



Northeast Health Partners'
Performance Improvement Advisory Committee (PIAC)
Wednesday, January 26, 2022 | 10:00-11:30 AM

Joining the Meeting:

Web: <https://us02web.zoom.us/j/84336354699?pwd=aTRkcHpVZ2dYZE1lY0U2SHFKbGZ0QT09>

Password: 409605

By Phone: (669) 900-6833 | Meeting ID: 843 3635 4699 | Call-In Passcode: 409605

Meeting Materials

1) Agenda; 2) Draft minutes (need approval); 3) PowerPoint slides; 4) Other Attachments

Voting Participants					
	Reid Bryan/ Cavity Free @3	X	Joanna Martinson/ North Colorado Health Alliance	X	Linda Thorpe/ East Morgan County Hospital
	Tanya Geiser/ Healthy Communities (Weld)		Kelly Kading/ WIC (Weld)		Renee Schell/ Frontier House
X	Celeste Ewert/ Envision		Dave Madsen/ Salud Family Health Services	X	Sandra Hasch/ Weld LTC Program Supervisor
	Dana Garvey/ NFP (Weld)	X	Liz Hickman/ Centennial Mental Health		Tanya Unrein/ North Colorado Family Medicine-Banner
	Danny O'Canas/ Frontier House		Maureen Huff/ North Range Behavioral Health	X	Penny Stumpf/ Healthy Communities
X	Erika Greenberg/ CAHEC		Ginger Williams/ Hillcrest Center & The Towers (Wray)		
Non-Voting Participants					
	Alison Keesler/ SCL Health		Frank Merrill/ NHP		Melissa Schuchman/ Beacon
	Annie Fritz/ NCHA		Jasmine Shea/ Keefe Memorial Hospital	X	Natasha Lawless/ NHP
	Barb Kleve/ Beacon	X	Jeffrey Bacon, MD/ Banner Health		Nina Marinello/ SCL Health
	Bev Sandburg/ Yuma District Hospital Clinics		Jen Hale-Coulson / NHP		Patsy King/ Yuma District Hospital Clinics
	Brenda Rhea/ Washington County Nursing Home	X	John Mahalik, PhD/ Beacon	X	Patty Northern / Peak Vista
X	Brian Robertson, PhD/ NHP		Jordan Romero / Planned Parenthood		Rachel Shuck/ Peak Vista CHC - Limon
	Brooke Powers/ HCPF	X	Kari Snelson/ NHP		Rachel Wisdom / Weld County DHS
	Cassidy Palermo/ Peak Vista CHC	X	Leah Agee/ Beacon		Sarony Young/ DentaQuest
	Cathy Harshbarger/ Melissa Memorial Hospital	X	Linda Medina/ Envision		Stella Worley/ Keefe Memorial Hospital
	Cindy Mulder/ Yuma District Hospital Clinics	X	Lynne Bakalyan/ Beacon		Tiffany Dilsaver/ Valley Medical Clinic
	Crystal Asuncion/ Beacon	X	Mandi Strickland/ NHP		Tina Gage/ Beacon
	Collette Martin/ Peak Vists CHC		Mary Snyder/ Sterling Living Center	X	Wayne Watkins/ NHP
	Erin Herman/ HCPF	X	Megan Philips/ Weld County SEP		Wilson Araque/Beacon

Additional attendees:

