



COLORADO

Department of Health Care
Policy & Financing

Person- and Family-Centeredness: Quarterly Update

September 2017

Department Accomplishments April 2017 – August 2017

In March 2016, the Department received a second grant from The Colorado Health Foundation to continue our work improving member and family engagement and 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.

Current Initiatives & Plans

The second phase of our continued member experience work is well underway. Based on input solicited from Member Experience Advisory Council members and other external stakeholders in 2016, the Department has contracted with a consultant to research and map the members' experience as they navigate eligibility with our county partners. That

research will lead to the development of suggestions for person-centered efforts, projects and initiatives that counties can adopt that improve member experience. This grant, through a competitive process, will sub-grant funding to selected county-proposed projects. The product of this project will be available in the Spring of 2018 at which time we will sub-grant funds. The department has also launched a project aimed at creating a more consistent approach to stakeholder engagement. This project will aggregate knowledge and best practices in a way that is easily shared and adopted across the organization.

Work continues on initiatives guided by the strategic plan, including the infusion of a person- and family-centered approach into our business processes, policies, and partnerships.

In June, the Department's PFC Core Team met to review the strategic plan with the aim of identifying how activities and accomplishments will be sustainable after grant funding is complete.

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.

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. Three members are approaching the end of their two-year terms. We have added three new members since March 2017.

To date, In-Person Advisory Council members have provided input on 101 discrete projects, documents, or topics. Below are a few topics the Advisory Councils have provided feedback on in the last quarter.

1. Customer Journey Mapping
2. Home Health Services Letter
3. Managed Care Organization Model Notice of Action Letter and FAQs

Virtual Advisory Council

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 33 discrete projects, documents, or topics. We have added one new member since March 2017. The Virtual Council also provides an alternative for our In-Person Council members when they are unable to attend meetings.

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 [2015-16 Annual Report](#).

The Department is actively recruiting additional members to both the In-Person and Virtual Advisory Councils. We have developed a plan to expand our recruitment efforts to include social media and face-to-face recruitment. Your help in sharing this effort is greatly appreciated.

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

More info: colorado.gov/hcpf/meac

For more information contact

HCPF_peoplefirst@state.co.us

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