



COLORADO

Department of Health Care
Policy & Financing

Person- and Family-Centered Approach: Quarterly Update

September 2018

Department Accomplishments, July 2018—September 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.

Two counties are developing their own Member Experience Advisory Councils to further explore they can integrate a person-and family-centered approach into their business practices, policies, and the member experience. A

development workshop was held on August 27. In addition to representatives from the participating counties, representatives from a third county and four Regional Accountable Entities (RAEs) attended the event. The project 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 continue to work on adoption and integration of this work, including the creation of a Community of Practice and refinement of tools.

Additional projects supported by the grant include the development of a Cultural and Linguistic Competency assessment project and communication improvement projects.

The grant's implementation team has begun work to transition to a focus on sustainability and further entrenchment of its person-centered value.

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



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

The In-Person Council has grown to [16 Medicaid and Child Health Plan Plus \(CHP+\) members or family members and/or caretakers](#).

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

- County MEAC development project
- ACC phase 2 launch
- Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey
- Income eligibility verification response time
- Cultural and linguistic competency
- Push Notifications

Virtual Advisory Council

To broaden the scope of participation 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 an excellent response to our recruitment efforts, a revised Virtual Council was launched in July. Surveys are being sent monthly to nearly 400 members. Our response rate has been high with an approximate average of 145 completions per survey. Topics have included:

- PEAK*Health* app
- Department websites
- Rx Review Program

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

**For more information contact
HCPF_peoplefirst@state.co.us**

