RMHP Client Council Meeting Summaries

January – June 2019

West Slope Member Advisory Council
March 4, 2019 - Grand Junction

- Reports were shared from the Statewide and Regional PIACs, Accountable Health Communities Model (AHCM) and behavioral health focus groups
- The group engaged in a discussion about the KPIs and decided to discuss each KPI in depth at future meetings
- The group identified the following goals for 2019/2020, including how to measure them:
  1) Start a pilot program to collect deeper member feedback on documents and materials. Council members will form mini focus groups. Focus group members will participate no more than three times to ensure fresh perspectives. Some focus group participants may be invited to the council meetings.
  2) Increase council membership particularly with un-represented communities
  3) Continue conversations with providers
  4) Continue visiting different communities in the region
  5) Continue making recommendations to RMHP and HCPF on policy issues
  6) Continue providing a client voice on state and regional PIAC and other committees
  7) Continue outreach by attending events and fairs (usually in the summer)
  8) Continue to seek training to be able to gain information and share with peers

June 3, 2019 - Towaoc

- The group reviewed a mailing that RMHP’s Quality Improvement department is planning to send to members that includes an overall description of RMHP’s care management program, how to find a copy of their handbooks on the website, and EPSDT information.
- An update on the statewide and regional PIAC meetings was shared
- Follow-up information on the behavioral health focus groups was shared
- The group engaged in a discussion about the Dental Visit KPI and what is and is not working around oral health access in their communities
- The group had lunch prepared by and education from a local food justice activist who prepares indigenous food
- The group observed the Bear Dance at the Ute Mountain Ute Reservation
- The following day, a smaller group visited the Ute Mountain Ute Health Center to meet with Health Center leadership and staff. The group learned about how Indian Health Services (IHS) works, how it is connected to other federal health care programs and how it is connected to Medicaid.
Larimer County Member Advisory Council
January 24, 2019 – Fort Collins

- The group engaged in a discussion on the Crisis Pilot for People with Intellectual and Developmental Disabilities
- Presentations were given by SummitStone and Foothills Gateway
- As an action item, the group decided to make a recommendation to the Department of Health Care Policy and Financing and the Joint Budget Committee that the I/DD crisis pilot continue to receive funding

March 14, 2019 – Telephone only due to weather

- The group engaged in a discussion about non-emergent transportation (NEMT), including an explanation of the NEMT broker, discussion of problems with the current system and activities that one member is involved in to make changes. An explanation of the NEMT benefit and recent legislation about NEMT were also discussed.
- A report was given from the February 2019 Regional PIAC meeting
- The group requested that a Latino Initiative representative attend a future meeting

May 23, 2019 – Fort Collins

- A presentation from Latino Initiatives was given on behavioral health prevention work being done in Larimer County, followed by an interactive group discussion
- An update on the crisis pilot was shared

West Slope Bridging Communications
January 13, 2019 – Grand Junction

- The group set goals for the year, including hosting an interpreter appreciation event, holding one or two more trainings for health professionals, and exploring a training for law enforcement

March 3, 2019 – Grand Junction

- The group met with a leader at Mind Springs to discuss concerns with previous experiences and ways to work together in a more positive direction moving forward

April 4, 2019 – Grand Junction

- The group processed the Mind Springs meeting, worked on planning and discussed interpreter legislation

June 9, 2019 – Grand Junction

- The group discussed holding a Deaf workshop in the Fall and engaging in education programs with law enforcement
- The group discussed the interpreter appreciation event they hosted in Grand Junction
Larimer County Bridging Communications

Several meetings during the reporting period were canceled due to inclement weather

May 23, 2019 – Fort Collins

- The Commission for the Deaf, Hard of Hearing and DeafBlind gave a presentation on the Rural Interpreting Services Project (RISP) Pilot and asked whether the group thought RISP should be expanded into Larimer County. The group responded that interpreter services are sufficient and the RISP services are best used in rural areas of the state.
- The group discussed the project to develop a training video for providers on Deaf culture and best practices for communication