



Person- and Family-Centered Approach: Quarterly Update

March 2018

Department Accomplishments January 2018—March 2018

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 member experience work continues. 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 soon. The suggested projects will be included in the County Grants application process and we will award sub-grants at the close of the fiscal year.

The Stakeholder Engagement Project, which is aimed at creating a more consistent approach to stakeholder engagement throughout the Department, is well underway. This project will aggregate knowledge and best practices in a way that is easily shared and adopted across the organization. Products from this project are expected at the end of the fiscal year.

Other grant funded projects include a presentation at the 2018 PFCC conference on March 12, education events, and communication improvement projects.



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 [12 Medicaid and Child Health Plan Plus \(CHP+\) members or family members and/or caretakers](#) serving on our In-Person Advisory Council. Six new members joined the Council in February.

In 2017, In-Person Advisory Council members have provided input on 31 discrete projects, documents, or topics. Below are a few topics the Advisory Councils have provided feedback on in the last quarter.

1. TEFT Grant Personal Health Record
2. Instructions for the Paper Application
3. Validation of findings for the Counties Member Engagement Project

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 provided input on the same discrete projects, documents, or topics as the In-Person Council. 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 [2016-17 Annual Report](#).

The Department was very pleased with its last round of recruitment. A direct-to-member email yielded more than 400 volunteers. We are developing 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.

[Position Descriptions and Application 2017 Year End Report](#)

More info: colorado.gov/hcpf/meac

**For more information
contact**

HCPF_peoplefirst@state.co.us

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

