



**Accountable Care Collaborative
Program Improvement Advisory Committee
PROVIDER AND COMMUNITY EXPERIENCE**

Charter

Preface: This Accountable Care Collaborative (ACC) Program Improvement Advisory Committee (PIAC) Subcommittee is part of a larger PIAC Community and will adhere to the following vision, mission, purpose, and guiding principles.

PIAC Community Vision: A health care system that improves member health outcomes by supporting providers, engaging members, advancing equity, decreasing avoidable costs, and increasing overall value.

PIAC Community Mission: To assist the Department of Health Care Policy and Financing (Department) and Regional Accountable Entities (RAEs) with the implementation and execution of the ACC and its following objectives:

1. Join physical and behavioral health under one accountable entity;
2. Strengthen coordination of services by advancing team-based care and health neighborhoods;
3. Promote member choice and engagement;
4. Pay providers for the increased value they deliver; and
5. Ensure greater accountability and transparency.

PIAC Community Purpose: The State PIAC will leverage the experience and expertise of the broader PIAC Community to improve member health outcomes with the ACC by providing actionable and strategic feedback to the Department regarding ACC implementation and operations.

PIAC Community Guiding Principles: The following list is a set of core guiding principles that the PIAC Community embrace as keys to success. PIAC Community members will strive to promote and operate from these principles.

- Ensure Health First Colorado (Colorado's Medicaid Program) members are a part of every conversation;
- Create an inclusive and actionable conversation to discuss the diverse experiences of the ACC;
- Ground every conversation in performance data related to operational and performance outcomes of the ACC;
- Identify and communicate best practices and continued challenges;
- Ensure accountability and transparency of the Department and its RAEs; and
- Align with other Department committees, initiatives, and their respective work.

Event that caused this PIAC Community to be established: The State PIAC was formed in 2012 by the Department to advise on the implementation of the ACC. Upon implementation of ACC Phase II, a new State PIAC was seated in October 2018 to reflect the evolving needs and vision of the ACC.

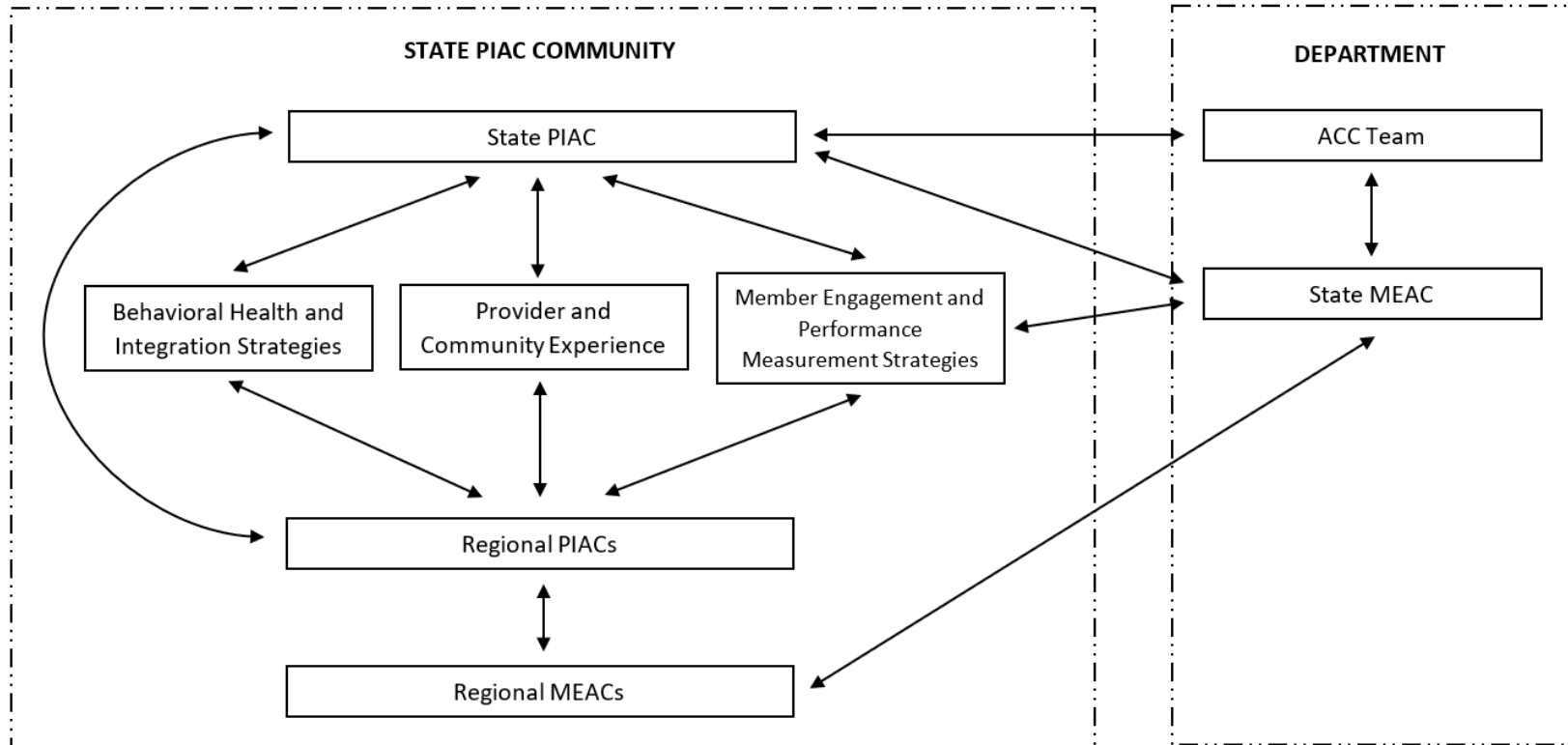




COLORADO

Department of Health Care
Policy & Financing

State PIAC Community Framework: Below is a visual of the State PIAC Community and the relationships between its internal components. Each component will adhere to the vision, mission, purpose, and guiding principles of the PIAC Community and will reflect the respective communities that it serves.





