



COMMITTEE CHARTER

NORTHEAST HEALTH PARTNERS (NHP) REGIONAL PROGRAM IMPROVEMENT ADVISORY COMMITTEE REV. October 2025

PURPOSE

The Program Improvement Advisory Committee (PIAC) serves as a collaborative forum for members, family representatives, agencies, providers, and regional stakeholders to deepen their understanding of the Regional Accountable Entity (RAE) and actively guide program administration. Emphasis is placed on the following areas:

- Performance
- Population Health
- Program Development
- Quality of Care and Service
- Health Neighborhoods
- Community Engagement

Committee members are responsible for communicating with members, family, and community needs, including identifying resources and supports necessary to improve population health outcomes across the region. PIAC also serves as a platform to elevate community voices and foster collaboration across sectors to strengthen local health systems.

GUIDING PRINCIPLES

The overall goal of the Committee is to assess and make recommendations within the framework of the Triple Aim objectives of improved health, improved patient experience, and managing costs through effective treatment and positive outcomes.

Areas of focus include:

- i. Stakeholder input is actively solicited and used to guide RAE administration, with the goal of improving regional healthcare delivery and performance.
- ii. Member voice and lived experience are central to PIAC's recommendations and discussions.
- iii. Community engagement and cross-sector collaboration are encouraged to build stronger, more responsive systems of care.
- iv. Assessment focuses on performance trends and quantitative data, rather than isolated events.



- v. Strategies recommended must align with contract requirements and address identified challenges.
- vi. PIAC discusses proposed program policy changes and provides feedback to inform implementation.
- vii. PIAC reviews Contractor and Program performance data to monitor progress and identify opportunities for improvement.
- viii. PIAC provides regional representation to the statewide PIAC, ensuring local perspectives inform broader system-level decisions.

MEETING EFFECIENCY

Defined as a set of processes and expectations used to ensure meetings follow contract requirements and support input from key stakeholders.

- i. Meetings will be scheduled quarterly, at a minimum;
- ii. In-person meetings are preferred when feasible; however, virtual participation links will always be provided and made readily available online via www.nhprae2.org.
- iii. Agendas will be distributed at least 7 business days prior to each meeting.
- iv. Meeting minutes will be posted within 30 calendar days of each meeting.
- v. Agendas will be managed by the designated facilitator.
- vi. Decisions and resolutions will be documented for future reference.
- vii. Members are expected to review materials in advance and come prepared.
- viii. Decision-making will occur after sufficient discussion.
- ix. Clear expectations will be communicated in advance regarding required information for each meeting.

CONFLICT OF INTERESTS AND ACTING IN GOOD FAITH

Defined as expectations to ensure decisions and priorities of the PIAC are fair.

- i. Treat material issues with due confidentiality;
- ii. Resolve conflicts of interest transparently and promptly;
- iii. If a voting member has a conflict of interest, they are expected to recuse from voting as needed;
- iv. Treat proprietary issues with care; and
- v. Support Program Improvement Advisory decisions after they are made.

PROGRAM IMPROVEMENT ADVISORY COMMITTEE (PIAC) BYLAWS

- The Program Improvement Advisory Committee (PIAC) is a forum for members, family members, agencies, providers and a variety of other regional stakeholders to further their understanding of the Regional Accountable Entity (RAE) and to guide and inform Program administration.



The PIAC will include membership that represents the region's landscape, with both voting and non-voting members. Committee appointees shall include the following:

- i. Members;
- ii. Family;
- iii. Advocacy Groups and Organizations;
- iv. Provider Representatives;
- v. Nursing Facilities/Assisted Living Residences;
- vi. Regional Charitable/Faith-Based/Social Service Organizations;
- vii. Other State, county and community agencies; and
- viii. Key NHP Staff

The PIAC shall establish regularity in its meetings, including the following:

- i. Meetings will be held at least quarterly;
- ii. The regularly scheduled date and time of meetings will be determined by a majority vote of the PIAC members;
- iii. Meetings are open to the public; and
- iv. Review charter and bylaws annually.

The PIAC Voting membership will be expanded determined by:

- i. New voting members may be added through **self-nomination or nomination by a current voting member**, followed by a majority vote of existing voting members.
- ii. Voting members may be removed as voting members if they:
 - a. Request removal
 - b. Are absent without notice or without delegating an alternate across four (4) consecutive PIAC meetings.

The PIAC voting membership shall allow for the following:

- i. Member incumbency periods are for two years with no term limits;
- ii. Members shall designate an alternate (from the same constituency) if they are unable to attend a meeting. An alternate shall be identified three (3) business days prior to the meeting;
- iii. Members, or their designated alternate, shall attend a majority of meetings held during the year; and
- iv. Guest committee members, ad hoc committee members, and special presenters may be invited to attend meetings when the committee is addressing a specific topic or goal.

The PIAC shall adhere to the following regulations:

- i. A quorum of 50% of committee members (including virtual participants) is required for any vote;



- a. In the event a quorum of fifty (50) percent is not met, meeting minutes may be sent electronically to voting members for review, revision, and approval;
- ii. The charter and bylaws are to be posted online at www.nhprae2.org and are to be reviewed annually with voting members;
- iii. Any changes to the charter and bylaws must be discussed at a meeting attended by at least fifty (50) percent of the committee members prior to a vote on the requested change; and
- iv. The Committee will be chaired by the NHP Director of Quality Improvement or designee and co-chaired by the regional representative at the State PIAC.

The PIAC shall adhere to following regarding agendas and minutes

- i. Designated administrative staff are responsible for taking and distributing meeting minutes;
- ii. Draft meeting minutes will be posted on the www.nhprae2.org
 - a. website within seven (7) calendar days of each meeting;
- iii. Final meeting minutes will be posted on the www.nhprae2.org
 - a. website within thirty (30) calendar days of the final approval of the draft minutes;
- iv. Committee members can request items be included on the agenda by emailing the NHP Chair or designee, or by requesting an addition to the agenda at the onset of the meeting.