

## **Section IV. Stakeholder Engagement**

### **Stakeholder Engagement Overview**

Region 7 developed its RHP plan through a comprehensive process that involved RHP participants, local service providers, key stakeholders, and the public. As anchor, Central Health used a variety of communication processes to engage as many stakeholders as possible into the RHP plan for input and plan development. A summary of the processes include:

- Maintained a comprehensive website, [www.texasregion7rhp.net](http://www.texasregion7rhp.net) to post drafts of the RHP plan (e.g., Community Needs Assessment, DSRIP projects, RHP Vision and Goals), to keep RHP stakeholders apprised of significant developments and events in the RHP planning process. The website also contained educational and background information to educate interested parties, including links to HHSC resources.
- Hosted more than 100 meetings with RHP participants and community stakeholders to educate interested parties and stakeholders on the 1115 waiver to identify community needs and discuss possible projects to address those needs, and the roles of service providers.
- Participated in more than 15 1115 waiver presentations to community groups that requested them.
- Hosted four region-wide public hearings at various locations around the region to receive comment on draft DSRIP projects and the full draft RHP plan.
- Maintained a comprehensive email list of stakeholders to provide up-to-date information on RHP plan development, including public comment opportunities.
- Hosted five work sessions with RHP participants and community provider groups to collaboratively develop regional vision and goals and to develop and refine DSRIP projects in a collaborative setting.
- Hosted technical assistance sessions throughout the RHP plan development process.
- Facilitated six discussions among the region's Local Mental Health Authorities (LMHAs) to facilitate a regional response to Region 7's significant behavioral health concerns.

### **RHP Participants Engagement**

To begin regional planning, Central Health hosted a region-wide meeting with regional stakeholders and interested parties on March 2, 2012. More than 70 participants representing 32 different organizations came together to discuss the opportunities available in the 1115 waiver, identify major community needs to be addressed, to lay out expectations for community collaboration, and to develop an overall structure to begin the development of a regional plan to promote health care system transformation.

]After the initial meeting, Central Health staff followed up with an introductory letter to a broad range of local officials in the region, including mayors, city council members, county commissioners, and county judges to inform them of the waiver and to offer assistance. See Addendum B for a sample of this letter. Central Health staff also conducted individual meetings with local government officials in each RHP Region 7 county to educate them on the waiver and explain the waiver participation requirements.

Central Health staff also facilitated joint meetings with county officials and performing providers to begin discussing community needs and how they may be addressed. At each meeting, Central Health focused on communicating the requirements of the waiver and the opportunities to leverage funding to make significant improvements in the delivery of health care services. Central Health also developed a

comprehensive binder of information to document the waiver program requirements for all parties. See Addendum C for copies of binder contents.

Further, Central Health surveyed regional stakeholders to gain additional community need information. See Addendum D for a copy of the survey. Responses were received from each of the six counties in the region and were used to validate or expand upon quantitative data included in the assessment.

Stakeholders and interested parties also participated in a region-wide meeting to develop the RHP 7 region vision and goals. There was widespread participation across stakeholders in the development of the vision and goals, with region-wide consensus that the 1115 Waiver offered opportunities to provide better access to lower-income patients in the proper setting, at the right time, and in an effective manner.

Central Health also hosted technical assistance throughout the RHP plan process. Technical assistance was provided through regularly scheduled phone conferences (similar to the anchor calls conducted by HHSC). The calls were designed to disseminate information and answer specific questions regarding the waiver. In addition, several group technical assistance meetings were conducted to discuss specific DSRIP project requirements. DSRIP project authors were able to have group discussions regarding issues in the project development process.

## **Communication Tools**

Central Health maintained continuous communication with RHP participants and stakeholders and the public throughout the waiver process. Different distributions lists were developed to target communications to specific audiences in order to find a proper mix of detail in the information content. Important dates and milestones were communicated to all parties, including the public. All information was also included on [www.texasregion7rhp.net](http://www.texasregion7rhp.net) which was a key communication tool to disseminate information to interested stakeholders. Communication lists included IGT entities, performing providers, local healthcare providers, county medical societies, key stakeholders, local government officials, and the public.

## **Plans for Ongoing Engagement with RHP 7 Participants**

During RHP 7 plan implementation, Central Health will maintain the website [www.texasregion7rhp.net](http://www.texasregion7rhp.net) and use email as primary communication tools. Central Health also will conduct semi-annual meetings of RHP participants to conduct anchor-arranged collaborative learning groups. Technical assistance will continue to discuss regional reporting issues and DSRIP project progress status. Central Health will also host learning collaboratives, which will be an essential process in sharing best practices and lessons learned throughout the 1115 Waiver period. Going forward, Central Health will work with RHP 7 participants to develop methods and processes for measuring and tracking progress on metrics and milestones to assure system transformation.