COLORADO

Department of Health Care
Policy & Financing

PIAC Provider and Community Experience Subcommittee Purpose: To assess the experience of providers and community-based organizations (CBOs) within the ACC by identifying, prioritizing, and investigating key challenges and solutions to best support and build capacity within providers and CBOs, to foster collaboration and development of a health neighborhood between providers, CBOs, and RAEs, and to leverage their collective strengths in broader regional and state improvement work.

PIAC Provider and Community Experience Subcommittee Strategy Screens: In order to identify and address specific criteria of the subcommittee's charge, the subcommittee will incorporate the following strategy screens as part of its operations and will incorporate them in any subsequent objectives, processes and products:

- How are members impacted?
- How are specific member populations impacted?
- How are providers impacted?
- How is equity advanced?
- How is integration of physical and behavioral health addressed?
- How is care coordination assured?
- What are the cost, quality and access implications?
- How is success measured?

PIAC Provider and Community Experience Subcommittee Objectives: The subcommittee has identified the following specific topics to investigate and discuss in order to carry out its charge.

- Strengthen the Health Neighborhood through exploring access to specialty care, Non-emergent Medical Transportation (NEMT), Hospital Transformation Program, and other relevant efforts/programs.
- Understand the best practices and outstanding challenges to supporting and transforming practices and their relationships with CBOs in the provision of care to Health First Colorado members and their families.
- Explore the current models and programming for care coordination and chronic disease management within Colorado in the context of both clinical care linkages and the social determinants of health.

PIAC Provider and Community Experience Subcommittee Process: The subcommittee's process will include:

- Aggregation of qualitative data from interviews and report outs from RAEs, providers, CBOs, and members and from RAE contract deliverables;
- Aggregation of quantitative data from key performance indicators, behavioral health incentive measures, performance pool measures, public reporting measures, and RAE contract deliverables;
- Discussion of aggregated data and analysis of this data through appropriate strategy screens; and
- Production of a written work product that documents and summarizes the analysis and provides concrete recommendations for improved delivery system performance.





COLORADO

Department of Health Care
Policy & Financing

PIAC Provider and Community Experience Subcommittee Products: The subcommittee work products will include a defined problem statement, an articulated connection to the ACC, a summary of the work process, and recommendations to the PIAC.

DRAFT





APPENDIX 1.

PIAC Provider and Community Experience Subcommittee Logistics: The subcommittee meets monthly on the 2nd Thursday, 8:00-9:30am at the Colorado Dept. of Public Health and Environment, 4300 Cherry Creek South Drive, Room A2A, Denver with a telephone/web-ex option: meet.google.com/aqi-qndk-fxs, Call-in: 240-490-4583, PIN: 534 985#

**PIAC Provider and Community Experience Subcommittee Membership:
 Co-Chair(s):**

- Anita Rich, State ACC PIAC member

Voting Membership: The PIAC Provider and Community Experience Subcommittee must have a diverse voting membership of no more than 15 individuals that comprises a variety of perspectives, including but not limited to: members, providers, and those in the broader Health Neighborhood. Any individual officially employed by or through a RAE may not be a voting member. A quorum (7 of 13) of voting members must be present or attending by phone/web-ex to approve any official items of business. Voting members need to attend at least 9 meetings a year (in-person or by phone.)

PIAC Provider and Community Experience Subcommittee Voting Membership - TENTATIVE		
Name	Organization	Representing
1. Anita Rich		Co-chair (PIAC member)
2. Vacant		Co-chair
3.		Member or family member of Health First CO member
4. Shera Matthews	Doctors Care	Community based organizations
5. Pat Cook	CO Gerontological Society	Older adults/seniors
6. Michelle Hoyer	MindSprings Health	Behavioral health
7. Gary Montrose		HCBS/LTSS
8. Jill Atkinson	Community Reach Center/Mountain land Pediatrics	Pediatrics
9. Lila Cummings	Colorado Hospital Association	Hospitals
10. Jamie Haney	STRIDE	Family Practice
11. Wendy Nading	TriCounty Health Dept.	Public health
12.		Dental/oral health
13.		Specialty Care





COLORADO

Department of Health Care
Policy & Financing

Membership Processes: The PIAC Provider and Community Experience Subcommittee chair(s) will solicit volunteers for voting membership. If there are not enough volunteers to adequately represent each required voting category, the Subcommittee chair(s) will recruit members via formal invitation. If a voting member can no longer serve or is temporarily unable to serve on the Subcommittee or does not attend the required number of meetings, the Subcommittee chair(s) will appoint a replacement voting member with feedback from both Subcommittee participants and voting membership.

DRAFT

