



2017 Health Education Department Work Plan Mid-Year Evaluation

Submitted by:

Patrick Marabella, MD, Chief Medical Officer

Amy Schneider, RN, BSN, Director Medical Management

I. Purpose

The purpose of the CalViva Health (CVH) 2017 Health Education Work Plan is to provide a systematic plan of health education activities for the calendar year. It also documents the outcomes of proposed health education programs and services. The implementation of this plan requires the cooperation of CalViva Health senior staff management and multiple departments such as Cultural and Linguistic Services, Quality Improvement, Utilization/Care Management, Members Services, Marketing, and Provider Relations.

II. Goals

1. To provide CalViva Health's free, accessible, culturally and linguistically appropriate health education programs, services and resources to aid members and the community in achieving good health and overall wellbeing.
2. To provide quality health education programs, services and resources to positively impact CalViva Health's HEDIS rates.
3. To provide quality health education programs, services and resources to positively impact new member satisfaction and member retention.

III. Objectives

1. Encourage members to practice positive health and lifestyle behaviors.
2. Promote members to appropriately use preventive care and primary health care services.
3. Teach members to follow self-care regimens and treatment therapies.

IV. Selection of the Health Education Department Activities and Projects

The 2017 Health Education Work Plan activities and projects are selected from results of county-specific group needs assessment reports (i.e., demographics, health status, risk factors, and surveys), regulatory requirements, department evaluation report from the previous year, HEDIS results, contractual requirements, and strategic corporate goals and objectives. After review and input from senior management staff, projects and new departmental activities are identified and incorporated into this work plan. Programs and services are developed with special attention to the cultural and linguistic needs of our membership. This work plan addresses the needs of our Medi-Cal (MC) members.

V. Strategies

The 2017 Health Education Work Plan supports and maintains excellence in health education services activities through the following strategies: increase provider support, resources and communication to ensure provision of comprehensive health care services; support community collaboratives to promote preventive health initiatives; enhance member utilization of CalViva Health's health education and cultural and linguistic resources to help them better understand and manage their health conditions and improve HEDIS rates; improve Health Education Department's efficiency; and to meet compliance. The main health areas of focus are: pregnancy, weight control, member engagement, smoking cessation, preventive health care services, and chronic disease education.

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1. Initiative/ Project Title		Digital Educational Programs (T2X, Lifeline and Text Messaging Programs)				
LOB(s)	<input checked="" type="checkbox"/> MEDI-CAL					
Initiative Aim(s)	<input checked="" type="checkbox"/> Provider Support <input checked="" type="checkbox"/> Member Utilization <input type="checkbox"/> Collaborative <input type="checkbox"/> Dept Efficiency <input type="checkbox"/> Oversight <input type="checkbox"/> Compliance <input checked="" type="checkbox"/> HEDIS <input checked="" type="checkbox"/> GNA					
Reporting Leader(s)	Primary:	H. Su, B. Nate		Secondary:	B. Jackson, T. Gonzalez	
Aim of Initiative/Program		Develop, disseminate and evaluate digital health promotion and member engagement information and programs to members				
2017 Performance Measures	2017 Goals	Outcome 2016	Outcome Mid-Year 2017	Outcome Year End 2017		
Develop and launch Lifeline Program (SafeLink)	Obtain approval for TracFone to implement Lifeline program	Postponed to 2017. TracFone (vendor) did not get promotional materials approved in 2016	DHCS did not approve this project. Project is terminated.			
Enroll members in the health promotion text messaging program(s)	Health Promotion Text Messaging Program(s): 150+ members	Text4baby Program: 244 members	Textbaby: 3 members. Program will end in July 2017. Text messaging to SafeLink participants could not start because DHCS did not approve the SafeLink program. Exploring customized text messaging program.			
Promote T2X health promotion campaigns	Reach 1,500+ participants nationwide.	Promoted Asthma, Teen Pregnancy, Depression and Adolescent Vaccination campaigns. Reached 1,685 participants nation-wide	12,321 total visitors nationwide to T2X. Registration is not required so no CalViva Health specific data available. 2,647 participants engaged in 214,785 learning activities nationwide. 88% correct post test results for T2X campaigns.			
Promote myStrength Program to address depression, anxiety and substance abuse disorders	Enroll 30+ members	Enrolled 9 members	Enrolled 11 members			
Activities	Target Date Completion	Date Completed	Mid-Year Progress (Completed/ On track/ Postponed/ Cancelled)	Year End Progress (Completed/ Postponed/ Cancelled)		
Promote myStrength in member newsletter and to case managers to refer applicable members	7/17	5/17	Completed.			
Get promotional materials approved and send membership file to TracFone to launch Lifeline program	9/17	6/17	Cancelled. DHCS did not approve this project.			
Identify, promote and enroll eligible members into health promotion text messaging program(s)	12/17		Postponed: Will launch a Cervical Cancer Screening education and reminder text message program in Q3-Q4.			
Promote T2X to CalViva Health members targeted for HEDIS improvement	12/17		On track.			
Year End Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/>						
Overall Outcome and Analysis						
Barrier Analysis						
Recommendations						

