

# Key takeaways

Thanks for watching Align Quality and Risk to Improve Engagement and Health Outcomes webinar, hosted by Healthmine and ComplexCare Solutions.

## Get started

Use these to-dos to streamline bringing risk and quality programs together:

- **Program setup:** Work backwards from your ideal program go-live date. Ensure you have enough time to review vendor contracts and terms and all current member materials.
- **Measure success:** Define metrics of program success up front that focus on the member, providers and your employees.
- **Internal alignment:** Schedule recurring meetings between the risk and quality leaders to review program results, what's working, what can be improved and ramped up at different times of the year.
- **Compliance check:** Involve your compliance teams early and often to understand requirements and necessary documentation for identified HCCS. There is intense regulatory scrutiny for risk adjustment programs.
- **Comprehensive data:** Invest in platforms and tools that aggregate all member data to compile the member 360-degree view: communication preferences, social risk factors, demographics and clinical gaps in care.
- **Engage the hard-to-reach:** Use predictive analytics and behavioral science to design effective member outreach campaigns that are personalized to the member. Do not give up on hard-to-reach members!
- **Focus on experience:** Test and re-test the member's experience with the integrated program. Any task you ask them to do needs to be clearly explained and easy to complete. This includes scheduling with a provider or an in-home visit. Use all the data from member calls and surveys to enhance the experience.

## We're here to help

Healthmine leaders have first-hand experience in guiding plans with strategies and programs that bring quality and risk together. The result is improved outcomes and member experiences, and better internal connectivity across your teams. Contact us at [solutions@healthmine.com](mailto:solutions@healthmine.com).