Leading with Gratitude
Welcome

Tiffany Kaaiakamanu
Community Relations Manager
CalOptima
Community Alliances Forum

Goal:
➢ To develop, strengthen and sustain positive relationships with community-based organizations, healthcare providers, policymakers, and other individuals/organizations that care about community health to ensure access to quality health care.

Purpose:
➢ Discuss current health issues
➢ Share information and resources
➢ Build/enhance partnerships to address community health issues
➢ Strengthen individual knowledge and skills
Community Partners

Health Net®

CHOC Children's

COMMUNITY HEALTH INITIATIVE OF ORANGE COUNTY

CHILD BEHAVIOR PATHWAYS

the Coalition of Orange County Community Health Centers

CalDuals

ACCESS CALIFORNIA SERVICES

SANTA ANA UNIFIED SCHOOL DISTRICT

RC UC

Alzheimer’s | ORANGE COUNTY

PACE

CalOptima

Wellness & Prevention Center

independence at home

Community Alliances

CalOptima’s Partnership For Health
Community Partners

BRAILLE institute®
Empowering visually impaired people to live fulfilling lives

PHFE WIC
Women, Infants & Children

Family Support Network
Special Services for Special Families

DBSA
Depression and Bipolar Support Alliance
Orange County CA Chapter

CALIFORNIA STATE UNIVERSITY FULLERTON
CENTER FOR HEALTHY NEIGHBORHOODS

Planned Parenthood®
Orange and San Bernardino Counties

SENIORESS
Nourishing Home, Health & Heart

OFFICE ON AGING
ORANGE COUNTY

Community Legal Aid SoCál
Advocates for Justice in Orange and Los Angeles Counties

CALIFORNIA SCDD
State Council on Developmental Disabilities

Susan G. Komen
ORANGE COUNTY

Help Me Grow
ORANGE COUNTY

Community Alliances
CalOptima’s Partnership For Health
Agenda

• Opening Remarks

• Feature Presentation

• Networking Activity

• CalOptima Advisory Committee Updates

• Closing Remarks
Opening Remarks

Michael Schrader
Chief Executive Officer
CalOptima
Opening Remarks: 2020 and Beyond

Michael Schrader
Chief Executive Officer
CalOptima
California Advancing and Innovating Medi-Cal (CalAIM)

• On October 28, 2019, the Department of Health Care Services (DHCS) released CalAIM, a proposal that significantly impacts the future Medi-Cal delivery system
  ➢ Spans a five-year period from 2021 to 2025
  ➢ Contains more than 20 core initiatives
  ➢ Expands Medi-Cal plans’ responsibilities

• The proposal represents the start of a process that includes workgroups, stakeholder engagement, and multiple federal and state approvals
  ➢ CalOptima anticipates CalAIM will evolve before reaching a final form for implementation starting January 1, 2021
Five CalAIM Impacts

1. Population Health Management (PHM) — January 2021
   ➢ Develop and maintain PHM programs compliant with National Committee for Quality Assurance (NCQA) requirements, and update and file annually with DHCS
   ➢ Risk stratify populations and have defined programs to address population needs
   ➢ Conduct initial member assessments and reassessments

2. Long-Term Care Integration — January 2023
   ➢ Eliminates Cal MediConnect (our OneCare Connect program)
   ➢ Requires that all Medi-Cal managed care plans operate Medicare D-SNPs (our OneCare program)
3. Enhanced Care Management (ECM) and In Lieu of Services (ILOS) — January 2021

➢ Replaces Health Homes Program and Whole-Person Care pilots

➢ ECM Key Details
  ▪ Implements ECM to address clinical and nonclinical needs
  ▪ Engages mandatory populations, such as high utilizers, individuals at risk for institutionalization and individuals experiencing chronic homelessness

➢ ILOS Key Details
  ▪ Allows substitution services as medically appropriate and cost-effective
  ▪ Deploys services to avoid higher levels of care
    • Menu of ILOS options (partial list)
      ➢ Housing transition/navigation services
      ➢ Housing deposits
      ➢ Housing tenancy and sustaining services
      ➢ Recuperative care
Four CalAIM Impacts (Cont.)