2. Initiative/ Project Title		Member Engagement for Improved Health Initiative		
LOB(s)	<input checked="" type="checkbox"/> MEDI-CAL			
Initiative Aim(s)	<input checked="" type="checkbox"/> Provider Support <input checked="" type="checkbox"/> Member Utilization <input checked="" type="checkbox"/> Collaborative <input type="checkbox"/> Dept Efficiency <input type="checkbox"/> Oversight <input checked="" type="checkbox"/> Compliance <input checked="" type="checkbox"/> HEDIS <input checked="" type="checkbox"/> GNA			
Reporting Leader(s)	Primary:	T. Gonzalez		Secondary: B. Jackson
Aim of Initiative/ Program		Support members in being informed, satisfied and engaged to effectively manage their health.		
2017 Performance Measures	2017 Goals		Outcome 2016	Outcome Mid-Year 2017
Implement a diabetes member incentive program to increase class participation and screenings	40% of targeted members will receive health education with at least 10% of members completing their HbA1c test, Eye Exam, Kidney Test, and Blood Pressure screenings		55 members participated in the diabetes classes and 83 members completed and submitted the diabetes incentive form for HbA1c test, Eye Exam, Kidney Test, and Blood Pressure screenings	43 members participated in diabetes classes. 23 members submitted the incentive form after completing their HbA1c test, Eye Exam, Kidney Test, and Blood Pressure screenings. <i>Member engagement percentages will be reported at year-end.</i>
Implement an asthma incentive program to increase class participation and increase member compliance with their medication refills	40% of targeted members will receive health education with at least 10% of members completing their asthma medication refill		5 members participated in the asthma classes and no members completed and submitted the asthma incentive form for their medication refills	34 members participated in asthma classes. 3 members submitted the incentive form after refilling their asthma controller medication. <i>Member engagement percentages will be reported at year-end.</i>
Implement a baby shower member incentive program and increase member postpartum visits	40% of targeted members will receive health education with at least 10% of members completing their postpartum visit		67 members participated in the baby shower incentive classes and 1 member completed and submitted the postpartum incentive form	66 members participated in baby shower classes. 8 members submitted the incentive form after completing their postpartum visit. <i>Member engagement percentages will be reported at year-end.</i>
Implement an cervical cancer member incentive program to increase screenings	40% of targeted members will receive health education with at least 15% of members completing their cervical cancer screening (CCS)		73 members participated in the cervical cancer screening classes and 105 members completed and submitted the cervical cancer screening incentive form	90 members participated in cervical cancer screening education (in-person and phone education). 119 members submitted the incentive form after completing their CCS screening. <i>Member engagement percentages will be reported at year-end.</i>
Develop an incentive program to increase blood pressure screenings	Obtain DHCS approval for blood pressure screening incentive program and develop appropriate educational material		No program in 2016	This incentive program is not needed at this time. It will not be available.
Activities	Target Date Completion	Date Completed	Mid-Year Progress (Completed/ On track/ Postponed/ Cancelled)	Year End Progress (Completed/ Postponed/ Cancelled)
Identify HEDIS priority topics to implement with high volume low performing providers	2/17	2/17	Completed.	
Revise tracking database and train health educators to implement the incentive programs	3/17	3/17	Completed.	
Submit program evaluations to DHCS	5/17		On track.	