X Dorma Eastman / Banner

X Ali Rosenberg / CHA

X Laura Cornell / NHP

X Lynne Kizer / SCL Health

X Reynalda Davis / Banner

X Lisa Taylor / IRCNOCO

Agenda Topic	Discussion	Follow-up
Digital Roll Call of voting members	<ul style="list-style-type: none">Completed roll call with attendance members listed aboveQuorum of voting members was not met at the meeting start; 7 voting members were noted.	<ul style="list-style-type: none">July, October, and January Minutes will be approved at the April meeting
Follow-Ups	<ul style="list-style-type: none">Dental Materials from DentaQuest were not provided with the meeting materials, but were sent by S. Young in a link. The link will be sent to the group.The presentation on the PHE Ending was included in the meeting materials.B. Robertson connected with R. Bryan about presenting additional materials about efforts to improve dental KPI performance and Celeste Ewert about connecting to Ride NOCO. Ride NOCO is slated to present in the April meeting. C. Ewert was slated to present this month, but is moving to a new role and the presentation will be provided at a later date by her replacement.J. Martinson's presentation from the October meeting was provided in the meeting invitation.The FAFSA 1 – pager N. Lawless presented on in the October meeting was provided in the meeting invitation.	<ul style="list-style-type: none">B. Robertson to send out materials from DentaQuest (completed on 1/27/2022).
Regional Updates	<ul style="list-style-type: none">J. Martinson presented on January updates from the state level noting that the regional PIAC is a part of a larger system within the state's PIAC, and her role is to be a link between the two. She welcomes feedback and items to address at the state level.Ongoing topics at the state level include the Public Health Emergency, specifically noting that it's important for members to have updated information as we prepare for re-enrollment. Regions also present updates at the state PIAC. Member engagement was a topic that was presented last week and is a topic for discussion in future meetings. The state PIAC also provided opportunities to learn more about equity work with Aaron Green, HCPF's Diversity, Equity, and Inclusion Officer. Subcommittees also provide updates at the state level. Participation at the state PIAC and subcommittees is important, and Region 2 needs more representation.	<ul style="list-style-type: none">B. Robertson to add Complex Care to a future meeting agenda.B. Robertson to present an overview on FY21 performance for all KPI measures.

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	<ul style="list-style-type: none"> • K. Snelson noted the value of participation at the meetings is the ability to provide a voice. B. Robertson noted that one subcommittee, the Performance Measurement and Member Engagement (PMME) was looking for new voting members. Participation at the meetings provides a voice with the state, and participating as a voting members enables the ability to influence the decisions that impact the region. • B. Robertson noted that there were three audits occurring in the next couple of months. One is a compliance audit that will take place in March, another is a 411 audit which is an audit over 411 behavioral health charts, and another is a Quality of Care audit that will begin on February 1. A fourth audit on Utilization Management with SUD will occur in the summer. The Quality of Care and SUD UM audits were first discussed by the state the previous day. Preliminary Behavioral Health Incentive Program (BHIP) results were provided by HCPF this week, and our FY22 performance will be presented in the April meeting once those measures are finalized. • M. Strickland noted the Complex Member definition change, and that NHP opted to self-define the Complex Member group. The process is a multi-step process beginning with the definition, then partnering with care coordinators, engagement with our complex members, and measurement. The definition has been approved by the state, and we will keep the committee informed of progress. B. Robertson noted that this was not discussed in detail at previous PIAC meetings and would look to get a presentation on this topic on a future meeting agenda. 	
Regional KPI Performance	<ul style="list-style-type: none"> • J. Mahalik presented on January's regional performance slides showing September data (data is lagged due to claims) across Key Performance Indicators (KPI), Behavioral Health Incentive Program (BHIP), and Performance Pool Measures (PP). <p><u>KPIs</u></p> <ul style="list-style-type: none"> • KPI performance is just under Tier 1 for BH Engagement, Tier 2 for ED Visits, just under the Tier 1 goal for Dental visits and Prenatal Engagement. Updated well visits do not yet have data, and initial performance is expected from the state in December. 	<ul style="list-style-type: none"> • L. Thorpe noted that she would share the top 3 ED diagnoses over the past three years (completed on 1/26/2022). • B. Robertson to send out the COVID-19 link from the NHP website (completed on 1/27/2022)

