



Northeast Health Partners'  
Program Improvement Advisory Committee (PIAC)  
Wednesday, October 23, 2024 | 10:00-11:30 AM



**NORTHEAST**  
HEALTH PARTNERS, LLC

**Join the Meeting**

Web: <https://us02web.zoom.us/j/83043861092?pwd=aFQwRGRIbGpDR3RIKzI4ZDJWZz09>

Password: 027950

By Phone: (669) 900-6833 | Meeting ID: 830 4386 1092 | Call-In Passcode: 027950

**Meeting Materials**

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

**Meeting Attendees:**

**\*Voting Participants - Bold**

Attendee Name / Organization	Attended	Attendee Name / Organization	Attended
Kari Snelson, NHP	<input type="checkbox"/>	<b>Celeste Ewart, Envision</b>	<input type="checkbox"/>
Brian Robertson, NHP	<input checked="" type="checkbox"/>	<b>Danny O'Canas, Frontier House</b>	<input type="checkbox"/>
Natasha Lawless, NHP	<input checked="" type="checkbox"/>	<b>Linda Thorpe, East Morgan County Hospital</b>	<input checked="" type="checkbox"/>
Alee LaCalamito, NHP	<input checked="" type="checkbox"/>	<b>Erika Greenberg, CAHEC</b>	<input checked="" type="checkbox"/>
Laura Cornell, NHP	<input checked="" type="checkbox"/>	<b>Ginger Williams, Hillcrest Center &amp; The Towers (Wray)</b>	<input type="checkbox"/>
Raina Ali, NHP	<input checked="" type="checkbox"/>	<b>Sam Herbert, The Wray Clinic</b>	<input type="checkbox"/>
Chantel Hawkins, NHP	<input checked="" type="checkbox"/>	<b>Penny Strumpf, Health Communities</b>	<input checked="" type="checkbox"/>
Jen Hale-Coulson, NHP	<input type="checkbox"/>	<b>Sandra Hasch, Weld LTC Program Supervisor</b>	<input type="checkbox"/>
Wayne Watkins, NHP	<input checked="" type="checkbox"/>	Jeremy White, Carelon	<input checked="" type="checkbox"/>
Tom Grimmer, NHP	<input checked="" type="checkbox"/>	Ed Arnold, Carelon	<input type="checkbox"/>
Jenefer Rolf, NHP	<input checked="" type="checkbox"/>	Michaela Smyth, Carelon	<input checked="" type="checkbox"/>
Joanna Martinson, NHP	<input checked="" type="checkbox"/>	Lynne Fabian, Carelon	<input checked="" type="checkbox"/>
Diamila Konate, NHP	<input checked="" type="checkbox"/>	Anna Pittar-Moreno, Carelon	<input type="checkbox"/>
Mark Wallace, NHP	<input type="checkbox"/>	Melissa Frank, Carelon	<input type="checkbox"/>
Melissa Schuchman, Carelon	<input type="checkbox"/>	Stephanie Miller-Olsen, Carelon	<input checked="" type="checkbox"/>

Dawn Surface, Carelon	<input type="checkbox"/>	Alex Barreras, Banner Health	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	Stephanie Brinks, Common Spirit	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	Kellee Beckworth, UC Health	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	Jasmine Shea, Keefe Memorial Hospital	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	Cindy Mulder, Yuma District Hospital Clinics	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	Priyanda Chandra	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	Marissa Martinez	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	Linda Messer, Lincoln County Hospital	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	Dorma Eastman	<input checked="" type="checkbox"/>
	<input type="checkbox"/>		<input type="checkbox"/>
	<input type="checkbox"/>		<input type="checkbox"/>
	<input type="checkbox"/>		<input type="checkbox"/>

	Agenda Topic	Discussion	Follow Up
1	Welcome Digital Role Call Approve Minutes	<ul style="list-style-type: none"> <li>Digital Role Call of Voting members</li> <li></li> </ul>	
2	Follow-Ups	<ul style="list-style-type: none"> <li>July minutes approved by email</li> <li>Brian sent tip sheets to the requesting parties</li> </ul>	
4	State PIAC Updates	Sam Herbert – did not attend	
5	Regional Updates	<p>Regional Updates</p> <ul style="list-style-type: none"> <li>Quality Plan and Quality Report <ul style="list-style-type: none"> <li>Completed and submitted on Sept 30<sup>th</sup></li> <li>Please refer to the handout for key points.</li> </ul> </li> <li>Phase III <ul style="list-style-type: none"> <li>NHP has been selected to serve as RAE for region 2.</li> </ul> </li> <li>Enrollment <ul style="list-style-type: none"> <li>Enrollment has increased.</li> </ul> </li> <li>First Fridays Forum <ul style="list-style-type: none"> <li>Next meeting November 1st</li> </ul> </li> <li>Violet <ul style="list-style-type: none"> <li>Health Equity Training platform</li> <li>Offer Ce/CME credits for the variety of courses available through Violet</li> <li>Please refer to the white paper sent with meeting documents</li> </ul> </li> <li>Community Engagement Updates</li> <li>Health Equity Updates</li> </ul>	

