

HEALTH EQUITY & QUALITY CARE SUBCOMMITTEE (HEQC) MEETING

July 31, 2024

VIRTUAL WebEx Meeting

1:00 PM – 3:00 PM



HFS

Illinois Department of
Healthcare and Family Services



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OUR VISION FOR THE FUTURE

We improve lives.

- ▶ We address social and structural determinants of health.
- ▶ We empower customers to maximize their health and well being.
- ▶ We provide consistent, responsive service to our colleagues and customers.
- ▶ We make equity the foundation of everything we do.

This is possible because:

- ▶ **We value our staff as our greatest asset.**

We do this by:

Fully staffing a diverse workforce whose skills and experiences strengthen HFS.

Ensuring all staff and systems work together.

Maintaining a positive workplace where strong teams contribute, grow and stay.

Providing exceptional training programs that develop and support all employees.

- ▶ **We are always improving.**

We do this by:

Having specific and measurable goals and using analytics to improve outcomes.

Using technology and interagency collaboration to maximize efficiency and impact.

Learning from successes and failures.

- ▶ **We inspire public confidence.**

We do this by:

Using research and analytics to drive policy and shape legislative initiatives.

Clearly communicating the impacts of our work.

Being responsible stewards of public resources.

Staying focused on our goals.

Welcome To Health Equity & Quality Care Subcommittee

The Health Equity and Quality Care subcommittee is established to advise the Medicaid Advisory Committee concerning strategies to improve customer outcomes by ensuring that populations covered under Healthcare and Family Services' Medical Assistance program have efficient, cost effective, and timely access to quality care that meets their need without discrimination based on race/ethnicity, gender, primary language, disability, sexual orientation, or socio-economic status.

- *This subcommittee shall:*
- Identify and Review evidence-based practices and programs that can improve patient care, population health outcomes by addressing strategies supporting the social determinants of health.
- Examine barriers that impact customer access to care and utilization of health care services and recommend strategies to mitigate these barriers.
- Recommend Improvements to quality metrics and indicators.
- Assess streamlined approaches to identifying gaps in the delivery of services to Medicaid Customers.
- Identify methods that can be modified or adapted to strengthen continuity of care.
- Develop data informed recommendations to improve program implementation and evaluation metrics.
- Recommend methods to improve provider participation and network adequacy.
- Review and provide recommendations on how the Department can mitigate health disparities and the impact on communities disproportionately affect by COVID-19.
- Consider and make recommendations on the definition of a "community" safety-net designation of certain hospitals
- Make recommendations on the establishment of a regional partnership to bring additional specialty services to communities.
- Review and make recommendations to address equity and healthcare transformation.

House Keeping

- Meeting basics:
 - Please note, this meeting is being recorded.
 - To ensure accurate records, please type your name and organization into the chat.
 - If possible, members are asked to attend meetings with their camera's turned on, however, if you call in & need materials, please email Melishia.Bansa@Illinois.gov & Kyle.Daniels@illinois.gov as soon as safely possible.
 - Please be sure to mute your audio except when speaking.
 - Please note that HFS staff may mute participants to minimize any type of disruptive noise or feedback.
- Comments or questions during the meeting:
 - If you are a committee member and wish to make a comment or ask a question during the meeting, please use the WebEx feature to raise your hand, contact the host/co-host, or unmute yourself during QA sections facilitated by chair.
 - If you are a member of the general public and wish to make a comment, please register to make a public comment prior to the meeting. Instructions to make public comments have been provided for you in the public meeting posting located on the MAC webpage.
 - If you have a question during the meeting please utilize the Webex chat feature to send your question directly to the Subcommittee chair or any of the host or co-host.

House Keeping

Meeting basics Cont.

- The chair will try to address as many questions as possible during designated sections of the meeting. We recognize that due to the limited allotted time, your question may not be answered during the meeting, therefore be sure to visit the HFS Webpage for a list of helpful resources. Your questions are important to us and will help inform the development of future presentations and informational materials.
- HFS is committed to hosting meetings that are accessible and ADA compliant. Closed captioning will be provided. Please email Kyle.Daniels@illinois.gov & Melishia.Bansa@Illinois.gov in advance to report any requests or accommodations you may require or use the chat to alert me of challenges you may have encountered during the meeting.
- Patience, please – many meeting attendees may be new to MAC proceedings.
- Minutes of the prior meeting have been circulated to subcommittee members in advance of this session. Once approved, they will be posted to the website.