4. Full Integration — January 2024
   ➢ Test the effectiveness of full integration of physical health, behavioral health (mental health and substance use disorders) and oral health under one contracted entity

5. NCQA Accreditation and Deeming — January 2025
   ➢ Requires NCQA accreditation for all Medi-Cal managed care plans
   ➢ Considers requiring NCQA accreditation for all delegated entities
   ➢ Allows deeming for certain functions (e.g., credentialing) to avoid overlap/redundancy of NCQA and DHCS audits
2020–2022 Strategic Plan Process

- Interview CalOptima Board, Executive Staff, and Advisory Committee Chairs and Vice Chairs
- Conduct CalOptima Board of Directors Strategic Planning Session
- Complete Environmental Scan
- Identify Themes and Priorities
- Develop First Draft of 2020–2022 Strategic Plan
- Facilitate Meetings with Advisory Committees and Health Networks
- Present Draft Strategic Plan to CalOptima Board of Directors
- Integrate Final Input and Comments
- Present Final 2020–2022 Strategic Plan to CalOptima Board of Directors
Strategic Priorities and Objectives

Innovate & Be Proactive
- Anticipate Likely CMS And DHCS Priorities
- Identify and Collaborate on Local Priorities and Needs
- Leverage New Federal and State Programs and Services to Improve Access and Quality of Care for Members
- Seek Opportunities to Further Integrate Care for Members

Expand CalOptima’s Member-Centric Focus
- Focus on Population Health
- Strengthen Provider Network and Access to Care
- Enhance Member Experience and Customer Service

Strengthen Community Partnerships
- Increase Collaboration with Providers and Community Stakeholders to Improve Care
- Utilize Strong Advisory Committee Participation to Inform Additional Community Engagement Strategies

Increase Value and Improve Care Delivery
- Evaluate and Implement Value-Based Purchasing Strategies that Drive Quality
- Deploy Innovative Delivery Models to Address Social Determinants of Health and Homelessness
- Maintain Focus on Providing High-Quality Care Provided to Members

Enhance Operational Excellence and Efficiency
- Maintain Strong Culture of Compliance
- Preserve CalOptima’s Financial Stability
- Invest in Infrastructure and Efficient Processes
- Engage Workforce and Identify Development Opportunities
Feature Presenter

Staci Ingram
Senior Vice President Corporate Communications and Development
Roth Staffing Companies
Key Takeaways

• The Problem: Gratitude missing from the workplace

• The Push-Back

• The Why: Benefits of Workplace Gratitude

• The How: Creating a Culture of Gratitude

• A schedule for gratitude
Gratitude is Missing

10% of people say thank you to colleagues on a given day.
Gratitude is Missing

60%

never express gratitude at work
Gratitude is Missing

35% believed expressing gratitude could lead to coworkers taking advantage of them.
Gratitude is Missing

say they’d feel better about themselves and their work if they were thanked more regularly

70%
Manager
Push-Back

“Thank you for ... uh ... doing your job?”
Manager
Push-Back

“If I thank her for a job well done, she’ll expect a raise.”
Manager Push-Back

“You should be grateful you HAVE a job.”
“You should be grateful I’m willing to work for a boss like you.”
Group Brainstorm

When was the last time you truly felt appreciated at work?

What are your favorite ways to receive gratitude?
Benefits of Workplace Gratitude

Thanking employees increases productivity ...
Benefits of Workplace Gratitude

Gratitude improves well-being

• Lower blood pressure
• Improved immunity
• Healthier hearts

Several separate studies published by American Psychological Association
Benefits of Workplace Gratitude

Gratitude builds mental strength

• More resilient
• Better equipped to manage stress
• Experience fewer toxic emotions like resentment and envy

Journal of Research in Personality
Benefits of Workplace Gratitude

Generosity is contagious

- Cooperative and altruistic behavior spreads
- Showing gratitude inspires that person to thank others

*Journal of Research in Personality*
Benefits of Workplace Gratitude

Gratitude increases job satisfaction

• When people feel appreciated, and they show appreciation for what they have, they’re more likely to be happy with their jobs.

