



**Accountable Care Collaborative  
Program Improvement Advisory Committee  
Performance Measurement and Member Engagement  
Charter**

**Preface:** This Accountable Care Collaborative (ACC) Program Improvement Advisory Committee (PIAC) Subcommittee is part of a larger PIAC Community and will adhere to the following vision, mission, purpose, and guiding principles.

**PIAC Community Vision:** A health care system that improves member health outcomes by supporting providers, engaging members, advancing equity, decreasing avoidable costs, and increasing overall value.

**PIAC Community Mission:** To assist the Department of Health Care Policy and Financing (Department) and Regional Accountable Entities (RAEs) with the implementation and execution of the ACC and its following objectives:

1. Join physical and behavioral health under one accountable entity;
2. Strengthen coordination of services by advancing team-based care and health neighborhoods;
3. Promote member choice and engagement;
4. Pay providers for the increased value they deliver; and
5. Ensure greater accountability and transparency.

**PIAC Community Purpose:** The State PIAC will leverage the experience and expertise of the broader PIAC Community to improve member health outcomes with the ACC by providing actionable and strategic feedback to the Department regarding ACC implementation and operations.

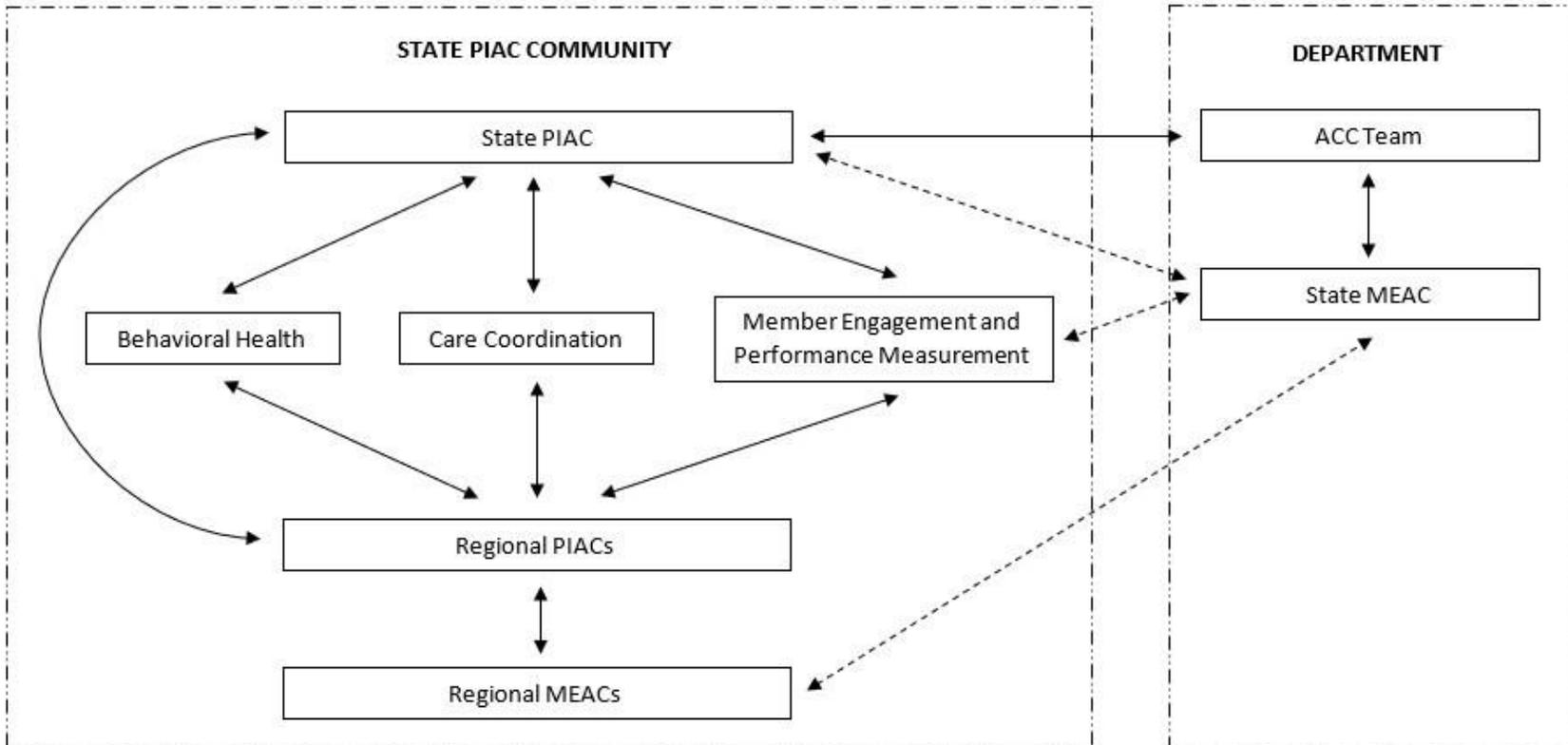
**PIAC Community Guiding Principles:** The following list is a set of core guiding principles that the PIAC Community embrace as keys to success. PIAC Community members will strive to promote and operate from these principles.

- Ensure Health First Colorado (Colorado's Medicaid Program) members are a part of every conversation;
- Create an inclusive and actionable conversation to discuss the diverse experiences of the ACC;
- Ground every conversation in performance data related to operational and performance outcomes of the ACC;
- Identify and communicate best practices and continued challenges;
- Ensure accountability and transparency of the Department and its RAEs; and
- Align with other Department committees, initiatives, and their respective work.

