



# Healthy Communities: CHALLENGES AND SUCCESSES

Health Impact On Lives: Health Improvement PIAC Subcommittee Presentation  
9/22/16



# COLLABORATION THEMES

- **Strong desire to allocate and efficiently align resources**
- **Relationships between stakeholders are key to resolving barriers**
- **Confusion about roles and responsibilities**
  - Perception of duplicative or overlapping functions
- **Different data collection and reporting tools**
- **Significant barriers to data sharing and population identification with key stakeholders**
  - Schools, housing supports

# SUCCESSSES

- **COLORADO CARE COORDINATION COLLABORATIVE (Team 4C)**
  - A collaborative partnership with Colorado Access, Tri-County Health Department, HCPF and Colorado Department of Public Health and Environment Maternal and Child Health unit.
  - Current charter specifies goals of aligning care coordination for the CYSHCN (Children and Youth With Special Health Care Needs) population and their families, reducing duplication, strengthening referral systems, and identifying gaps and opportunities for systems improvement.
  - Since its inception in 2014, Team C4 has seen significant improvement in our understanding of the various stakeholders (Healthy Communities, RCCO, HCP, CDPHE, etc.) and what each is required to do and able to do for members and the community.
  - Team 4C has been successful in identifying overlapping roles and responsibilities within the various systems.
  - CDPHE has recently removed their oversight from this 4C team as the work has advanced.
  - Team 4C continues to meet monthly to address barriers and opportunities with the goal of replicating their model to other RCCO's.



# SUCCESSSES

- **CARE MANAGEMENT INITIATIVES**

- COA created a specialist database for use by our Care Managers to enable them to connect members to EPSDT providers including pediatricians, vision providers, dentists and other specialists.
- COA is currently working in partnership with Gina Robinson and HCPF to develop an internal training on EPSDT for our Care Management staff with the goal of increasing EPSDT services for the RCCO members.

- **CCHAP**

- Partner with Colorado Children's Healthcare Access Program (CCHAP)
  - identified experts in pediatric medical homes, practice supports and transformation.
- Focus on improving pediatric metrics such as well child visits and pediatric attribution and medical home engagement.



# CHALLENGES

- **DATA SHARING**

- In order to identify shared clients/members and develop targeted outreach and interventions, Healthy Communities and CoA need to share member level data in an efficient manner
  - Healthy Communities required to use a data system (Salesforce) that does not easily support this level of of data sharing
  - COA does not have direct access to the tool or data in order to identify shared clients in either a manual or automated fashion.
- Each Healthy Communities region utilizes data received from HCPF in different ways.
  - Doesn't allow for systemic interventions within or across RCCO regions.
- Schools and school districts want to identify shared or overlapping populations but different data sharing regulations (HIPPA vs. Family Educational Rights and Privacy Act) are prohibitive.



# CHALLENGES

- **DUPLICATION OF EFFORTS AND FUNDING**

- With shared members and similar outreach requirements, Healthy Communities and the RCCO's are outreaching the same members using differing methods, causing confusion with members surrounding roles and options or duplicating ineffective outreach efforts.
  - Clear understanding and alignment of functions and roles is needed with each organization. Healthy Communities is explaining RCCO enrollment and benefits with clients upon Medicaid approval in some CoA regions.
- RCCOs and Healthy Communities are both evaluated based on well child visit metrics which can lead to overlapping or duplicative incentive programs.
- Community outreach and events can sometimes overlap (such as back to school initiatives or health fairs), creating the potential for duplication of efforts and/or confusion on roles and responsibilities.

- **ACCESS**

- In our rural areas (RCCO 2), access to specialty providers, such as child psychiatrists and oral health, can sometimes be a challenge.

- **OPPORTUNITIES FOR COORDINATION OF CARE**

- COA anticipates future opportunities for coordination of care between the BHO and RCCO to ensure integration of behavioral health and EPSDT services.



# OPPORTUNITIES FOR IMPROVEMENT

- **HCPF and stakeholder review of RCCO and Healthy Community roles and responsibilities**
  - Provide clear, statewide direction and focus on the role of each entity
- **HCPF support for data sharing among Healthy Communities and RCCOs**
  - Technical support around Salesforce reporting
  - Standard definitions of key data elements
- **Leadership engagement around data sharing regulations**
  - Schools, housing programs, etc.
    - Statewide or nationwide solutions needed – local or regional activities are limited