Partner with CalViva and QI to conduct specialty clinics for cervical cancer screenings	5/17	5/17	Completed.	
Review and revise the Asthma Basics and Diabetes class curriculum and evaluation tool	6/17		Postponed. Asthma/Diabetes Basics evaluation tools and curricula are currently being updated.	
Conduct quarterly classes with targeted provider partners to support county specific HEDIS priorities topics	12/17		On track.	
Year End Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/>				
Overall Outcome and Analysis				
Barrier Analysis				
Recommendations				

3a. Initiative/ Project Title		Obesity Prevention: Members		
LOB(s)	<input checked="" type="checkbox"/> MEDI-CAL			
Initiative Aim(s)	<input checked="" type="checkbox"/> Provider Support <input checked="" type="checkbox"/> Member Utilization <input type="checkbox"/> Collaborative <input type="checkbox"/> Dept Efficiency <input type="checkbox"/> Oversight <input checked="" type="checkbox"/> Compliance <input checked="" type="checkbox"/> HEDIS <input checked="" type="checkbox"/> GNA			
Reporting Leader(s)	Primary:	D. Carrillo		Secondary:
		B. Jackson, T. Gonzalez		
Aim of Initiative/Program		Increase member awareness and participation in obesity prevention programs to improve health outcomes.		
2017 Performance Measures	2017 Goals	Outcome 2016	Outcome Mid-Year 2017	Outcome Year End 2017
Increase FFFL Home Edition Program enrollment, survey return rate & satisfaction	200+ members, 3% survey return rate with 90%+ satisfaction from surveys	108 members, 11% survey return rate with 100% satisfaction from surveys	145 members, <1% survey return rate with 100% satisfaction from surveys. Direct incentive for returned surveys has not started yet.	
Improve FFFL Coaching Program enrollment and engagement	60+ members with 70% of members completing at least 1 call (closed cases) and 40% members completing all 5 calls (closed cases with at least 1 call)	42 members with 76% of members completing at least 1 call (closed cases) and 47.7% members completing all 5 calls (closed cases with at least 1 call)	49 members with 67% completing at least 1 call (closed cases), and 43.75% of participating members completing all 5 calls (closed cases with at least 1 call).	
Increase Healthy Habits for Healthy People (HHHP) program enrollment	30+ members	N/A	None. Outreach scripts approved at the end of June 2017.	
Activities	Target Date Completion	Date Completed	Mid-Year Progress (Completed/ On track/ Postponed/ Cancelled)	Year End Progress (Completed/ Postponed/ Cancelled)
Outreach to senior-based organizations to promote HHHP availability	5/17		Postponed. Program promotion postponed to Q3.	
Develop Healthy Habits for Healthy People enrollment scripts (English & Spanish) with compliance approval	7/17	6/17	Completed.	
Promote FFFL and HHHP in member newsletter	10/17	3/17	Completed.	
Replace FFFL Coaching program with Envolve People Care programs (Raising Well and an adult equivalent)	12/17	N/A	Postponed. Implementation of Envolve People Care programs postponed to 2018.	
Develop EPC referral data capture process with vendor (RICOH)	12/17	N/A	Postponed. Implementation of Envolve People Care programs postponed to 2018.	
Submit incentive evaluation report to DHCS	12/17	6/17	Completed.	
Conduct FFFL Home Edition enrollment calls (PM 160 Data) and survey follow-up calls	Quarterly		On track. First outreach postponed due to material availability issues.	
Year End Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/>				
Overall Outcome and Analysis				
Barrier Analysis				
Recommendations				