Agenda

- I. Call to order**
- II. Roll call of committee members**
- III. Quality Strategy Feedback Opportunity**
- IV. Public Comments**
- V. Additional Business: Old & New**
- VI. Adjournment**

*Chair

- Amber Kirchoff | Illinois Primary Health Care Association
- Craig Chico | Back of the Yards Neighborhood Council | Chicago Housing Authority
- Howard Peters | HAP, Inc. | (MAC Member) *
- Karen Aguilar | Chicago Hearing Society | Anixter Center
- Larry McCulley | SIHF Healthcare | (MAC Member)
- Lauren Krause | University of Illinois Chicago
- Lisa Green | Family Christian Health Center
- Melissa Simon | Northwestern University, Feinberg School of Medicine, Robert H. Lurie Comprehensive Cancer Center
- Ned Budd | Thorek Hospital

III. HFS Quality Strategy 2024-2027 Feedback Opportunity





Quality Strategy (QS)

- Under regulations at 42 CFR 438.340 (a) and 42 CFR 457.1240€, CMS requires state Medicaid and CHIP agencies that contract with Managed Care Organizations (MCO) to develop and maintain a Medicaid and CHIP quality strategy to assess and improve the quality of health care and services provided by Managed Care Plans (MCPs).
- HFS utilized the CMS Quality Strategy toolkit to ensure that the QS addresses regulatory requirements and leverage best practices.
- The 2024-2027 QS will be sent to subcommittee members after today's meeting for your review and comment to the Department.



Quality Framework

- Vision, Mission, Goals and Objectives
- 5 pillars of improvement
- Comprehensive tables with the measure required baselines and targets used to access quality performance



Vision for Improvement

Adult Behavioral Health

- Improve the health outcomes and management of behavioral health services and supports for adults

Child Behavioral Health

- Improve the health outcomes and management of behavioral health services and supports for children

Vision for Improvement

Maternal and Child Health

- Improve the health outcomes of birthing person, babies, and children

Equity

- Eliminate disparities and ensure equitable access to primary and preventive care services across the Medicaid population



Vision for Improvement

Community and Health Promotion

- Provide person-centered services and supports to ensure care is delivered in the least restrictive environment.
- Promote whole person wellness, preventive care, and management of chronic conditions





Introduction – Medicaid Transformation and more

- Initiatives aimed at transforming the managed care system to create sustainable, person-centered, integrated, equitable change that reimagines healthcare delivery at the community level
- Managed care programs as well as current health plans, population map, and enrollment information
- Quality managed care operational activities and responsibilities
- QS development steps





Quality of Care

- Oversight of required health plans' Quality Assessment and Performance Improvement (QAPI) programs that assess the quality of care and adjusts processes and operations to improve the quality of care provided to customers
- Comprehensive Quality Performance Metric tables
- Performance Improvement Project (PIPs) details
- Disparities Plan including required definitions
- Summary tables of HFS' assessment strategies for each federal regulation designated in CMS' Medicaid and CHIP Managed Care final rule



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Monitoring and Compliance

- Network Adequacy and Availability of Services activities
- Sanctions and Corrective/Remedial actions
- Comprehensive table of the quality Monitoring System which addresses all aspects of the managed care program and relevant federal regulations
- MCO reporting requirements





External Quality Review Arrangements

- HFS contracts with an EQRO to perform services in accordance with 42 CFR and the Balanced Budget Act of 1997 including independent external oversight, monitoring, and evaluation of the quality assurance component of care
- The EQRO provides biweekly status updates on all activities to HFS and develops a detailed workplan annually to guide its activities with HFS
- Summary tables identify mandatory EQR activities and optional EQR activities to meet federal requirements



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Improvement and Intervention

- Continuous quality improvement functionality related to managed care programs
- Table of quality improvement interventions/initiatives
- Table of HFS' Health Information Technology (HIT) initiatives as it relates to the Departments Medicaid Transformation agenda



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Conclusions

- In accordance with federal regulations, HFS reviews its Quality Strategy, and that review includes an evaluation of the effectiveness of the Quality Strategy using data from multiple sources
- Evaluation tools and criteria as well as a link to the most recent evaluation
- Closing discussion on next steps



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Quality Strategy Feedback

- The 2024-2027 Quality Strategy will be emailed to committee members
- Please provide any comments to the Department by **August 21, 2024**
- Comments may be sent to:

HFS.BQM@illinois.gov



Current Quality Strategy:
[2021-2024 Comprehensive Medical Program Quality Strategy](#)

THANK
YOU



ANY QUESTIONS?



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V. Additional Business: Old & New





1. LTSS Workgroup follow-up and next steps



LTSS Workgroup

The Department is establishing a subgroup of this Health Equity and Quality Subcommittee to specifically address strategies to improve customer outcomes of Long-Term Services and Supports populations and work to ensure that they have efficient, cost-effective, and timely access to quality care that meets their need without discrimination based on race/ethnicity, gender, primary language, disability, sexual orientation, or socio-economic status.



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LTSS Workgroup

The workgroup will meet as often as necessary but not less than 4 times per calendar year to:

- Identify any racial or geographical disparities in the provision of care in various LTSS settings and determine factors that might influence the disparities found
- Assess whether the LTSS industry, including managed care plans and independent providers, is equipped to offer culturally sensitive, competent, and linguistically appropriate care to meet the needs of a diverse aging population and their informal and formal caregivers
- Identify and prioritize recommendations for actions to be taken by the State to address disparity



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LTSS Workgroup

Members of the Health Equity and Quality Subcommittee interested in participating in the LTSS subgroup, please contact the Bureau of Quality Management at:

HFS.BQM@illinois.gov



2. Items For Future Discussion



3. HFS Announcements

- a. MCO Stakeholder Engagement
- b. MAC: Subcommittee Resources



ANY QUESTIONS?



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