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	<ul style="list-style-type: none"> Regional activities to boost performance include the Smiling Stork campaign from Denta Quest, and data exploration for potential interventions with foster care, ED visits, and prenatal engagement. L. Bakalyan noted outreach efforts for well visits as part of the Early Pediatric Screening, Diagnostic, and Treatment (EPSDT), which will impact the well visit KPI. ED data was explored with regional partners. B. Robertson noted the rise in ED visits, the shift in the goal lines, and regional performance about to drop to the Tier 1 level. J. Bacon noted COVID-19 as a significant contributor to the ED, but also noted complexity after COVID-19 as influencing the rise in ED visits. Another component is people showing up to the ED for rapid-result COVID-19 tests. L. Thorpe further noted that Brush has seen a 5-10% increase over the last three months in their ED volumes. L. Thorpe noted that she would share the top 3 ED diagnoses over the past three years. Potential interventions could be around communication/education with COVID-19 testing (where to go or who to reach out to), aligning to the PCP, and reconnecting members to their PCP. L. Bakalyan noted the NHP website has numerous resources regarding vaccines and testing. <p><u>BHIP</u></p> <ul style="list-style-type: none"> SUD Outpatient engagement is below the goal. This point was further explored for definitions (a member who received two or more visits within 30 days after an initial outpatient visit for SUD). L. Hickman noted workforce challenges with both retaining and hiring SUD staff. Inpatient Mental Health Follow-Up and ED SUD Follow-Up are also below the goal. Follow-Up After Positive Depression Screen and Foster Care are above the goal. The BH Follow-up Measure may possibly be impacted by the state's Performance Improvement Project (PIP). The Foster Care measure has a low denominator which creates variability in performance across months. <p><u>Performance Pool</u></p> <ul style="list-style-type: none"> Extended Care Coordination and Preterm Birth are slightly below the goal line. 	

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	<ul style="list-style-type: none"> The Department of Corrections (DOC) Engagement metric is above the goal. New measures on medication adherence, asthma, and postpartum care are in process. Measures are near finalization as questions are answered from the state, but these measures will be reported to the committee in the near future. 	
Health Equity	<ul style="list-style-type: none"> L. Taylor presented on the Immigrant and Refugee Center of Northern Colorado (IRC NoCo) an organization based in Greeley/Evans area, but serving the members across the state which covers the 10 counties in the region. Mission of the IRC NoCo is to empower immigrants and refugees, connect communities, and advocate for successful integration. IRC NoCo strives to provide integration support and celebrate their heritage in partnership to help immigrants thrive while turning Colorado into their home. IRC NoCo's main service is educational efforts and provides six levels of English language instruction to help improve language access. Language access help clients better integrate and allows them to better advocate for themselves. Workplace Readiness skills is another program component of IRC NoCo and is incorporated into the language instruction. Digital literacy (such as banking, e-mail, and job searching) is also taught. The IRC NoCo has a referral source on the website, and also offers course schedules on-line. Clients are welcome anytime. Community Navigation encompasses, in its most basic form, is case management. Community Navigators are staff members who represent the communities served; offering language and cultural knowledge to better meet client needs. Support ranges from reading mail to helping complete citizenship applications. Community Navigators also provide insight from community perspectives that better surface barriers and solutions. IRC NoCo's final pillar is advocacy efforts also offers advocacy efforts including youth empowerment and women's empowerment that help specific client groups to better advocate for themselves. IRC NoCo also offers external-facing advocacy such as Refugee 	<ul style="list-style-type: none"> L. Taylor to provide maps and resources to B. Robertson for distribution to the committee (completed on 1/27/2022)

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	101 that provides accurate information and supporting legislation.	
Workforce Discussion	<ul style="list-style-type: none"> The Provider and Community Experience Subcommittee of PIAC sent out a survey on workforce challenges which surfaced valuable information and recommendations that could be useful for HCPF. The lens taken for the survey was focused on Single Entry Points, CCBs, Primary Care, and Care Coordination. The PowerPoint provided in the meeting invite members to respond to the questions: <ol style="list-style-type: none"> Who do you represent? What are your top 3 challenges in your setting? What your recommendations relative to those challenges? How can the Accountable Care Collaborative (ACC) help? 	<ul style="list-style-type: none"> B. Robertson to redistribute the presentation and the 4 questions highlighted (completed on 1/27/2022) Members to look at the presentation and contemplate the workforce challenges at a future meeting.
Open Discussion	<ul style="list-style-type: none"> No open topics or future agenda items were discussed. 	
Next Steps	<ul style="list-style-type: none"> B. Robertson noted the action items. 	