3b. Initiative/ Project Title		Obesity Prevention Community		
LOB(s)	<input checked="" type="checkbox"/> MEDI-CAL			
Initiative Aim(s)	<input checked="" type="checkbox"/> Provider Support <input checked="" type="checkbox"/> Member Utilization <input checked="" type="checkbox"/> Collaborative <input type="checkbox"/> Dept Efficiency <input type="checkbox"/> Oversight <input type="checkbox"/> Compliance <input checked="" type="checkbox"/> HEDIS <input checked="" type="checkbox"/> GNA			
Reporting Leader(s)	Primary:	D. Carrillo		Secondary: B. Jackson, T. Gonzalez
Aim of Initiative/Program	Increase awareness and participation of CalViva Health's obesity prevention programs in the community to impact membership retention and improve health outcomes.			
2017 Performance Measures	2017 Goals	Outcome 2016	Outcome Mid-Year 2017	Outcome Year End 2017
Conduct FFFL Community classes, increase participant knowledge and acquire high satisfaction rates	30% + member participation, participants achieve 80% correct answers per knowledge metric (post tests) and 90%+ satisfaction rate from post tests	47% member participation; 80%+ correct answers on 4 of 5 knowledge metrics (series classes) and on 3 of 4 metrics for workshops; 100% satisfaction rate overall from both series classes and workshops	31.5% member participation; 80%+ correct answers on all knowledge metrics (workshops); 100% satisfaction rate overall from workshops.	
Activities	Target Date Completion	Date Completed	Mid-Year Progress (Completed/ On track/ Postponed/ Cancelled)	Year End Progress (Completed/ Postponed/ Cancelled)
Promotores Health Network uses Rx for Health pad to promote FFFL home edition resource and class	12/17		On track.	
Work with health educators to improve member understanding of areas scoring below the 80% goal	Ongoing	7/17	Completed. Progress reports sent via email.	
Year End Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/>				
Overall Outcome and Analysis				
Barrier Analysis				
Recommendations				

4. Initiative/ Project Title		Perinatal Initiative		
LOB(s)	<input checked="" type="checkbox"/> MEDI-CAL			
Initiative Aim(s)	<input checked="" type="checkbox"/> Provider Support <input checked="" type="checkbox"/> Member Utilization <input checked="" type="checkbox"/> Collaborative <input type="checkbox"/> Dept Efficiency <input type="checkbox"/> Oversight <input checked="" type="checkbox"/> Compliance <input checked="" type="checkbox"/> HEDIS <input type="checkbox"/> GNA			
Reporting Leader(s)	Primary:	K. Schlater		Secondary:
		B. Jackson, T. Gonzalez		
Aim of Initiative/Program		Educate and assist pregnant women to have healthy pregnancies, newborns and access timely prenatal and postpartum visits.		
2017 Performance Measures		2017 Goals	Outcome 2016	Outcome Mid-Year 2017
Promote Pregnancy Packet to members		1,400+ pregnancy packets	1,619 pregnancy packets	763 pregnancy packets mailed to CVH members.
Coordinate baby showers in English and Spanish to expectant mothers in Fresno and Kings County		20+ baby showers with at least 50% member participation	Completed 24 baby showers in Fresno and Kings County with 196 attendees, 92 (47%) of the participants were members	Completed 17 baby showers in Fresno and Kings Counties with 125 attendees, of which, 84 (67.2%) were CVH members.
Activities		Target Date Completion	Date Completed	Mid-Year Progress (Completed/ On track/ Postponed/ Cancelled)
Coordinate with Provider Relations and QI departments to promote pregnancy education resources to providers serving a high volume of African American and Latino pregnant members		12/17		On track.
Coordinate with QI, Black Infants Health (BIH) and clinics to implement baby showers in English and Spanish		12/17		On track. Met quarterly with BIH to plan baby showers.
Year End Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/>				
Overall Outcome and Analysis				
Barrier Analysis				
Recommendations				

