Sacramento County Health Authority (SCHA)

Strategic Plan Implementation Plan Outline

Quality Improvement/Quality Assurance Committee

**DRAFT – FOR DISCUSSION ONLY – January 12, 2023**

**Strategic Priority #2: Engage Medi-Cal members in robust processes to help center their voices in patient care improvements**

| **Strategy** | **Steps and Activities** | **Anticipated Completion by** | **Completed?**  **(✓)** | **Notes** |
| --- | --- | --- | --- | --- |
| 1. Increase representation of diverse Medi-Cal members presenting to SCHA Consumer Protection Committee | 1a. Compile demographics on Medi-Cal members in Sacramento County by race/ethnicity, language, and SOGI.    1b. Reach out to each local health plan to understand their Consumer Advisory Committees, including membership and roles; compile this information.  1c. Decide whether members will be compensated for participating in the Consumer Protection Committee and if so at what level and identify the funding source. Research the pros and cons of distributing incentives directly vs. using an intermediary/fiscal agent and make a decision about this.  1d. Develop written materials (email, flyer, poster, QR codes, etc.) that describe or link to the SCHA, SCHA Consumer Protection Committee, their roles, and the engagement opportunities and incentives. Test these materials for literacy levels and comprehension with target audience.  1e. Compile a list of CBOs, FRCs and providers (including physicians and FQHCs) with access to the desired demographic membership.  1f. Share the email or flyer with these groups, as well as each local health plan’s Consumer Advisory Committee. Maintain a system for collecting relevant information about possible participants. Ask providers and CBOs about best timing, locations and other advice to maximize participation.  1g. Invite a representative sample of consumers to attend the SCHA Consumer Protection Committee. Engage beneficiaries in accessible, comfortable, community-based locations including at a time conducive to participation, including childcare, food and interpretation services.  1h. Provide minutes and action items from meetings to the health plans and follow up with health plans as needed; request health plans to follow up at subsequent Consumer Protection and SCHA meetings.  1i. Maintain documentation of participation, content, and recommendations. Evaluate whether and how this was an appropriate venue for consumer voice and what could be improved. | February 28, 2023    March 31, 2023  April 30, 2023  May 31, 2023  May 31, 2023  June 30, 2023  July – December 2023  July – December 2023  July – December 2023 |  | Compile available data, and request additional data from MCPs as needed |
| 1. Develop SCHA member newsletter that provides updates on Medi-Cal services, benefits and health plan offerings. | 2a. Identify budget for newsletter and decide whether to engage a vendor or contractor to prepare.  2b. Engage consumer representatives in making recommendations for newsletter content and format. Consider novel approaches such as infographics, interviews, video clips, and other ways to engage target population.  2c. Draft, finalize and disseminate at least one newsletter; track open rates and other metrics. | June 30, 2023  August 31, 2023  December 31, 2023 |  |  |

**Strategic Priority #3: Proactively prepare for and support local efforts to respond to CalAIM and other key DHCS initiatives.**

| **Strategy** | **Steps and Activities** | **Anticipated Completion by** | **Completed?**  **(✓)** | **Notes** |
| --- | --- | --- | --- | --- |
| 1. Monitor and support implementation of CalAIM by health plans and in aggregate. | 1a. Prepare a data request for health plans to submit information (e.g., total member enrollment in ECM and Community Supports (CS); member enrollment as a percent of eligible members; provider enrollment in ECM and CS; provider delivery of ECM and CS services; and inclusion of justice-involved populations).  1b. Share data request with health plans and begin collecting data quarterly.  1c. Collect and compare data from all Sacramento health plans and compare within county and to health plans statewide.  1d. Highlight data and experiences reported by health plans, providers and members to illuminate successes, challenges, and disparities in ECM/CS experiences (by geography, population of focus, etc.); aggregate and share this information in report form with County, consumer representatives, and health plans.    1e. Request hospital and county data on ED utilization and homelessness to explore whether CalAIM has impacted these outcomes. | January 31, 2023  February 28, 2023  May 1, 2023 - ongoing  Ongoing    December 31, 2024 |  |  |
| 1. Monitor progress of the Student Behavioral Health Incentive Program (SBHIP), Housing and Homelessness Incentive Program (HHIP), and CalAIM Population Health Management Initiative {PHMI). | 2a. Review and consider available metrics for SBHIP, HHIP and PHMI that will provide insight into progress over time. Include a special focus on justice-involved populations and behavioral health.  2b. Collect these data and depict visually over time to highlight trends. Request qualitative data about programs from health plans, providers and members. Identify any areas of concern for individual health plans and/or the county.  2c. Invite Sacramento County Medi-Cal Dental Advisory Committee to present to SCHA on Medi-Cal dental visits and dental outcomes. | March 31, 2023  July 1, 2023 - ongoing  December 31, 2023 |  |  |

**Strategic Priority #4: Prepare for and support successful transition of Medi-Cal health plans in 2024.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strategy** | **Steps and Activities** | **Anticipated Completion by** | **Completed?**  **(✓)** | **Notes** |
| 1. Provide links to benefits and services available to low-income County residents outside of Medi-Cal addressing social determinants of health. | 4a. Identify appropriate staff at DHCS and County Human Assistance to help with this effort.  4b. Invite county/DHCS/DMHC staff to Consumer Protection Committee to describe steps in Medi-Cal grievance process and timeline for response.  4c. Collaboratively produce and distribute materials to support members in understanding benefits and the grievance process. | February 28, 2023  May 31, 2023  July 31, 2023 |  |  |
| 1. Ensure bi-directional health plan and County communications to support Medi-Cal members. | 5a. Request communication from DHCS about transition of Medi-Cal health plans in 2024.  5b. Translate and share relevant information through a variety of written and verbal methods with impacted providers and Medi-Cal members. | October 31, 2023  December 31, 2023 |  |  |