Integrated Approach to Performance Metrics

RMHP

Primary Care Medical Providers

Care Coordination Teams

Member Advisory Councils/Listening Sessions

Community Organizations

UnitedHealthcare
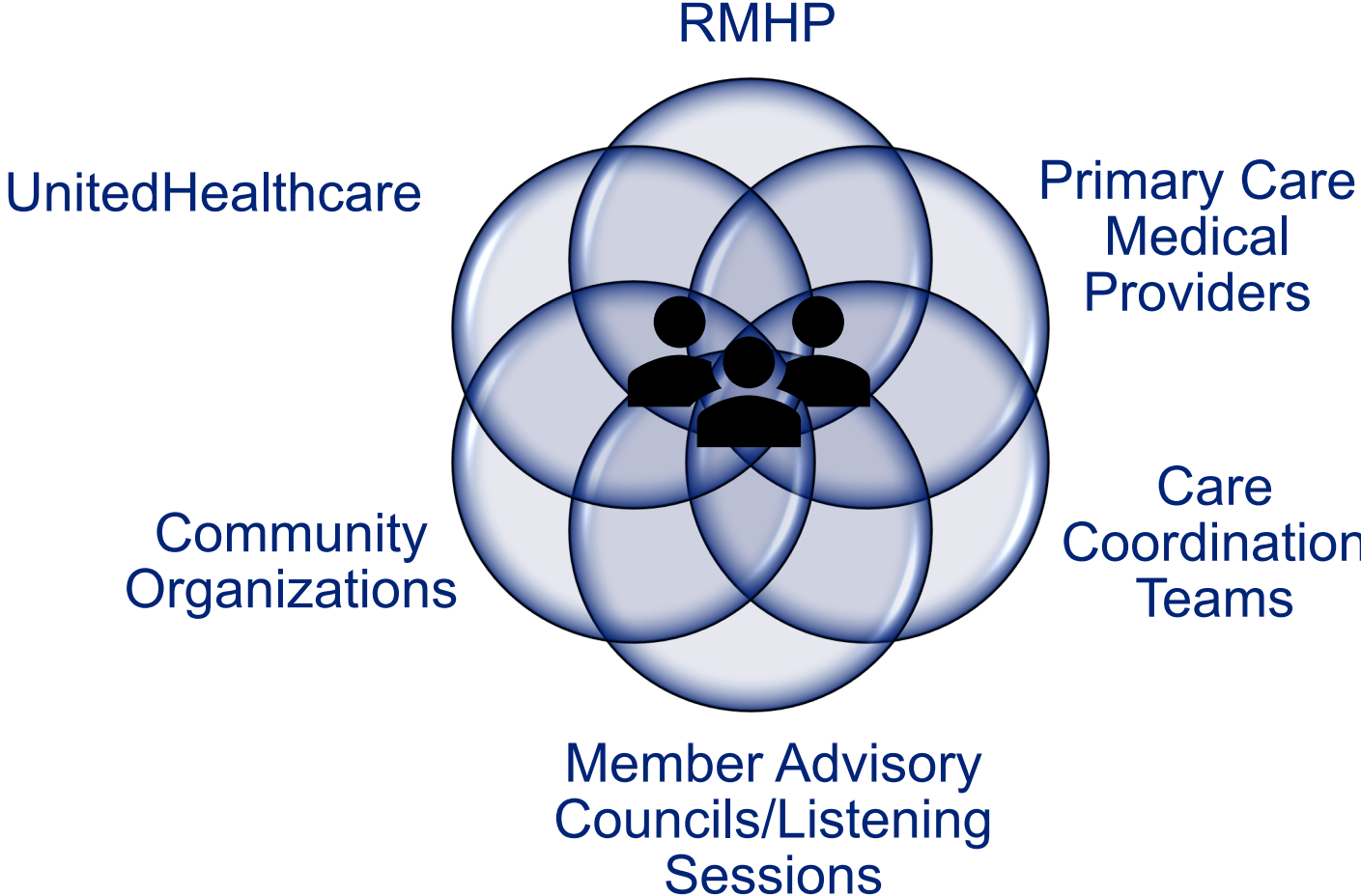
CAHPS Annual Analysis w/ Appeals & Grievances