5. Initiative/ Project Title	Promotores Health Network (PHN)			
LOB(s)	<input checked="" type="checkbox"/> MEDI-CAL			
Initiative Aim(s)	<input type="checkbox"/> Provider Support <input checked="" type="checkbox"/> Member Utilization <input checked="" type="checkbox"/> Collaborative <input type="checkbox"/> Dept Efficiency <input type="checkbox"/> Oversight <input checked="" type="checkbox"/> Compliance <input checked="" type="checkbox"/> HEDIS <input checked="" type="checkbox"/> GNA			
Reporting Leader(s)	Primary: T. Gonzalez		Secondary: B. Jackson	
Aim of Initiative/Program	Use trusted community health advocates to provide health education to members and providers in the community.			
2017 Performance Measures	2017 Goals	Outcome 2016	Outcome Mid-Year 2017	Outcome Year End 2017
Conduct PHN diabetes charlas to promote diabetes screenings: A1C test, eye exam, kidney test and blood pressure, Fit Families for Life and Asthma education.	10% increase in member participation	522 members reached (71% of all participants reached were members)	343 participants reached, of which, 223 (65%) were CVH members.	
Conduct PHN charlas on healthy pregnancy to promote prenatal and postpartum care	45% member participation	No program in 2016	Prenatal and postpartum community education will be implemented in Q3 and Q4.	
Launch Madera PHN lunch and learn to engage strategic providers and community partners	Implement 1 lunch and learn reaching 20 strategic provider partners to refer 100 members to FFFL.	No program in 2016	Implementation of Lunch and Learn scheduled for Q4.	
Develop CalViva Health branded PHN Prescription for Health pad to promote Fit Families for Life, HEDIS priority topics and engage members in preventive health screenings	Obtain approval from DHCS for the PHN Rx for Health Pad and promote PHN charlas to increase member participation in FFFL by 15%.	Pilot Program in 2016	Submit for approval in Q3.	
Activities	Target Date Completion	Date Completed	Mid-Year Progress (Completed/ On track/ Postponed/ Cancelled)	Year End Progress (Completed/ Postponed/ Cancelled)
Develop PHN Action plan and Logic Model	2/17	2/17	Completed.	
Develop and implement PHN Rx for Health pad to promote Fit Families for Life, HEDIS priority topics, charla workshops and engage members in preventive health screenings	6/17	5/17	Completed.	
Distribute prescription for health pad to promote health education activities	6/17	6/17	Completed.	
Coordinate promotores attendance at the statewide Promotores Conference	8/17		On track.	
Evaluate and complete PHN action plan	12/17		On track.	
Year End Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/>				
Overall Outcome and Analysis				
Barrier Analysis				
Recommendations				

6a. Initiative/ Project Title		Community Health Education: Community Awareness			
LOB(s)	<input checked="" type="checkbox"/> MEDI-CAL				
Initiative Aim(s)	<input type="checkbox"/> Provider Support <input checked="" type="checkbox"/> Member Utilization <input checked="" type="checkbox"/> Collaborative <input type="checkbox"/> Dept Efficiency <input type="checkbox"/> Oversight <input type="checkbox"/> Compliance <input checked="" type="checkbox"/> HEDIS <input checked="" type="checkbox"/> GNA				
Reporting Leader(s)	Primary:	B. Jackson, T. Gonzalez		Secondary:	
Aim of Initiative/Program		Provide health education to members in the community.			
2017 Performance Measures	2017 Goals	Outcome 2016	Outcome Mid-Year 2017	Outcome Year End 2017	
Increase member participation in health education (HE) classes	30% of class participants are members	Conducted 143 health education classes to 1,170 total participants, 632 (54%) identified as members	Conducted 43 health education classes to 339 participants, of which, 224 (66%) were CVH members.		
Increase member participation in health screening events	35% of health screening participants are members	11 KYN events with 411 participants, 267 (65%) identified as member	1 Know Your Numbers (KYN) event with 30 participants, of which, 20 (67%) were CVH members. 26 participants received health screenings, of which, 14 (54%) were CVH members.		
Collaborate with the Kings County Diabetes Coalition to improve diabetes and obesity education in the community	Support (1) community health education event	Not measured in 2016	Kings County Diabetes Symposium scheduled for October 4, 2017.		
Collaborate with Fresno County Health Improvement Program (FCHIP) to increase access to culturally and linguistically appropriate diabetes services	Support (1) community health education event	Not measured in 2016	1 Know Your Numbers (KYN) event with 30 participants, of which, 20 (67%) were CVH members.		
Collaborate with the Central California Asthma Collaborative (CCAC) to improve asthma education in the community	Support (1) community health education event	Not measured in 2016	Collaborated with CCAC Bubble Fun Run event on June 10, 2017.		
Collaborate with American Lung Association (ALA) to improve asthma and lung health education in the community	Support (1) community health education event	Not measured in 2016	Collaborated with ALA in Fresno County on May 19, 2017 and reached out to 50 participants.		
Activities	Target Date Completion	Date Completed	Mid-Year Progress (Completed/ On track/ Postponed/ Cancelled)	Year End Progress (Completed/ Postponed/ Cancelled)	
Participate in Binational Health Week event to promote member preventive screenings	10/17		On track.		
Ensure health educators are trained on and understand clinical guidelines	Ongoing		On track.		
Promote health education classes and service to community partners	Ongoing		On track.		
Participate in monthly coalition/collaborative meetings	Ongoing		On track.		
Year End Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/>					
Overall Outcome and Analysis					
Barrier Analysis					
Recommendations					

