

Partnership to Align Social Care

A National Learning
& Action Network

Coffee and contracts summary

Effective implementation and improvement: Joint Operating Committee (JOC) meetings

January 9, 2024

Event attendees

207 people registered and 109 people attended this first coffee and contracts event. The overwhelming majority of attendees are from community-based organizations or community care hubs. Sixty percent are not currently contracting and only 15% have experience with a JOC.

Key Takeaways

The value of joint operating committees

- Joint operating committees (JOCs) are multidisciplinary meetings to facilitate teamwork between MCO and CBO partners.
- The meeting's standing agenda includes data, operations, and problem-solving challenges.

Relationship-based and contract-based outcomes

- JOCs help MCO and CBO/CCH teams understand the perspectives of their partners by learning about organizational culture, priorities, and structure.
- The JOC helps move the work forward by enhancing communication about the contract and workflows.
- Time spent building relationships up front pays off over time through improved trust and collaboration, enabling successful fulfillment of contract goals.

Meeting participants

- A diverse group of meeting participants allows MCOs and CBOs/CCHs to gain new perspectives about the program and understand the diverse systems at each organization.
 - **Camden Coalition's example:** Initially, pharmacy was not part of the core JOC team, and the project team was not thinking about pharmacy as central to the work. As the contract progressed, the teams began to involve pharmacy in JOC meetings to focus on this area.
- Leadership involvement on both sides is important for translating conceptual discussions during the negotiation/scoping phase to the implementation of the work.
 - **Camden Coalition's example:** Camden Coalition had a champion at their partner MCO, named Ernie, who helped them translate the mission/vision to the work. It is important to keep the vision baked into the daily operations and Ernie helped set the tone for this even though he was not in every JOC meeting.

JOC Agenda

- **Data:** Work with partners to learn about the data priorities for the project and the organizations. Allow time to talk about priority areas as well as other data measures that are not standard program metrics, but still critical to understanding member needs.
- **Patient/member stories:** Camden Coalition receives consent from patients/members to share their experience or challenges to JOC meetings to highlight the opportunities, strengths, and challenges of a program.
 - **Camden Coalition's example:** A patient/member story about medication reconciliation allowed the MCOs to understand the volume and variety of medications that patients/members often have in their homes and the value and complexity of doing home-based medication reconciliation.
- **Program and organizational updates:** Leaving space to talk about program or organizational updates from the MCO and CBO/CCH can allow the partnership to take advantage of upcoming opportunities.
 - **Camden Coalition's example:** The Camden Coalition frontline staff were seeing substance use treatment delays because of the prior authorization of suboxone for opioid use disorder (OUD). The Camden Coalition was able to take the information about prior authorization treatment delays to their MCO partners and asked to create a pilot program that waived the policy.