- **Quantitative Analysis by metric by Medicaid product (PRIME, RAE & CHP)**
  - Data trends
  - Benchmarking
  - Health Equity considerations
  - Declare if we achieved our goals or not

- **Qualitative Analysis by metric by Medicaid product (PRIME, RAE & CHP)**
  - Industry, environmental and/or social trends
  - Member feedback via appeals/grievances & Net Promoter Score (NPS) surveys
  - Identified barriers for the Members

- **Create an action plan for new interventions**
  - Align interventions (where possible) across PRIME, RAE & CHP
  - Utilize SPH analytics to help us prioritize the most impactful areas
  - Due to CAHPS data delay, try to match results of current data to the CAHPS performance (where possible)
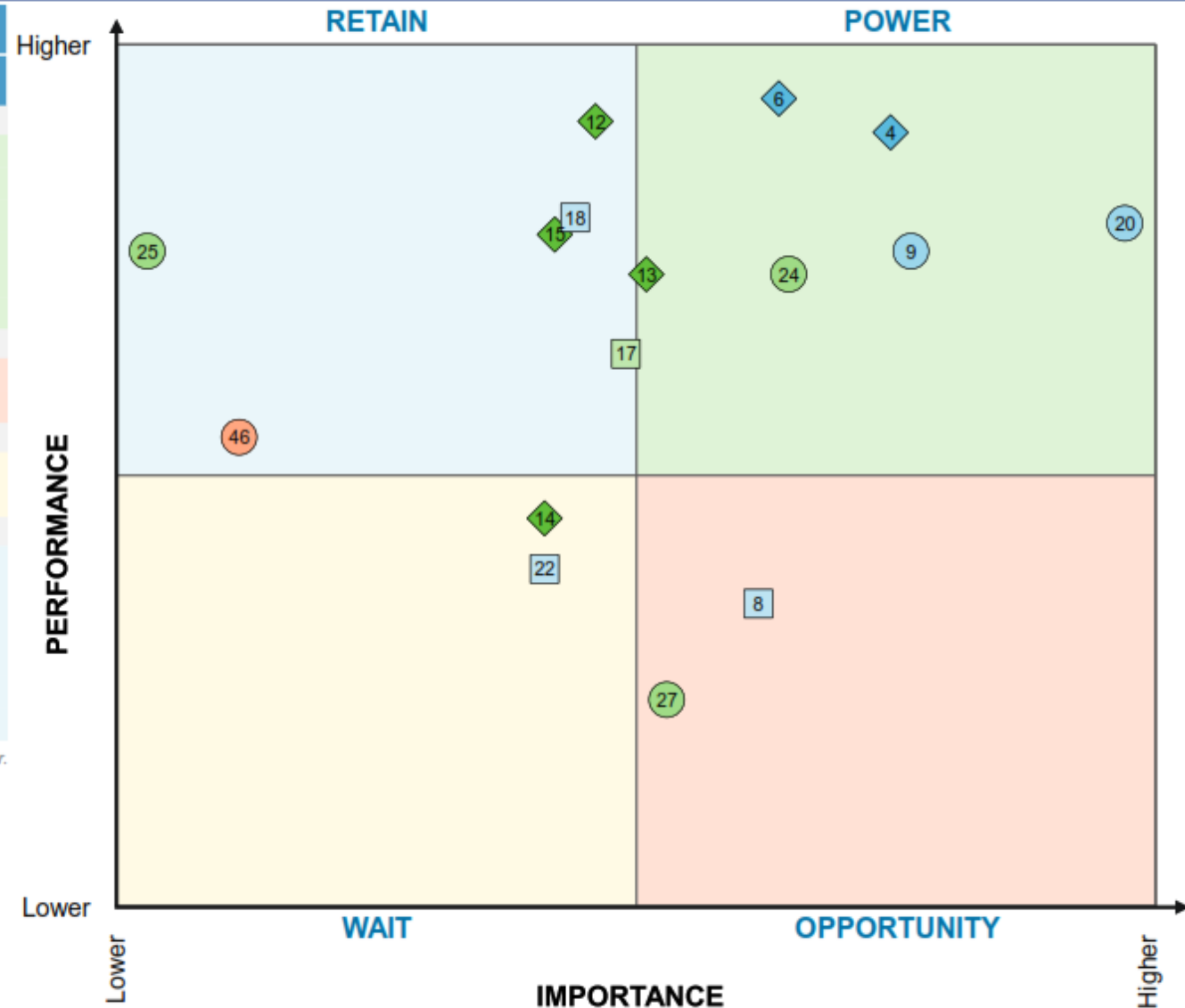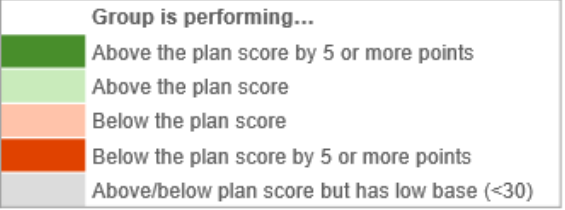
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POWER Chart: Your Results