6b. Initiative/ Project Title		Community Health Education: Providers/Health Care Professionals			
LOB(s)	<input checked="" type="checkbox"/> MEDI-CAL				
Initiative Aim(s)	<input checked="" type="checkbox"/> Provider Support <input type="checkbox"/> Member Utilization <input checked="" type="checkbox"/> Collaborative <input type="checkbox"/> Dept Efficiency <input type="checkbox"/> Oversight <input type="checkbox"/> Compliance <input checked="" type="checkbox"/> HEDIS <input checked="" type="checkbox"/> GNA				
Reporting Leader(s)	Primary: B. Jackson, T. Gonzalez		Secondary: D. Carrillo, M. Lin		
Aim of Initiative/Program		Support providers in promoting CalViva Health's programs and services to high-risk members.			
2017 Performance Measures	2017 Goals	Outcome 2016	Outcome Mid-Year 2017	Outcome Year End 2017	
Implement provider in-services to promote health education programs and services	3 High-Volume Provider in-services	Total of 5 provider in-services: Fresno: EOC WIC, United Health Centers, Fresno County Department of Public Health, CPSP Program and Clinica Sierra Vista Kings: Adventist Health Madera: Camarena Health Center	In-Services provided: Fresno: EOC WIC, United Health Centers, and Clinica Sierra Vista Kings: Adventist Health Madera: Camarena Health Center		
Identify and provide training to staff at high volume provider offices to encourage the implementation of the Staying Healthy Assessment (SHA)	3 High-Volume Provider training	3 Provider Offices: United Health Centers in Parlier, Kerman and Mendota.	Provider trainings offered at: United Health Centers' Kerman, Parlier, Mendota, and Corcoran locations.		
Conduct provider forums on HEDIS topics (i.e. Asthma, Diabetes, Nutrition)	2 provider forums	Conducted one asthma provider forum in May 2016. Attended by 33 professionals, of which 18 (55%) were healthcare providers (MD, RT, RN)	Fresno County National Diabetes Prevention Program Workshop scheduled for August 31, 2017. Central Valley Diabetes Symposium scheduled for August 31, 2017.		
Activities	Target Date Completion	Date Completed	Mid-Year Progress (Completed/ On track/ Postponed/ Cancelled)		Year End Progress (Completed/ Postponed/ Cancelled)
Develop and distribute a Provider Update to providers to promote current weight management products	6/17	5/17	Completed.		
Develop and distribute a Provider Update to encourage providers to use SHA	9/17	4/17	Completed.		
Provide continuing education to Providers on chronic disease clinical guidelines	12/17		On track.		
Promote provider resources at all provider-based events attended	12/17		On track.		
Provide Provider Relations Department overview of all health education products, referral process, talking points and SHA to distribute to providers during outreach visits	Ongoing	Ongoing	On track.		
Year End Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/>					
Overall Outcome and Analysis					
Barrier Analysis					
Recommendations					

