

# Iowa REACH Consumer Steering Committee

May 2025

# Today's Discussion

- ▶ The REACH Implementation Plan calls for development of:
  - A collaborative quality improvement and accountability plan establishing the approach and expectations for continuous quality improvement and accountability by **December 31, 2025.**
- ▶ Key performance measures will be based on two areas:
  - Person-centered outcomes – What is key to REACH beneficiaries and their families
  - Settlement agreement requirements – Compliance with the legal agreement is also necessary

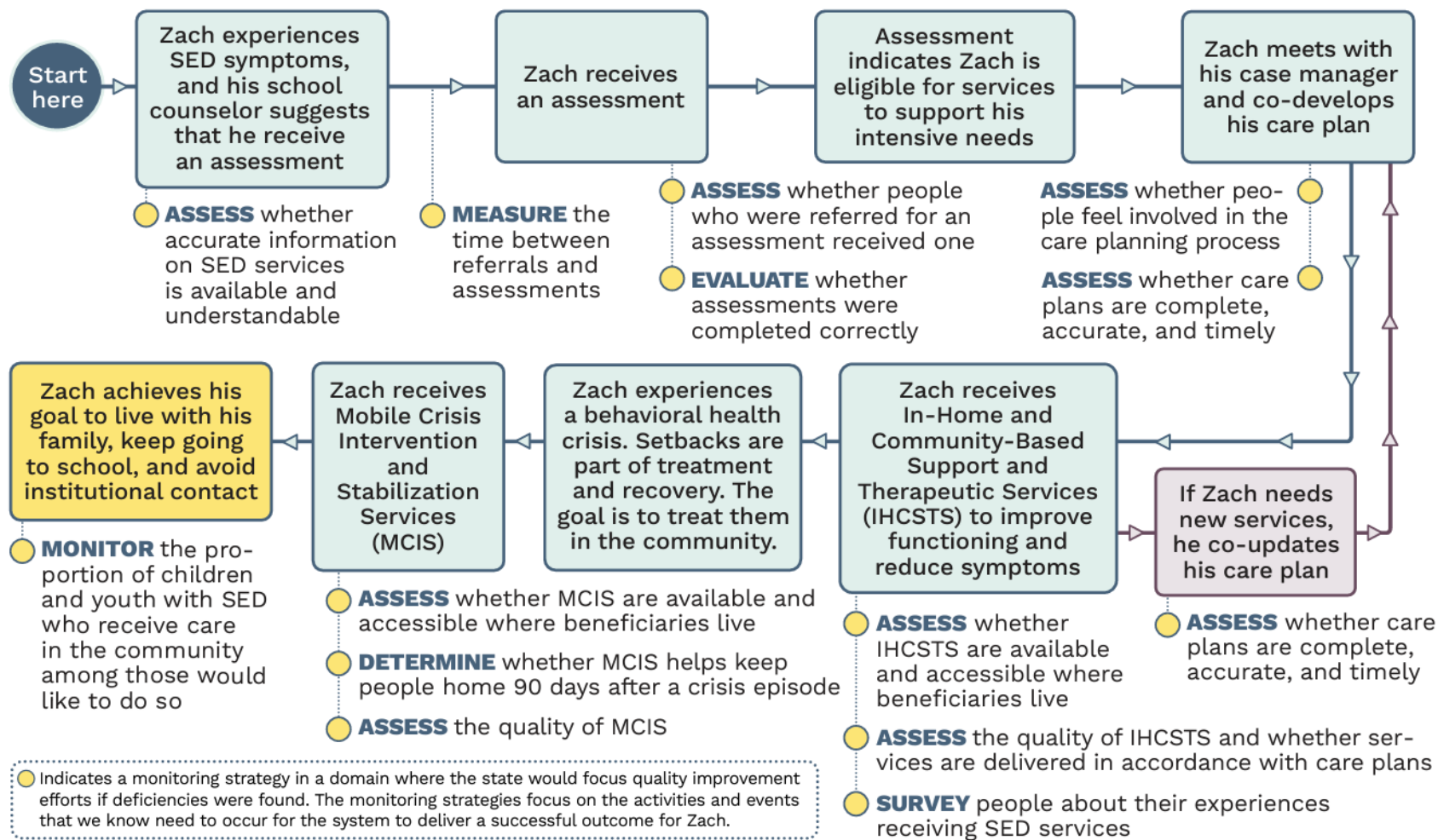
# Beneficiary Journey Mapping

# Iowa's approach to quality for community-based services – understanding the beneficiary journey

- ▶ Mapping the journeys of children and youth through the healthcare system can help identify what to watch out for and opportunities to help.
- ▶ We start with a positive outcome that matters to children and youth, their families, and caregivers, and map a journey of how the system is supposed to work to achieve that outcome.
- ▶ Next, we use that journey to decide what to watch and improve to ensure that the person achieves their goals.
- ▶ Not all children and youth with SED are the same or have the same needs and goals. Multiple journeys may be necessary.

# Example journey for a boy named Zach

## Zach's journey



# Beneficiary Journey Mapping: Next Steps

- ▶ The Zach journey is an example without accompanying proposed measures to illustrate the beneficiary journey concept.
- ▶ HHS has also developed a full beneficiary journey which includes an accompanying draft list of measures 'Jamie' for a child and youth with SED as part of broader development of a new quality management system for all of Medicaid.
  - These measures can also (with or without) modifications be used for REACH
  - We plan to bring this journey and the draft measures to a future committee meeting for your important review, input, and consideration

# Discussion

# Public Comment