MEDICAID ADULT

SURVEY MEASURE			2022		2023	
			SRS	%tile*	SRS	%tile*
POWER						
GNC	Q20	Getting specialist appointment	84.0%	81st	83.5%	80th
GNC	Q9	Getting care, tests, or treatment	83.2%	32nd	88.7%	77th
GCQ	Q4	Getting urgent care	81.5%	41st	89.0%	90th
CS	Q24	Provided information or help	84.5%	49th	87.3%	73rd
GCQ	Q6	Getting routine care	78.9%	38th	88.3%	95th
HWDC	Q13	Dr. listened carefully	87.2%	<5th	94.5%	74th
OPPORTUNITY						
Rating	Q8	Rating of Health Care	49.3%	9th	55.3%	35th
CS	Q27	Ease of Filling Out Forms +	93.3%	12th	94.0%	23rd
WAIT						
Rating	Q22	Rating of Specialist +	71.1%	69th	65.4%	40th
HWDC	Q14	Dr. showed respect	88.7%	<5th	94.5%	46th
RETAIN						
CC	Q17	Coordination of Care +	75.6%	<5th	87.5%	66th
HWDC	Q12	Dr. explained things	89.6%	14th	96.1%	93rd
Rating	Q18	Rating of Personal Doctor	61.2%	8th	73.2%	80th
HWDC	Q15	Dr. spent enough time	84.0%	<5th	93.7%	79th
SQ	Q46	Difficult to get prescribed MH medicines	78.0%	---	89.1%	---
CS	Q25	Treated with courtesy and respect	92.9%	20th	97.2%	78th

Percentiles based on the PG Book of Business of the listed year.

IMPORTANCE

More info. ⓘ

Medicaid PRIME Adult: Health Equity - Example

Group is performing...
- Above the plan score by 5 or more points
- Above the plan score
- Below the plan score
- Below the plan score by 5 or more points
- Above/below plan score but has low base (<30)

More info. ℹ️ The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.