Contributions of Individual Gratitude and Institutionalized Gratitude. Psychology
Creating a Culture of Gratitude
Group Brainstorm

Name a time you gave someone a thank you and they cherished that moment of gratitude?
Creating a Culture of Gratitude

Make it specific

“I’d like to thank John for staying late on Tuesday to make sure we hit the deadline—it didn’t go unnoticed and you went out of your way to really own that project.”
Creating a Culture of Gratitude

Make it personal

• A handwritten note
• An email just for the sake of expressing gratitude
• Take a coworker out to lunch one-on-one
Creating a Culture of Gratitude

Gratitude ★ Recognition
Creating a Culture of Gratitude

Make it daily

• Find at least one person to specifically and personally thank each day

• Expand your “hey, thanks” to what you’re specifically thankful for: “thank you for printing these out for me — I appreciate you”
Creating a Culture of Gratitude

Make it part of the schedule

- Line item on the team agenda
- Surprise coffee and donuts, cookies, flowers on occasion ... from you, not the company
Creating a Culture of Gratitude

Give back

• Gratitude for being in a position of privilege
• Create avenues for giving
Creating the Behavior

Schedule it

• Daily
• Weekly
• Monthly
• Quarterly
• Annually
What are needs employees say they have that could be fulfilled by receiving regular gratitude?

What are needs they express that might have a direct line to a lack of feeling appreciated?
Networking Activity

Staci Ingram
Senior Vice President Corporate Communications and Development
Roth Staffing Companies
Thank You Craft Activity

ROCK OF GRATITUDE
• Decorate your rock for someone you want to thank

THANK YOU NOTE
• If you finish early, create a handwritten note of thanks

DISCUSSION
• Turning a negative into a positive using gratitude
Contact Me:
Staci Ingram
SVP Corporate Communications & Development
singram@rothstaffing.com
CalOptima Board Advisory Committee Update

Cheryl Simmons
Senior Program Specialist
Staff to the Advisory Committees
CalOptima
Structure of the Committees

CalOptima Board Advisory Committees

- Member Advisory Committee (MAC)
- OneCare Connect Member Advisory Committee (OCCMAC)
- Provider Advisory Committee (PAC)
- Whole-Child Model Family Advisory Committee (WCM FAC)
Member Advisory Committee (MAC)

- Formed in 1995, the MAC is made up of 15 voting members who each represent the following different sectors in Orange County:

<table>
<thead>
<tr>
<th>Adult Beneficiaries</th>
<th>Children</th>
<th>Consumers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Support</td>
<td>Foster Children</td>
<td>Long-Term Services and Supports</td>
</tr>
<tr>
<td>Medi-Cal Beneficiaries</td>
<td>Medically Indigent Persons</td>
<td>Orange County Health Care Agency (Standing Seat)</td>
</tr>
<tr>
<td>Persons with Disabilities</td>
<td>Persons with Mental Illness</td>
<td>Persons with Special Needs</td>
</tr>
<tr>
<td>Recipients of CalWORKs</td>
<td>Seniors</td>
<td>Social Services Agency</td>
</tr>
</tbody>
</table>
OneCare Connect Member Advisory Committee (OCC MAC)

• Formed as a result of the OneCare Connect Cal MediConnect Plan (Medicare-Medicaid Plan) implementation in 2013, the OCC MAC is made up of 10 voting members and four non-voting members who each represent the following different sectors in Orange County:

<table>
<thead>
<tr>
<th>Voting Members</th>
<th>Non-Voting Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Community-Based Adult Services (CBAS) Provider</td>
<td>• Orange County Health Care Agency Behavioral Health (Standing Seat)</td>
</tr>
<tr>
<td>• Representing Members with Disabilities</td>
<td>• Orange County In-Home Supportive Services (IHSS) Public Authority</td>
</tr>
<tr>
<td>• Representing Members from Ethnic or Cultural Community</td>
<td>• Orange County Office on Aging</td>
</tr>
<tr>
<td>• In-Home Supportive Services (IHSS) or Union Provider</td>
<td>• Orange County Social Services Agency</td>
</tr>
<tr>
<td>• Long-Term Services and Supports</td>
<td></td>
</tr>
<tr>
<td>• Member Advocate</td>
<td></td>
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<tr>
<td>• OneCare Connect Member or Family Member (three seats)</td>
<td></td>
</tr>
</tbody>
</table>
Provider Advisory Committee (PAC)

