

# RAE 4 Care Coordination Oversight

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SEPTEMBER 8, 2022, 8:00-9:30 AM

ACCOUNTABLE CARE COLLABORATIVE PROVIDER AND COMMUNITY  
EXPERIENCE (P&CE) SUBCOMMITTEE

# HCI Has Multiple Oversight Mechanisms for Care Coordination

FY2021-FY2022  
Standard III HSAG  
Care Coordination  
Audit Score for HCI,  
Region

100%



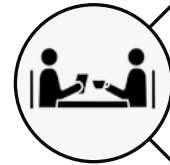
Care coordination delegated entities are monitored on compliance through existing annual care coordination audits



HCI monitors the Extended Care Coordination (ECC) Performance Pool Metric on a monthly basis.



HCI holds monthly Care Coordination Subcommittee Meetings with all Care Coordination Delegated Entities



HCI holds monthly check in meetings between HCI Care Coordination Leadership and Care Coordination Delegated Entities



HCI has a formal process improvement framework to improve care coordination

# Annual Audits

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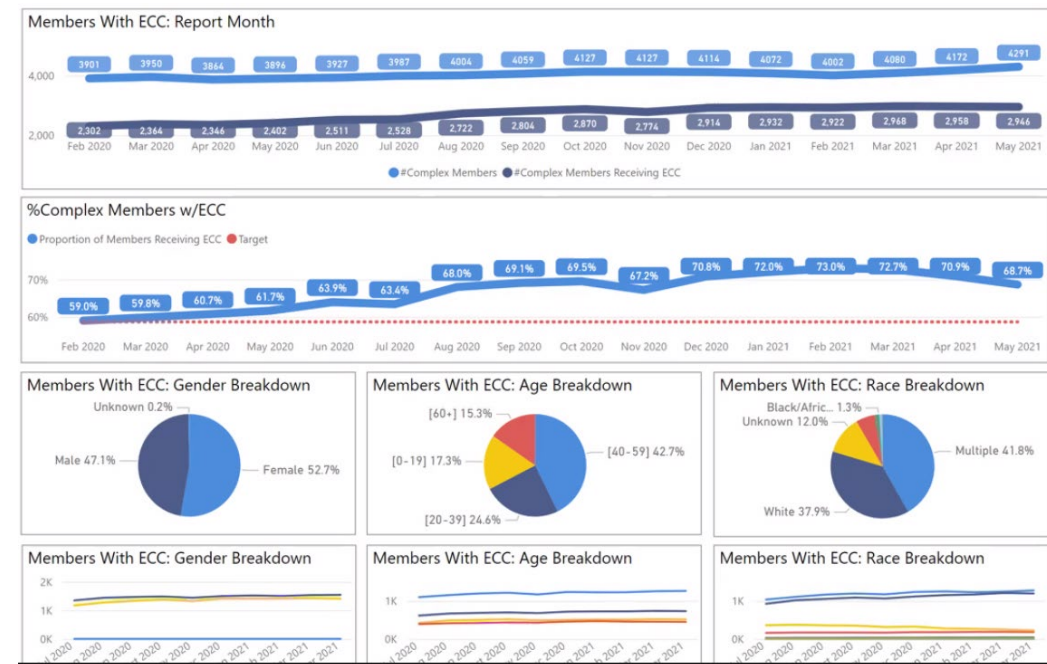
➤ HCI's Audit Tool assessed documentation in the following 9 areas:



➤ All Delegated Care Coordination Entities Passed with a aggregate score of 80% or higher

# ECC Metric

- This metric focuses on care coordination outreach and engagement for complex members.
- HCI built a dashboard to further analyze this data and use it to guide improvement efforts:
  - *Monthly* data points,
  - *Fiscal Year to Date (FYTD)* data points
  - *Rolling Twelve (12) Month* data points



# Formal Meeting Structure

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- Care Coordination Leadership attendance contractually required at the following formalized check in meetings:

Monthly Regional  
Care Coordination  
Subcommittee  
Meeting

Monthly HCI and  
Individual Care  
Coordination  
Meeting

All Care  
Coordination  
Trainings

# Continuous Improvement

How does Health Colorado deliver on improving the health outcomes of our population?

We use scientific improvement frameworks to guide change and inform progress.

- ✓ Lean Tools
- ✓ Value Stream Analysis
- ✓ Standard Work
- ✓ Visual Management

## Model for Improvement