Accreditation Measure / Other Measure

Demographic	Category	Total	Rating of Health Plan SRS 70.5%	△	Rating of Health Care SRS 55.3%	△	Getting Needed Care SRS 86.1%	△	Getting Care Quickly SRS 88.7%	△	Flu Vaccine: 18-64 SRS 38.7%	△	Rating of Personal Doctor SRS 73.2%	△
Gender	Male	n = 81		-5%		-4%		-2%		-1%		1%		-3%
	Female	n = 129		3%		2%		1%		1%		-1%		2%
Age	18 – 34	n = 32		8%		-15%		7%		3%		-3%		6%
	35 – 44	n = 29		12%		13%		-7%		-3%		-16%		18%
	45 – 54	n = 29		-12%		-20%		-5%		2%		-10%		-10%
	55 or older	n = 119		-2%		4%		1%		0%		9%		-3%
Overall Health	Excellent/Very Good	n = 72		11%		16%		0%		7%		-8%		10%
	Good	n = 78		-6%		-8%		3%		0%		-2%		-2%
	Fair/Poor	n = 59		-3%		-4%		-1%		-4%		15%		-6%
Mental Health	Excellent/Very Good	n = 90		5%		17%		3%		0%		-3%		3%
	Good	n = 67		4%		-1%		3%		2%		7%		6%
	Fair/Poor	n = 52		-16%		-22%		-9%		-1%		-5%		-11%
Education	HS Grad or less	n = 102		2%		1%		-3%		4%		-7%		-3%
	Some college or more	n = 107		-2%		-1%		2%		-3%		7%		4%
Race/ Ethnicity	White	n = 178		0%		0%		-2%		-1%		-2%		-1%
	Black/African-American	n = 1		-71%		NA		NA		NA		-39%		-73%
	Asian	n = 3		-37%		-5%		14%		11%		-39%		-23%
	Native Hawaiian/Pacific Islander	n = 2		-71%		-5%		14%		11%		-39%		NA
	American Indian or Alaska Native	n = 11		11%		30%		14%		6%		-1%		27%
	Other	n = 19		-2%		-14%		9%		2%		28%		5%
	Hispanic/Latino	n = 34		12%		3%		7%		6%		17%		11%

