DHCS Stakeholder Engagement Initiative

September 5, 2014

Purpose and Goals of Stakeholder Engagement

The Department of Health Care Services (DHCS) is committed to effective, open communication and engagement with stakeholders. In bringing together expert opinions and consumer voices, DHCS seeks to fulfill the vision of our strategic plan and the core values embodied by the Triple Aim to improve patient experience of care, improve health outcomes and reduce overall costs. To accomplish these mandates and operate in the spirit of transparency, stakeholder input helps us continuously look for ways to achieve our mission of improving the Medi-Cal program to best meet the needs of beneficiaries and ensure that policy and operational decisions are developed with the best available information.

Our stakeholder engagement goals are to:

1. Provide clear, transparent, and regular stakeholder communication and coordination in advance of and during new initiatives;
2. Improve overall communication with stakeholders through various outreach formats;
3. Reinforce the department's standard practice of engaging stakeholders in the development of policy;
4. Ensure that each stakeholder effort has a clear purpose and scope, and is connected to the appropriate department teams and other stakeholder efforts so as to ensure meaningful input, minimal duplication, and efficient use of stakeholder and department staff time;
5. Identify and implement best practices within DHCS to share and integrate stakeholder feedback throughout the department.

DHCS will take several steps to advance this effort. The department will begin soliciting stakeholder feedback about the proposed goals listed above via survey and direct feedback during existing stakeholder group meetings. In addition, the department will review the purpose, scope and areas of overlap for all DHCS stakeholder groups, identifying opportunities for improvement and adoption of best practices and will develop and disseminate a standardized, department-wide protocol of guiding principles for effective and consistent stakeholder interaction and engagement.

Current Efforts Underway and Development of Stakeholder Engagement Plan

Stakeholder Activities Directory and Calendar on the DHCS website

The department has developed a stakeholder engagement directory on the DHCS website, and is in the process of adding stakeholder efforts to that directory. The department has also developed a central calendar of DHCS stakeholder meetings on

the DHCS website, and is in the process of listing additional meetings on that public calendar.

Stakeholder Survey

As an initial step of the DHCS Stakeholder Engagement Initiative, we will obtain stakeholder input regarding current processes, as well as recommendations that will improve the **department's overall engagement efforts**. The department has developed a survey and will reach out to stakeholders for suggestions on other ways to obtain input on our processes. The survey will be posted on the DHCS website for public comment and recommendations will be reviewed by the Director and executive team and shared publicly. The Department is committed to genuinely consider all feasible recommendations.

Catalog and Overall Review of Meetings

DHCS currently has over 60 different stakeholder meetings, committees, and workgroups, including formal advisory groups such as the Stakeholder Advisory Committee (SAC), Medi-Cal Managed Care Advisory Group, Mental Health groups, Coordinated Care Initiative groups, as well as a number of informal or ad hoc stakeholder meetings. DHCS will undertake an overall review of stakeholder groups, in coordination with survey results and ongoing feedback, will share the observations and recommendations publicly, and will have a collaborative discussion with stakeholders about next steps, including consolidating and restructuring the groups. This may include recommending the elimination of some groups.

In particular, the review will include the composition of stakeholders and department staff for each group, the purpose and scope, and the group size, format, and meeting frequency. In addition, the review will look at how the feedback from each group is shared and incorporated across the department. Any options for workgroup changes from this review will be discussed with stakeholders.

Department-Wide Protocol for Stakeholder Engagement

DHCS will institute a department-wide protocol for effective stakeholder engagement efforts. While a number of efforts have already been implemented by DHCS, such as hosting public stakeholder group web pages where current and past meeting materials are posted and topic-specific email addresses, DHCS will work with stakeholders to identify any additional promising practices such as advance notice of upcoming meetings, advance written distribution of materials and updates, focusing meetings on pressing issues and feedback on emerging issues from stakeholders. DHCS will consider strategies to implement those practices throughout the department.