8. Initiative/ Project Title		Public Policy Committee (PPC)			
LOB(s)	<input checked="" type="checkbox"/> MEDI-CAL				
Initiative Aim(s)	<input type="checkbox"/> Provider Support <input type="checkbox"/> Member Utilization <input type="checkbox"/> Collaborative <input type="checkbox"/> Dept Efficiency <input type="checkbox"/> Oversight <input checked="" type="checkbox"/> Compliance <input type="checkbox"/> HEDIS <input type="checkbox"/> GNA				
Reporting Leader(s)	Primary: B. Jackson, T. Gonzalez		Secondary: H. Su		
Aim of Initiative/Program		Share Health Education Department updates and get input from Public Policy Committee members.			
2017 Performance Measures		2017 Goals		Outcome 2016	Outcome Mid-Year 2017
Present Health Education updates at PPC meetings		4 PPC meetings		4 PPC meetings	2 PPC meetings
Activities		Target Date Completion	Date Completed	Mid-Year Progress (Completed/ On track/ Postponed/ Cancelled)	Year End Progress (Completed/ Postponed/ Cancelled)
Coordinate with CalViva Health and Cultural & Linguistic Services staff to implement PPC meetings		Quarterly		On track.	
Invite key stakeholders to each PPC meeting		Quarterly		On track.	
Year End Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/>					
Overall Outcome and Analysis					
Barrier Analysis					
Recommendations					

9. Initiative/ Project Title		Tobacco Cessation Program			
LOB(s)	<input checked="" type="checkbox"/> MEDI-CAL				
Initiative Aim(s)	<input checked="" type="checkbox"/> Provider Support <input checked="" type="checkbox"/> Member Utilization <input checked="" type="checkbox"/> Collaborative <input type="checkbox"/> Dept Efficiency <input type="checkbox"/> Oversight <input checked="" type="checkbox"/> Compliance <input type="checkbox"/> HEDIS <input type="checkbox"/> GNA				
Reporting Leader(s)	Primary:		B. Nate		Secondary:
		B. Jackson, T. Gonzalez			
Aim of Initiative/Program		Improve members' health outcomes and reduce health care costs by decreasing the rate of tobacco users among members.			
2017 Performance Measures		2017 Goals		Outcome 2016	Outcome Mid-Year 2017
Increase CA Smokers Helpline (CSH) participation rate		300+ members		323 CVH members	191 CVH members.
Activities		Target Date Completion	Date Completed	Mid-Year Progress (Completed/ On track/ Postponed/ Cancelled)	Year End Progress (Completed/ Postponed/ Cancelled)
Request promotional materials from CA Smokers Helpline (CSH)		2/17	2/17	Completed.	
Finalize a process to evaluate member participation in smoking cessation services		3/17	3/17	Completed.	
Identify smokers from ICD-10 , CPT and pharmacy data		3/17 9/17	3/17	On track.	
Conduct mailings to promote CSH to smokers		3/17 9/17	3/17	On track.	
Develop provider on-line news article and promote provider web referral		6/17	4/17	Completed.	
Promote CSH in two Medi-Cal newsletters		Bi-annually	5/17	On track.	
Evaluate CSH program enrollment		Quarterly		On track.	
Year End Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/>					
Overall Outcome and Analysis					
Barrier Analysis					
Recommendations					