Net Promoter Score (NPS) Survey

2023 Medicaid (RAE/PRIME) NPS Verbatim
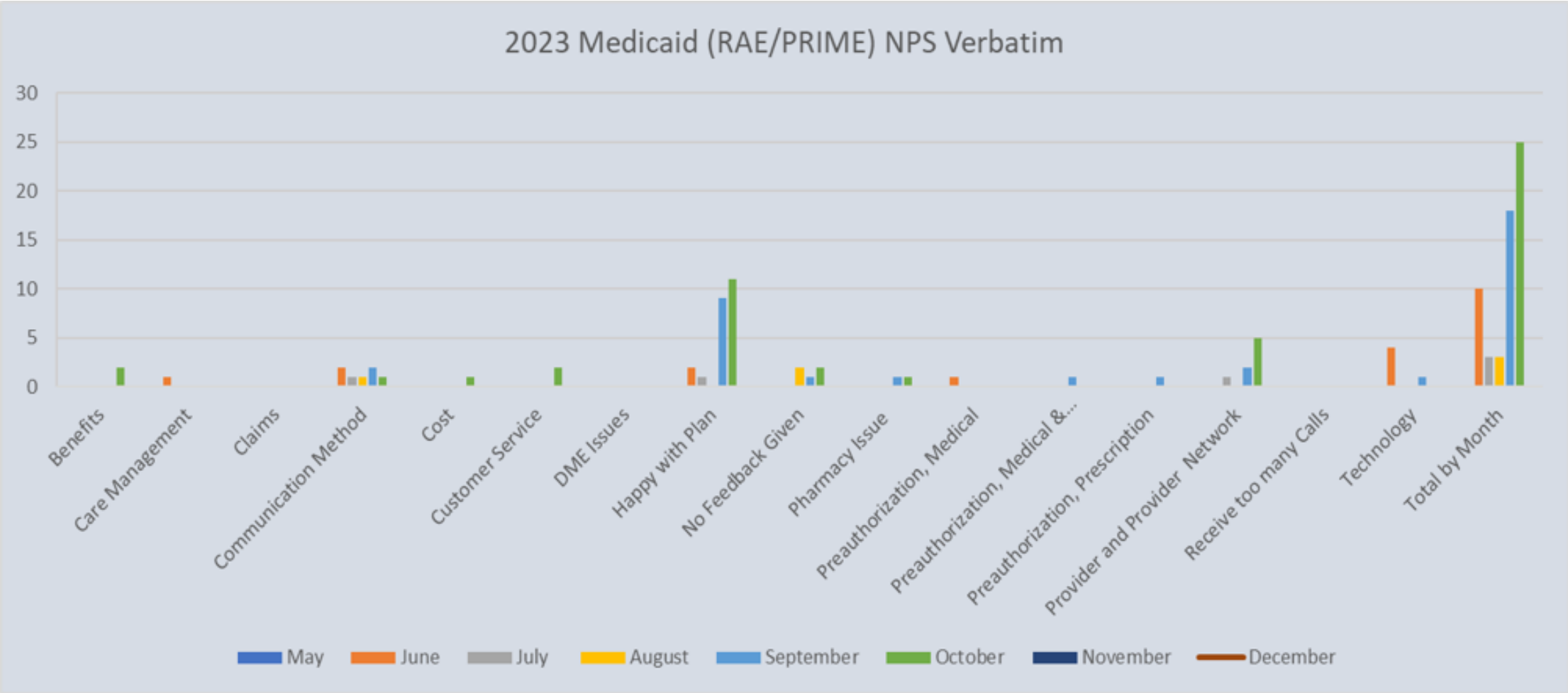
Action Plan

Primary Care Medical Providers Strategies

Education	Tools	Value Based Contract

• 2/2023: Health Equity Training – 196 participants
• 4/2023: Behavioral Health Skills Training – 269 participants
• 10/2023: Care Management Training – 164 Participants
• Monthly webinars (250+ registered)
• Newsletters with resources
• Practice Transformation Support
	• eConsult Platform
	  • 53 eConsults YTD
	  • 79% of eConsults closed as 'Patients Needs Addressed'
	• ePrescriber Tool
	• CirrusMD for RMHP
	  • 92.4% satisfaction
	  • 79.3% repeat users
		• Components of RAE Tier 1-3 contracts:
		  • CAHPS Scores
		  • Team-based care
		  • Health equity
		  • SDoH
		• Continuous investment in Integrated Behavioral Health

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Community Strategies

Conversations

- PIACs/MACs
  - Spanish speaking MAC
- Health Equity Strategy
- Taking 'field trips' to different regions and local communities to learn
- Making concerted effort to meet the needs of underserved communities

Tools

- Quality Health Network (QHN) Community Resource Network (CRN)
- CirrusMD for RMHP

Health Neighborhood Funding/Reinvestments

- Food bank reinvestment
- Clifton, CO engagement
- Housing investments via scholarships, transitional and permanent supported housing
- Transportation assistance
- Community Event Sponsorships
  - Cesar Chavez celebration – Grand Junction, CO
  - LGBTQ+ Pride events in Grand Junction, Ouray, and Delta that included hosting booths
  - Resource fair for Deaf/Hard of Hearing to help Members navigate healthcare/SDoH needs

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Member Strategies

Education

- Care Management Outreach
- Member educational mailers, emails, IVR calls
- Incentive Programs
- In-home A1c; iFOBT

Tools

- CirrusMD for RMHP
- Wisdo app
- Improved website

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2024 Action Steps to Improve Member Experience of Care

2024 Strategies

✓ Continue to listen to our Members and their communities then take their ideas and perspectives to implement meaningful programs.

- ▪ Hiring from various communities to serve their communities.

✓ Increase the utilization of eConsults in primary care

✓ Offer additional communication modalities (e.g. email/texting)

✓ Additional education to PCMPs on caring for refugee populations and continuing to focus on culturally informed care.

✓ Offer SDoH incentives to network providers.

✓ Continue to expand modernized Member program offerings for specific populations like maternity, cardiovascular health, and behavioral health.

✓ Tracking on NPS scores & opportunities with UHC Member Services Teams

✓ Additional Practice Transformation Team Efforts

- • House Bill 1302 – Behavioral Health Grant Support
- • CDPHE Programs – Cardiovascular/Diabetes

Q&A