

## **6.4 ORGANIZATIONAL TRANSFORMATION UPDATE**

# Organizational Assessment and Structural Alignment

- Following the SWOT analysis and the A&M assessment, CCHP began strengthening its internal infrastructure by:
  - Clarifying leadership roles and spans of control
  - Reinforcing expectations around accountability and performance
  - Updating internal processes to improve operational consistency
  - Enhancing cross-departmental alignment to reduce silos

## Integration with Contra Costa Health

- CCHP strengthened its relationships with the broader CCH integrated delivery system through enhanced coordination with key partners.
- Major accomplishments included:
  - Enhanced collaboration with CCRMC/Health Centers, Public Health, Behavioral Health, and H3
  - Joint planning with Behavioral Health and H3 on the launch of Transitional Rent, a new CalAIM Community Support going live January 1, 2026.

## Provider Network Engagement and Communications

- CCHP expanded its provider engagement and communication infrastructure to strengthen transparency and alignment with CCHP's provider network.
  - Closer collaboration with providers – CCHP enhanced its collaboration with providers in the CCHP network to further strengthen alignment on access, quality, care coordination, and member experience
  - Enhanced Joint Operations Meetings - CCHP modernized Joint Operations Meetings with CCRMC/Health Centers and contracted provider groups, implementing structured agendas, discussion of key issues and metrics, and systematic follow-up to support accountability.
  - Provider Newsletter - The Plan introduced a redesigned Provider Newsletter, offering timely updates on operational changes, regulatory requirements, quality initiatives, and network expectations.
  - Safety Net Council Engagement - CCHP leveraged the Safety Net Council as a platform for coordinated communication with Aliados Health, external FQHCs, and community clinics, supporting improved access, quality, and readiness for new benefits such as D-SNP.

## Additional Transformation Updates

- Launched a Project Management Office (PMO) to formalize project governance and improve oversight across initiatives
- Established Performance Improvement Workgroups to coordinate improvement efforts across core operational areas
- Made important progress in building the foundation for a modern, data-driven reporting system to support transparency, accountability, and informed decision-making across the organization
- Made progress improving CCHP's regulatory posture in preparation for DHCS, DMHC, CMS, and NCQA oversight
- Advanced critical work for the January 1, 2026 launch of the Dual Eligible Special Needs Plan
- Launched a series of internal education initiatives to strengthen organizational understanding of key operational, fiscal, and regulatory concepts
- Supported Contra Costa Health's early discussions regarding an alternative health care program

# Organizational Transformation Update

**Public Comments**

**JCC Comments**