10. Initiative/ Project Title		Compliance, Oversight and Reporting		
LOB(s)	<input checked="" type="checkbox"/> MEDI-CAL			
Initiative Aim(s)	<input checked="" type="checkbox"/> Provider Support <input type="checkbox"/> Member Utilization <input type="checkbox"/> Collaborative <input type="checkbox"/> Dept Efficiency <input checked="" type="checkbox"/> Oversight <input checked="" type="checkbox"/> Compliance <input type="checkbox"/> HEDIS <input type="checkbox"/> GNA			
Reporting Leader(s)	Primary:	B. Jackson, T. Gonzalez, H. Su		Secondary: G. Toland
Aim of Initiative/Program	Meet DHCS and CalViva Health compliance.			
2017 Performance Measures	2017 Goals	Outcome 2016	Outcome Mid-Year 2017	Outcome Year End 2017
Complete and submit Health Education Department's Program Description, Work Plan, and Work Plan evaluation reports	Complete and submit Program Description, Work Plan, and Work Plan evaluation reports	Completed and submitted Program Description, Work Plan, and Work Plan evaluation reports	Submitted Health Education Program Description and Work Plan.	
Update Health Education Department's Policies and Procedures	Update Policies and Procedures	No changes were needed in 2016. Policies and Procedures were still current in 2016	Will submit updated policies and procedures in Q4.	
Complete all incentive program reports to CalViva Health and DHCS	Complete semi-annual CalViva Health progress reports and annual DHCS evaluation reports	Submitted quarterly reports and annual evaluation reports	Submitted semi-annual incentive progress report and 1 annual DHCS evaluation report.	
Develop and distribute a Provider Update on Staying Healthy Assessment (SHA)	1 Provider Update	Provider Relations, Facility Site Review and Health Ed departments continues to promote SHA	Produced 1 provider communication on SHA.	
Activities	Target Date Completion	Date Completed	Mid-Year Progress (Completed/ On track/ Postponed/ Cancelled)	Year End Progress (Completed/ Postponed/ Cancelled)
Resolve material Corrective Action Plan to update 1 educational piece	6/17	3/17	Completed	
Complete mid-year and year end health education work plan evaluation reports	4/17 10/17	4/17	On track.	
Produce and distribute Provider Update on SHA	9/17	4/17	Completed.	
Review Group Needs Assessment findings and develop needed interventions in the annual work plan	12/17		On track.	
Update Health Education Department's Policies and Procedures and Program Description	12/17		On track.	
Complete quarterly incentive program reports and annual evaluations	Quarterly, Annually	Quarterly	On track.	
Year End Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/>				
Overall Outcome and Analysis				
Barrier Analysis				
Recommendations				

11. Initiative/ Project Title		Health Education Department Materials Update, Development and Inventory				
LOB(s)	<input checked="" type="checkbox"/> MEDI-CAL					
Initiative Aim(s)	<input checked="" type="checkbox"/> Provider Support <input checked="" type="checkbox"/> Member Utilization <input type="checkbox"/> Collaborative <input type="checkbox"/> Dept Efficiency <input type="checkbox"/> Oversight <input checked="" type="checkbox"/> Compliance <input checked="" type="checkbox"/> HEDIS <input type="checkbox"/> GNA					
Reporting Leader(s)	Primary: G. Toland		Secondary: M. Lin			
Aim of Initiative/Program		Produce and update health education resources to meet member and provider needs.				
2017 Performance Measures		2017 Goals	Outcome 2016	Outcome Mid-Year 2017	Outcome Year End 2017	
Required health education materials topics and languages available to providers, members and associates		All materials reviewed timely	All materials were reviewed timely	Updated 30 SHP materials.		
Activities		Target Date Completion	Date Completed	Mid-Year Progress (Completed/ On track/ Postponed/ Cancelled)	Year End Progress (Completed/ Postponed/ Cancelled)	
Resolve material Corrective Action Plan to update 1 educational piece		6/17	3/17	Completed.		
Review and submit health education materials plan and budget for 2017		12/17		On track.		
Work with Cultural & Linguistics and Marketing departments to update and produce materials		On-going	On-going	On track.		
Monitor accuracy of BOM and materials fulfillment		On-going	On-going	On track.		
Resolve issues with CDS and Marketing as necessary		On-going	On-going	On track.		
Track and plan preprinted materials inventory and ordering		On-going	On-going	On track.		
Year End Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/>						
Overall Outcome and Analysis						
Barrier Analysis						
Recommendations						