**Event that caused this PIAC Community to be established:** The State PIAC was formed in 2012 by the Department to advise on the implementation of the ACC. Upon implementation of ACC Phase II, a new State PIAC was seated in October 2018 to reflect the evolving needs and vision of the ACC.



**State PIAC Community Framework:** Below is a visual of the State PIAC Community.





**PIAC Subcommittee Purpose:** The Performance Measurement and Member Engagement (PMME) subcommittee assesses the overall performance of and experience within the ACC by investigating strategies to ensure Health First Colorado members participation in all aspects of the health care system and to provide guidance for an effective, and publicly accessible performance measure set that is member and health outcomes focused and aligned with other efforts of the broader health care system. The subcommittee also provides strategic insight and recommendations to the Performance Improvement Advisory Committee (PIAC) and the Colorado Department of Health Care Policy and Financing (the Department) on initiatives related to the quality of health care delivery and experience of Health First Colorado members. See Figure 1 for a visualization.

**PIAC Subcommittee Objectives:** The PMME subcommittee has the following objectives:

- Discuss best practices and challenges to improving quality, experience, and health outcomes for ACC members;
- Respond to requests from PIAC and the Department to investigate topics and strategies related to focus areas;
- Make recommendations to PIAC and the Department regarding member engagement, the quality of health care delivery, and health improvement promotion;
- Advocate for inclusion of members' experiences in the overall assessment of the ACC; and
- Track recommendations made to the Department by the subcommittee.

**PIAC Subcommittee Process:** For SFY 2018-19, the PMME subcommittee has the following focus areas:

- Discuss, monitor, and recommend improvement and innovation strategies regarding performance measures for physical and behavioral health;
  - Discuss and review current RAE strategies to improve performance measures for physical and behavioral health;
  - Identify and recommend innovative strategies that positively impact performance to be scaled across the ACC;
  - Identify and recommend strategies to align data and measures across the ACC and health neighborhoods;
- Engage Health First Colorado members and stakeholders to gain insight into the member experience with and understanding of their health care benefits and their health neighborhood;
  - Discuss and review current RAE strategies to engage members in health care delivery;
  - Identify Department resources to support member engagement strategies;
  - Assist in the development of measures to assess the success of member engagement strategies;
  - Ensure member experiences and feedback are shared in appropriate RAE and Department settings;
- ACC Program Measures and Best Practices: The subcommittee will facilitate conversations regarding best practices used to improve programmatic performance measures for physical and behavioral health;
- Member Engagement and Activation: The subcommittee will assess the strategies used by regional accountable entities (RAEs) and the Department to encourage Health First Colorado members to actively engage and participate in their care and will assist in the development of the appropriate measures to monitor and evaluate the success of these

Our mission is to improve health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources.



strategies;

- Alignment and Data Utilization: The subcommittee will facilitate conversations regarding alignment of KPI measures with other initiatives and programs such as the Hospital Transformation Project, Alternative Payment Methodology, and Healthy Communities; and
- Performance Data Transparency and Utilization: The subcommittee will assist in the development of new strategies to publish programmatic performance data and to increase its consumption among RAEs, key programmatic stakeholders, and the broader public.

**PIAC Subcommittee Products:** In SFY 2019, the subcommittee will accomplish its objectives within its focus areas through the following activities:

- Develop strategies and recommendations to increase publication and use of ACC programmatic data;
  - Provide strategic feedback and recommendations on the design and functionality of the Department's business intelligence and data management (BIDM) tools; and
  - Develop and recommend strategies to increase the consumption of programmatic performance data by RAEs, key programmatic stakeholders, and the broader public.

**PIAC Subcommittee Logistics:** The PMME subcommittee will meet monthly at the Department of Health Care Policy and Financing.

Subcommittee Chairs: David Keller, MD; Bethany Pray, Esq.

Subcommittee Department Liaisons: Morgan Anderson and Megan Comer

Meeting Schedule: Monthly, 4<sup>th</sup> Thursday from 3:00 - 4:30 pm at the Department and via telephone.



**Appendix 1. Membership**

**Co-Chair(s):** Subcommittee Chairs: David Keller, MD; Bethany Pray

**Voting Membership:** The PMME’s voting body is comprised of the following stakeholders:

<b>Name</b>	<b>Position</b>
David Keller, MD	Co-Chair (PIAC Member), Physical Health Provider
Bethany Pray, Esq.	Co-Chair (PIAC Member), Member Advocate
Jill Akinson	Behavioral Health Provider/ Quality Improvement Expert
Brandon Ward	Behavioral Health Provider
Valerie Nielsen	FQHC Representative
Gary Montrose	Member Advocate
Luke Wheeland	Member Advocate
Jerome Evans	Quality Measure/Quality Improvement Expert
Debbi Barnett	Quality Measure/Quality Improvement Expert
Kayla Frawley	Member
Robert Conkey	Member
Angie Goodger	State Agency/System Alignment
Eli Boone	Topical Expert

Quorum: Currently, a voting quorum for the subcommittee is seven of thirteen voting members present or attending by phone.

**Membership Processes:** The subcommittee chairs will solicit volunteers for voting membership during its first monthly meeting after restructuring. In the event that there are not enough volunteers to adequately represent each required voting category, the chairs will recruit members via formal invitation.

**Membership Terms:** In the event that a voting member can no longer serve or is temporarily unable to serve on the subcommittee, the chairs will appoint a replacement voting member with feedback from both subcommittee participants and voting membership.

*Charter updated January 2020*