



# Office of Individual & Family Affairs (OIFA) Overview

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# Agenda

1. Mercy Care Mission, Vision & Values
2. Mercy Care OIFA Reporting Structure
3. Mercy Care OIFA in Action – Collaborations & Partnerships
4. Mercy Care OIFA Priorities
5. In Closing...



## Mission, Vision and Values

Our mission, vision and values guide everything we do at Mercy Care.



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### Mission

**Mercy Care exists to address and advocate for the comprehensive health of our members and families, including circumstances that impact their well-being, with special consideration for the underserved and those with complex health needs.**

### Vision

**Our members live a healthier life and achieve their full potential.**

### Values

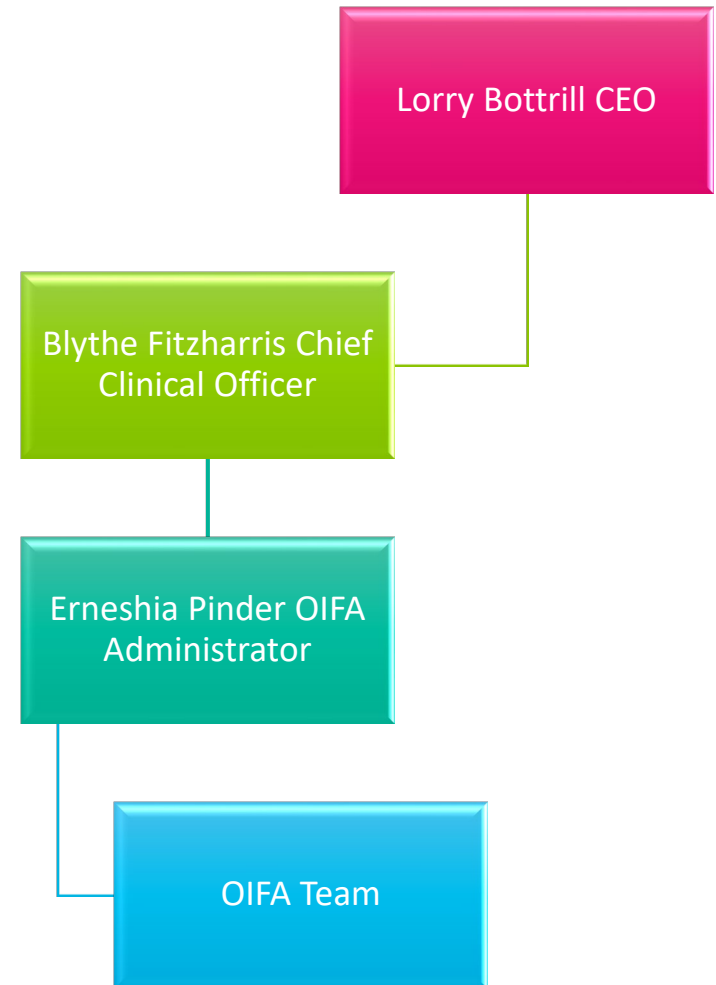
**Our values guide us to approaching our work with integrity, confidence and clarity.**

- ▶ **COMPASSION:** Mercy Care will pursue its mission with passion, enthusiasm, optimism and diligence.
- ▶ **INNOVATION:** Mercy Care will be innovative thought leaders transforming the care delivery system.
- ▶ **COLLABORATION:** Mercy Care will seek partners to create exceptional results.
- ▶ **ADVOCACY:** Mercy Care will work on behalf of the underserved and those with complex health needs to improve health outcomes.

**OIFA has a seat at the table...**

# OIFA Reporting Structure

- Mercy Care's OIFA department reports to the Chief Clinical Officer
- This reporting structure contributes to OIFA's ability to:
  - Have direct access to other executive team members for purposes of:
    - Issue Escalation
    - Problem Solving
    - Sharing Member/Family Member feedback
  - Collaborate with other Mercy Care teams as needed
  - Be the face of advocacy at Mercy Care and in the community.



# Collaboration & Partnership

# Executive Collaboration & Partnership

- Weekly 1:1's with Chief Clinical Officer
- Monthly 1:1's with Mercy Care CEO, COO, & CMO
  - OIFA 2.0
  - Health Equity
  - Provider concerns
  - COVID-19 impacts
- Participation in monthly JOC/JOM meetings sponsored by executive team members
  - Transportation
  - Providers
- Participation in special projects/initiatives (e.g. implementations)

# Interdepartmental Collaboration & Partnership





# OIFA Priorities



Positively impact Mercy Care administration by collaborating and partnering with executive leadership and internal department to ensure peer and family member voice is included in strategy and decision making.



Honor voice and choice. Advocate on behalf of members and family members and provide opportunities for them to provide input into systems, service design and administration.



Holding our health plan and providers accountable for recovery-oriented service design and delivery. Developing and maintaining a strong network of peer and family run providers and creating a solid community of peer and family advocates and leaders.

# Organizing our Work



# OIFA Strategic Plan

- Created in collaboration with OIFA team of advocates.
- Reviewed and updated at least annually or more frequently as required by contract changes.
- Ensures alignment with Mercy Care and interdepartmental strategies to foster partnership and create opportunities for collaboration
- Shared annually with Executive and other leadership at JOM meetings to gain buy-in and support.

# In closing...

- Mercy Care aims to keep the member at the center of everything we do.
- Mercy Care OIFA's structure is in place to ensure OIFA has a seat at every table where decisions that impact our members and family members are made.
- Building relationship with Mercy Care's Executive leadership has been critical to the execution of OIFA's strategic priorities.
- Executive leadership's support has been key to raising the awareness of importance of OIFA throughout the organization.
- Our members and family members win!

# Thank You



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