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		<ul style="list-style-type: none"> <li>• Performance Measures</li> <li>• Member Engagement</li> </ul>	
6	HTP Process	<ul style="list-style-type: none"> <li>• Stephanie Brinks, Kellee Brinkman and Alex Barreras presented the hospital transformation program.</li> <li>• Hospital transformation is: Transforming care from inpatient back to the community</li> <li>• Focus on reducing readmissions, addressing social needs, behavioral health, population health, and operational inefficiencies.</li> <li>• Social needs <ul style="list-style-type: none"> <li>○ Understand patient needs</li> <li>○ Notify RAE of needs</li> <li>○ Offer resources to meet needs</li> </ul> </li> <li>• Data from about 2,500 members screened (October 1, 2023-September 30, 2024) reflected that 20–28% were positive for a need. <ul style="list-style-type: none"> <li>○ From the screenings the primary needs were housing, food insecurity, transportation, and utility help.</li> </ul> </li> <li>• Health Equity data from St. Elizabeth Hospital was shared, i.e. gender, age, ethnicity, language, race</li> <li>• Alex Barreras shared a patient story</li> <li>• There are gaps. Finding correct resources and connecting the patient to the resources impact success. Clinical workflow causes challenges with completing the screening.</li> <li>• Community feedback is important. Three questions were posed for feedback. <ul style="list-style-type: none"> <li>○ Several commented that transportation is a primary issue. Discussed providers that offer services, yet not registered with State Medicaid.</li> <li>○ RAE notifications to NHP are individualized. NHP uses contexture to help with notifications.</li> </ul> </li> <li>• HTP has helped to identify needs better than in the past.</li> </ul>	
7	Community Engagement Update	<ul style="list-style-type: none"> <li>• Raina Ali presented what NHP is doing in community engagement.</li> <li>• Better health outcomes, improve equitable access and population health.</li> <li>• Building trust is a primary focus of community engagement. Face to face engagement and education are ways NHP does this.</li> <li>• Strategies to engage community include volunteering, community forums, and community presence.</li> <li>• NHP has participated in over 100 events, touching 10,000 lives.</li> <li>• NHP has a community newsletter. Join the email list.</li> </ul>	
8	Health Equity Updates	<ul style="list-style-type: none"> <li>• Alexandra LaCalamito presented health equity updates</li> <li>• FY23-24 Q3 Data received from HCPF</li> </ul>	

		<ul style="list-style-type: none"> <li>Improvement is noted for all measures from December 2022 to current.</li> <li>NHP determined target populations to focus on. This allows NHP to increase work for rural/frontier and Hispanic populations. <ul style="list-style-type: none"> <li>There was a mix of increased performance and areas to improve.</li> </ul> </li> <li>HCPF Health Equity Task Force is restarting on October 24<sup>th</sup>.</li> <li>NHP has a Health Equity Task Force on Friday November 15<sup>th</sup>.</li> <li>NHP Health Equity Plan is due to the State on December 31<sup>st</sup>.</li> </ul>	
9	Performance Measures	<ul style="list-style-type: none"> <li>Machaela Smith shared information on Performance Measures</li> <li>Many charts and graphs were presented.</li> <li>Please refer to your handout for details on the measures.</li> </ul>	
10	Member Engagement Update	<ul style="list-style-type: none"> <li>Lynne Fabian presented a member engagement update.</li> <li>Keep Coloradans covered <ul style="list-style-type: none"> <li>Procedural denials have decreased</li> <li>Ex parte process renewals are working better</li> </ul> </li> <li>Cover All Coloradans <ul style="list-style-type: none"> <li>New law, effective January 1, 2025, that covers children and pregnant people, no matter what their immigration status is.</li> <li>Please join the Stakeholder meeting on November 13<sup>th</sup>.</li> </ul> </li> <li>EPSDT Interventions from FY23-24 chart audit <ul style="list-style-type: none"> <li>Completed training for UM team to re-review EPSDT medical necessity criteria and documentation.</li> <li>Clinical team putting in place workflow to send notices of adverse benefit determination.</li> <li>Increase communication for well visit reminder with members.</li> </ul> </li> <li>MEAC – Member Experience Advisory Council <ul style="list-style-type: none"> <li>Non-emergent transportation was a topic from the last meeting.</li> </ul> </li> <li>Transportation updates <ul style="list-style-type: none"> <li>Transportation is provided for parents to see an inpatient child.</li> </ul> </li> <li>Wellness &amp; Prevention Forums <ul style="list-style-type: none"> <li>Breast cancer screening, October 2024</li> <li>Smoking cessation, November 2024</li> <li>Crisis Services, December 2024</li> </ul> </li> </ul>	
11	Updates from Committee Members	No committee updates	
12	Follow-Up	<ul style="list-style-type: none"> <li>No follow up items</li> </ul>	
	Adjournment	<ul style="list-style-type: none"> <li>11:31am</li> </ul>	