

Performance Measurement & Member Engagement (PMME)

March Meeting
3.25.2021



Agenda

3:00 - 3:05: Introductions

3:05 - 3:10: Updated group conversation guidelines

3:10 - 3:15: Approval of minutes

3:15 - 4:00: Behavioral equity dashboard 2.0 discussion

4:00 - 4:25: Member Engagement and CAHPS follow up

4:25 - 4:30 Next steps



PMME Conversation Guidelines

- Assume best intent.
- Be tough on issues, soft on people.
- Step forward/step backward so everyone participates.
- Avoid acronyms.
- Acknowledge the role and what hat you're wearing.
- The answer to “but” is “yes”
- Be thoughtful and respectful.
- Mute yourself when you're not speaking and use the chat.

Dashboard 1.0

Follow Up
(Well Visits only)

BH Engagement
(All members)

Dashboard 2.0

Screening Rates
(Overall and Well
Visit only)

Follow Up
(Well Visits only)

BH Engagement
(All members)

Dashboard 3.0

Screening Rates
(Overall)

Positive
Screening Rates
(Overall)

Follow Up
(All Members)

BH Engagement
(All members)

Definitions

- **Screening Rate:** any screening (positive or negative) that occurred. Duplicate screenings per member are excluded
- **Follow Up Rate:** within 30 days of a positive depression screening, a member has a follow up assessment. Only screenings at a PCMP are counted.
- **BH Engagement:** any behavioral health service received by a member, includes visits in a primary care setting
- **Time period:** Jan - Dec 2019
- **Data from claims, not clinical data**

Dashboard 2.0 Discussion

- Dr. Keller to share take-aways from the interim PMME meeting on the data dashboard
- Discussion Questions:
 - What stands out to you in the data? Does the data match what we think happens in practice?
 - What disparities do you see?
 - What questions does this data raise for you?
 - To what extent is data quality a factor? Can we move forward without addressing data quality concerns?

Member Experience and Engagement

- CAHPS Recommendation - Let's Revisit
- Recommendation Components:
 - (1) Make RAE reporting on CAHPS-based interventions and outcomes public
 - (2) Require RAEs to share CAHPS data and work on interventions with Member Advisory Councils (MACs)
 - (3) Encourage RAEs to collect more data and information on CAHPS questions about feeling heard and respected. Use this to link members to culturally responsive care and to determine whether provider trainings on cultural competency are effective.

Member Experience and Engagement

- Are there other topics we could work on?
 - Member recruitment for PMME
 - Journey map: Add data to key points in the member journey
 - Request the RAEs to present at a future meeting on how they use various data sources to figure out what the most important member issues are
 - Brainstorm ways to integrate the qualitative data coming from regional MACs, PIACs, and the state MEAC
 - Other ideas?

Next Steps

- **Next Meeting:**

April 22, 2021
3:00 – 4:30 PM

- **Next Steps:**

- Dashboard 3.0 coming.
- (Possibility) Review of SFY 19-20 BHIP data and measure alignment
- Other ideas?



X% of people fall out here due to disparities in well visits

RAE

- Practice support
- Care coordination
- Depression screenings through welcome calls and care coordination

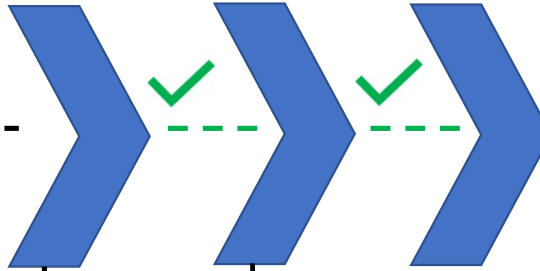
Member



Primary Care

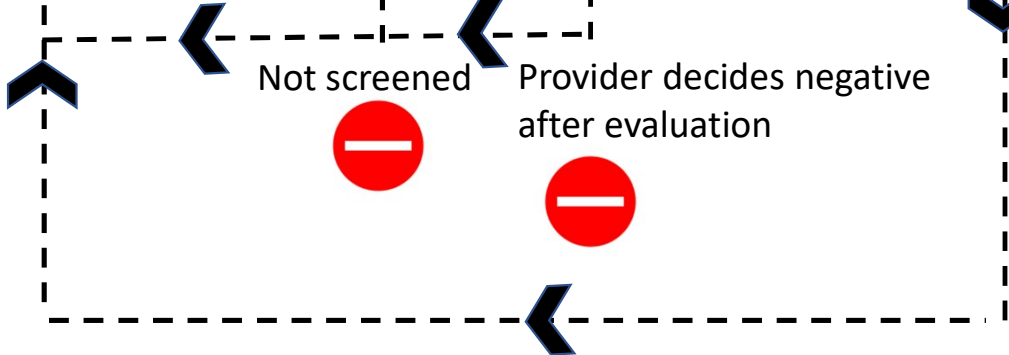


Screener Evaluation Referral



Member seeks care

Follow Up/
Assessment



Member does not want care;
Can't find the right provider;
Other challenges or barriers

Opportunity repeats in future visits or follow up phone calls