- Formed in 1995, the PAC is comprised of 15 members, each representing Orange County’s provider community in the following areas:

<table>
<thead>
<tr>
<th>Allied Health Services</th>
<th>Non-Physician Medical Practitioner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral/Mental Health</td>
<td>Nurse</td>
</tr>
<tr>
<td>Community Health Centers</td>
<td>Orange County Health Care Agency (Standing Seat)</td>
</tr>
<tr>
<td>Health Networks</td>
<td>Pharmacy</td>
</tr>
<tr>
<td>Hospitals</td>
<td>Physician (three seats)</td>
</tr>
<tr>
<td>Long-Term Services and Supports (two seats)</td>
<td>Traditional/Safety Net</td>
</tr>
</tbody>
</table>
Whole-Child Model Family Advisory Committee (WCM FAC)

- Formed following the integration of the California Children’s Services (CCS) to CalOptima for children with special needs, the WCM FAC consists of 11 voting members.
  - Authorized Family Members (seven seats)
  - Community Based Organization or Consumer Advocate (four seats)
Committee Recruitment

- Recruitment for all committees is ongoing for open seats.
- CalOptima begins recruitment in March each year for seats whose terms expire in June.
- The following seats are currently open:

<table>
<thead>
<tr>
<th>Committee</th>
<th>Chair And Representative</th>
<th>Term Expires</th>
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<tbody>
<tr>
<td>MAC</td>
<td>Consumer Representative — Must be a CalOptima Medi-Cal Member — Term through 2020</td>
<td>2020</td>
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<tr>
<td></td>
<td>Long-Term Services and Supports Representative — Term through 2020</td>
<td>2020</td>
</tr>
<tr>
<td></td>
<td>Persons with Disability Representative — Term through 2021</td>
<td>2021</td>
</tr>
<tr>
<td>OCC MAC</td>
<td>Member or Authorized Family Member — Term through 2020</td>
<td>2020</td>
</tr>
<tr>
<td></td>
<td>Long-Term Services and Supports Representative — Term through 2020</td>
<td>2020</td>
</tr>
<tr>
<td>PAC</td>
<td>Allied Health Representative — Term through 2021</td>
<td>2021</td>
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<tr>
<td></td>
<td>Long-Term Services and Supports Representative — Term through 2022</td>
<td>2022</td>
</tr>
<tr>
<td>WCM FAC</td>
<td>Member or Authorized Family Members — Must have a special needs child in the CCS program</td>
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Committee Recruitment (cont.)

• For more information or to submit an application visit the CalOptima website at www.caloptima.org. Once there:
  ➢ Select the “About Us” link and follow it to the “About CalOptima” section.
  ➢ Choose “Advisory Committees” where you will find all the CalOptima Committees.
  ➢ Under each committee’s link, you will find an application for open seats and instructions on how to submit your application.

• Contact Cheryl Simmons, Staff to the Advisory Committees at 714-347-5785 or via email at csimmons@caloptima.org.
CalOptima’s Mission

To provide members with access to quality health care services delivered in a cost-effective and compassionate manner
Closing Remarks

Sophia L. Juárez
Senior Community Relations Specialist
CalOptima
Please give your completed Green Evaluation Form to a Committee Member before you leave.

Thank You!
# Community Alliances Advisory Committee

Join the Community Alliances Advisory Committee!

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## What do we do?

- Attend monthly planning meetings
- Assist presentation content direction
- Develop interactive networking activities
- Assist with logistics at events
- Enhance understanding of active committee members' organizations

## Why should you join?

- Build connections through collaboration
- Facilitate networking opportunities
- Generate agency exposure
- Create and strengthen partnerships to maximize services

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To receive more information about the Community Alliances Forum Advisory Committee, please complete the information below and return to Yesica Allaia via fax at 657-235-6872 or email to yesica.allaia@caloptima.org.

<table>
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<tr>
<th>Name:</th>
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Thank you!

We look forward to meeting you at our next Community Alliances Forum Advisory Committee Meeting!

For more information, contact Yesica Allaia 657-900-1302 (direct) or 714-474-1870 (call).
Thank You!