## **B. Public Engagement**

Across the region, the public and interested stakeholders had full opportunity to learn about the waiver, provide input into DSRIP project development in both oral and written formats, and offer comment on

the full RHP plan before final submission to HHSC. Communication with public stakeholders was accomplished primarily through Region 7's website ([www.texasregion7rhp.net](http://www.texasregion7rhp.net)), emails, and multiple public hearings conducted in various locations across the region. Central Health made concerted efforts to collect public input in sufficient time to inform decisions about final plan development.

One of the initial strategies was to educate public officials to inform them of the requirements and opportunities of the 1115 waiver. Overall, this was an important strategy, as it allowed public officials to engage their constituency to discuss waiver options, including budgetary impact to participate in funding decisions. Central Health staff also made more than 15 presentations to community groups throughout the RHP plan development process to update stakeholders on project status, answer questions, and receive input.

## **Website**

The Central Health website, [www.texasregion7rhp.net](http://www.texasregion7rhp.net), was also a critical tool that was utilized to communicate with the public. Draft documents were posted, along with the posting of public meetings for the public to provide input. The website's launch and major information updates to the site were announced also by email. The public had opportunities to provide feedback at the public hearings or through a comment section located on the website throughout the development process.

## **Public Input for DSRIP Projects and Full Plan Draft**

Central Health actively solicited public input at multiple points in the Region 7 plan development process. Written comments were accepted online throughout the development process. Stakeholders were notified in advance where and how they could access copies of the draft DSRIP projects as part of the hearing notices. There were also opportunities for public comment on the Community Needs Assessment.

Hearing notices were emailed out in two rounds, with the initial announcement stating the date, time, and place of the public hearing. The second notice was a follow-up and served as a final notice. Central Health also requested that local governmental entities post the meetings in their respective county. Public hearings were conducted in multiple counties, including Bastrop, Hay, and Travis counties.

Hearings were recorded and posted on the Region 7 website if any interested parties were not able to attend. Written comments were also accepted if interested parties did not elect to offer public testimony. Feedback on specific projects was forwarded to performing providers and IGT entities if they were not able to attend. Below is a schedule of postings and related public hearings.

<b>Activity</b>	<b>Date/Time</b>	<b>Location</b>
Initial draft DSRIP projects posted online	July 24, 2012	<a href="http://www.texasregion7rhp.net">www.texasregion7rhp.net</a>
First public hearing	July 27, 2012/11:15 am	Bastrop County Courthouse
Second public hearing	July 30, 2012/5:30 pm	Central Health (Travis County)
Pass 1 DSRIP projects posted online	October 17, 2012	<a href="http://www.texasregion7rhp.net">www.texasregion7rhp.net</a>
Third public hearing	October 22, 2012/11:30 am	Hays County Courthouse
Full Region 7 RHP plan posted online, including Pass 2 and 3 DSRIP projects	December 12, 2012/9:00 am	<a href="http://www.texasregion7rhp.net">www.texasregion7rhp.net</a>
Fourth public hearing	December 18, 2012/6:00 pm	Central Health (Travis County); Access available by teleconference

### **County Medical Society Engagement**

The following medical societies operate in Region 7:

<b>Medical Society</b>	<b>County(ies) Served</b>
Bastrop-Lee Medical Society	Bastrop, Lee
Tri-County Medical Society	Hays, Blanco, Caldwell
Colorado-Fayette Medical Society	Colorado, Fayette
Travis County Medical Society	Travis

Central Health, as anchor, reached out to each medical society to provide education on the 1115 waiver, invite them to be involved in RHP plan development, and request a letter of support for the Region 7 RHP plan. To make contact with medical societies outside of Travis County, Central Health relied on local performing providers directly involved with the medical societies to reach out and request their involvement in RHP planning and to gain a letter of support for the RHP plan. In addition to outreach by local providers, Central Health sent a letter to each medical society to solicit input (for copies of the letters, see Addendum E). At the request of the Tri-County Medical Society, Central Health drafted information about the 1115 Waiver to post on its website, and attended a medical society meeting with the local performing provider to answer questions and receive input on RHP plan development. The Travis

County Medical Society attended the region's kick-off meeting on March 2, 2012, participated in multiple meetings throughout the plan development process, and provided a letter of support (see Appendix F) for Region 7's plan.

### **Plans for Ongoing Public Engagement**

To maintain the public's engagement in Region 7 RHP plan implementation, Central Health will maintain [www.texasregion7rhp.net](http://www.texasregion7rhp.net) as a primary communication tool to provide updates on project status and any new developments or changes to the 1115 waiver program. Annually, the RHP will release a report detailing Region 7 activities for the year. The report will be posted online where Central Health will accept written comments. Central Health will also host a public hearing at the time of report release to take public comments and feedback. Central Health will maintain a staff position responsible for overall waiver coordination. This individual will continue to communicate regularly with RHP 7 stakeholders and will serve as both a resource and a liaison on waiver issues.