertainty with being able to onboard new voting members by next month's meeting, a final decision was made to plan for new voting members to join PMME officially at the September meeting. • The Medicaid eligibility category can be considered when thinking about diversity of applicants (e.g., members who also have Medicare). Diversity can be considered broadly. In general, though, there is not much representation in committees by Medicaid members and this group has the least representation currently. • PMME should probably take into consideration the use of technology and whether Google Meet is an easy-to-use platform. <ul style="list-style-type: none"> ◦ It was noted that some families have struggled with Google platforms, where more success has been seen with ZOOM. • It was suggested to include in the onboarding process a "how-to" in navigating the Department's website.
DK/BP/Dept	<p>Wrap up and Next Steps</p> <ul style="list-style-type: none"> • Potential topics for the next meeting <ul style="list-style-type: none"> ◦ Finalize the scope of work for SFY20-21 ◦ Introduction to the Accountable Care Collaborative for new members (or review of onboarding documents if members will not be onboarded until September) ◦ Continuation of the prenatal KPI conversation • PMME members will respond to a survey to help prioritize SFY20-21 scope of work topics prior to the next meeting. The Department will work on developing onboarding materials for new members that will also benefit existing members including a list of performance measures, acronym list, how to navigate the HCPF website, and an overview of the ACC. • Next meeting: <ul style="list-style-type: none"> ◦ Thursday, August 27 from 3 – 4:30 PM

Meeting Action Items

Date Added	Action No.	Owner	Description	Due Date	Date Closed
7/23/2020	1	LM	The Department will draft a portfolio of onboarding materials (see above)	8/27/2020	
7/23/2020	2	LM/DK/BP	A brief survey will be sent to PMME members for prioritization of topics	8/27/2020	



Reasonable accommodations will be provided upon request for persons with disabilities. Please notify Megan Comer at 303-866-2246 or megan.comer@state.co.us or the 504/ADA Coordinator hcpf504ada@state.co.us at least one week prior to the meeting to make arrangements.