



COLORADO

Department of Health Care  
Policy & Financing

# Person- and Family-Centered Approach: Quarterly Update

*June 2018*

## Department Accomplishments, April 2018—June 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 others in 2016, the Department conducted research to better understand the members' experience as they navigate eligibility with our county partners. That research led to the [development of](#)

[suggestions for person-centered efforts](#), projects and initiatives that counties can adopt that improve member experience.

As a result of this work, the Department offered sub-grants to Colorado counties to develop their own Member Experience Advisory Councils to further explore how counties can integrate a person- and family-centered approach into their business practices, policies, and the member experience. Three counties will participate in the project that will run through March 2019.

The Stakeholder Engagement Project, which is aimed at creating a more consistent approach to stakeholder engagement throughout the Department completed its contracted work. This project aggregated knowledge and best practices into guides and resources that can be easily shared and adopted across the organization. Internal teams will continue to work on adoption and integration of this work.

Other grant funded projects included an Innovation Learning Network education event, a leadership development event, and communication improvement projects.

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

In the last quarter, the Advisory Councils have provided feedback on the following topics, among others:

- County MEAC development project
- ACC phase 2 communications
- Dental outreach materials
- Online chat for customer service
- Member Appeals

### 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. Through June, 2018, the Virtual Council was made up of 12 members who provided input on the same discrete projects, documents, or topics as the In-Person Council. Because of the excellent response to our recruitment efforts, a revised form and format for the Virtual Council will be launched in July.

### 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 program demographics, please see the HCPF [2016-17 Annual Report](#).

- [Member Responsibilities and Application](#)
- [2017 Year End Report](#)

More info: [colorado.gov/hcpf/meac](http://colorado.gov/hcpf/meac)

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