



SHARED RESPONSIBILITIES

Tools for Improving Quality of Care for
Children with Special Health Care Needs

101 Tremont Street
Suite 812
Boston, MA 02108

www.neserve.org

Best Practices

Children's Choice of Michigan: Consumer Participation in Governance

Children's Choice™ of Michigan is a health plan exclusively serving children and some adults who have special health care needs. The Detroit Medical Center and Children's Hospital of Michigan created **Children's Choice**™ in 1998 to meet the special health care needs of children across the state of Michigan. **Children's Choice**™ is a special kind of managed health plan that is focused on the specialty care needs of children.

Within this health plan, members and their families are partners in building systems of care, developing policies, and assessing the quality of care. This commitment is reflected in the governance structure of the plan designed to ensure that the board of directors “will be inclusive of and conduct business with representation by the membership of the health plan.” To this end the plan has adopted a policy that one-third of the board will be composed of member representatives of the health plan’s programs.

Procedures:

- The health plan solicits nominations of members to serve on the Governing Board on an annual basis. Strategies for identifying potential board members include using the member newsletter, seeking nominations through the provider network, and requesting nominations from health plan staff.
- Members who are nominated are notified to confirm their willingness and to obtain a statement of their interest in serving on the board.
- All nominees are interviewed by the health plan’s Family Centered Care Coordinator
- The Family Centered Care Coordinator makes final recommendations to the Governing Board.
- The Governing Board votes to elect member representatives.
- Members who serve on the Governing Board receive on-going training and support through the Family Centered Care Coordinator.
- Members who serve on the Governing Board receive reimbursement for child care and transportation expenses.
- Members who cease to remain active in the health plan are not eligible to continue to serve on the Governing Board.

For further information contact:

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Identify ▪ Collaborate ▪ Improve