



COLORADO

Department of Health Care
Policy & Financing

Person- and Family-Centeredness: Quarterly Update

March 2017

Department Accomplishments September 2016 – February 2017

In March 2016, the Department received a second grant from The Colorado Health Foundation to continue our work improving member and family engagement. This funding will allow us to collaborate with external partners on person- and family-centered practices and projects. This funding also supports the continued work of our [Strategic Plan](#) for person- and family-centeredness developed in the first phase of this effort.

The Department continues to align our person- and family-centeredness work with that of the [Institute for Patient- and Family-Centered Care](#), who provided the initial [recommendations](#) to create sustainable culture change in the Department.

Future Plans

To begin the second phase of our continued member experience work, the Department solicited input from Member Experience Advisory Council members and other external stakeholders in early 2016. Council members and stakeholders all identified the member experience as the place with the greatest need for continued work. The Person-Centered Approach Core team began discussions with County Human Services Directors to determine some specific ways the grant dollars can support the work of improving the member experience at the county level.

Based on feedback from County Human Services Directors from each region across the state, the Department plans to hire a contractor to help us conduct feedback sessions with staff from County Departments of Human/Social Services and with medical assistance clients. The goal of the feedback sessions will be to identify feasible methods to improve the member experience in Health First Colorado (Colorado's Medicaid Program) and Child Health Plan Plus (CHP+) at the county level.

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

Purpose

The Department's goal is that all employees, providers, and members and their families experience person-centered policies, practices, and partnerships that respect and value individual preferences, strengths, and contributions. The Advisory Councils provide the Department with a better understanding of how to achieve this goal by proactively offering feedback and recommendations on business practices, policies, and partnerships.

New Name

The Councils have undergone a name change from the Person- and Family-Centeredness Advisory Councils to the Member Experience Advisory Council. This change simplifies the name and shows that the group impacts how the Department does its work across all programs and efforts, not just our person-centeredness work. We will continue using "person- and family-centered" in the descriptions and materials for the group, and the operations of the group will continue to focus on person-centeredness. The new name was chosen in collaboration with our Advisory Council members.

In-Person Advisory Council

We currently have [10 Medicaid and Child Health Plan Plus \(CHP+\) members or family members and/or caretakers](#) serving on our In-Person Advisory Council. Four members served two one-year terms and rotated off the Council in December 2016. We have added four new members since December 2016.

To date, In-Person Advisory Council members have provided input on 86 discrete projects, documents, or topics. Below are a few topics the Advisory Councils have provided feedback on in the last quarter.

1. Health First Colorado website navigation and language (English and Spanish)
2. Non-Emergent Medical Transportation (NEMT) brochure
3. Redetermination letter (RRR)

Virtual Advisory Council

In order to accommodate interested members unable to travel to our monthly meetings in Denver, we implemented a Virtual Advisory Council in October 2015. The Virtual Council is currently made up of 12 members who have provided input on 20 discrete projects, documents, or topics. We have added three new members since December 2016, and one member transitioned to the In-Person Council. The Department is working to collect member biographies to include on our site.

Recruitment

Our goal is for the Advisory Councils to be ethnically, racially and geographically diverse and representative of the demographic profile of the Health First Colorado and CHP+ population. For demographics, please see our [2015 Annual Report](#).

The Department is actively recruiting additional members to both the In-Person and Virtual Advisory Councils. To help support our recruitment efforts, we have developed a new recruitment brochure with input from our Advisory Council members. Additionally, Department staff attended multiple conferences and distributed information about the Advisory Councils.

[Recruitment needs](#)
[Recruitment brochure](#)
[Position Descriptions and Application](#)

More info: colorado.gov/hcpf/mfac

For more information contact

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