Slide 1:

One Care Implementation Council   
2017-2018 Workplan

October 10, 2017

Slide 2:

**AREA OF FOCUS   
1. Communication Access**

Action Step #1

Identify members for work group by October 13

Slide 3:

**AREA OF FOCUS   
1. Communication Access**

Action Step #2

Create measurable goal(s) by November 6

Slide 4:

**AREA OF FOCUS   
1. Communication Access**

Action Step #3

By October 24, identify available data sources

Slide 5:

**AREA OF FOCUS   
1. Communication Access**

Action Step #4

By October13, request IC be on agenda of Tufts, CCA, and the Provider Council to learn:

* + how it ensures services are accessible to OC members who are deaf/ hard of hearing, blind/visually impaired, non-verbal, or with literacy challenges
  + whether they have experts in communication access or a point person that assures people get what they need

Slide 6:

**AREA OF FOCUS   
2. Quality of Care**

Action Step #1

Identify IC members for workgroup by November 6

Slide 7:

**AREA OF FOCUS   
2. Quality of Care**

Action Step #2

Create measurable goal(s) by November 13

Slide 8:

**AREA OF FOCUS   
2. Quality of Care**

Action Step #3

Conduct virtual and in-person listening sessions with One Care members and providers; ask Plans to advertise events in Nov-Dec

Slide 9:

**AREA OF FOCUS   
2. Quality of Care**

Action Step #4

Schedule a virtual town hall “listening session” to hear from members with lived experience about One Care services and quality (first week in December)

Slide 10:

**AREA OF FOCUS   
2. Quality of Care**

Action Step #5

By October 24, collect available data and determine whether it is in an accessible format

Slide 11:

**AREA OF FOCUS   
2. Quality of Care**

Action Step #6

By early October, request IC be on agenda of Tufts and CCA to learn how plans select, procure, contract with vendors (people giving services/medical supplies) and to generate plan strategies and proposals to apply value-based purchasing strategies to service providers including DME providers

Slide 12:

**AREA OF FOCUS   
2. Quality of Care**

Action Step #7

In November, connect with   
stakeholders who are working on quality measures

Slide 13:

**AREA OF FOCUS   
2. Quality of Care**

Action Step #8

Host presentations by long-term services/support coordinators (LTSCs) and certified peer specialists (CPSs) to inform the IC

Slide 14:

**AREA OF FOCUS   
3. Sustainability of One Care**

Action Step #1

Identify IC members for workgroup by October 13

Slide 15:

**AREA OF FOCUS   
3. Sustainability of One Care**

Action Step #2

Identify and analyze existing data on plan performance by November 13

Slide 16:

**AREA OF FOCUS   
3. Sustainability of One Care**

Action Step #3

Determine what additional information is needed, if any, by November 17

Slide 17:

**AREA OF FOCUS   
3. Sustainability of One Care**

Action Step #4

Create measurable goal(s) by November 17

Slide 18:

**AREA OF FOCUS   
3. Sustainability of One Care**

Action Step #5

Identify 1 or 2 specific focus areas or topics for data review (e.g. homelessness) by November 17

Slide 19:

**Questions and Discussion**