



COLORADO

Department of Health Care
Policy & Financing

Person- and Family-Centeredness

Working with members and families, not doing things to or for them.

The Department of Health Care, Policy and Financing (Department) envisions a Colorado where people have integrated health care and enjoy physical, mental, and social well-being. Consistent with this vision, the Department is integrating a person- and family-centered approach into our business processes, policies, and partnerships.

What is person- and family-centeredness?

A person-centered approach is one that respects and values individual preferences, strengths, and contributions.

What will a person- and family-centered approach do?

- **Create a shared understanding of person- and family-centeredness** among members, families, and Department employees.
- **Change the culture** in the Department so that we approach all of our work in a way that is person-centered.
- **Improve the member experience** by enabling the Department and its partners to understand the perspectives and experiences of the people we serve.

Why is this important?

- When we understand how our actions impact the people we serve, **we are more committed and engaged in our work.**
- When we work with members and their family members to fully understand their perspectives and experiences, **we make better policy and program decisions.**
- When we are person- and family-centered in our work, **we engage members in their health and health care.**

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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How will we accomplish this?

Department Leadership

- Leadership sponsors and supports efforts in the Department to promote and sustain a culture of person- and family-centeredness.

Member Experience Advisory Councils (Advisory Councils)

- The Department's Member Experience (formerly Person- and Family-Centeredness) **Advisory Council** consists of 7-15 members who are currently or were recently enrolled in Medicaid or Child Health Plan *Plus* (CHP+), or are family members/caretakers of a current Medicaid or CHP+ member.
- The Department's **Member Experience** (formerly Person- and Family-Centeredness) **Virtual Advisory Council** consists of 20-30 members who are currently or were recently enrolled in Medicaid or Child Health Plan Plus (CHP+), or are family members/caretakers of a current Medicaid or CHP+ member.
- The Advisory Councils collaborate with the Department to implement and sustain a culture of person- and family-centeredness.

HCPF Champions Team

- 25-30 employee "Champions" represent their areas.
- Champions lead, manage, and facilitate organizational culture change by identifying specific processes or policies in their Division or section that can become more person-centered.
- Champions provide input on operationalizing the value of person-centeredness, facilitate and implement initiatives, and serve as a resource about the person-centeredness initiative.



For more information contact

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