CAHPS: CCO Incentive Measures

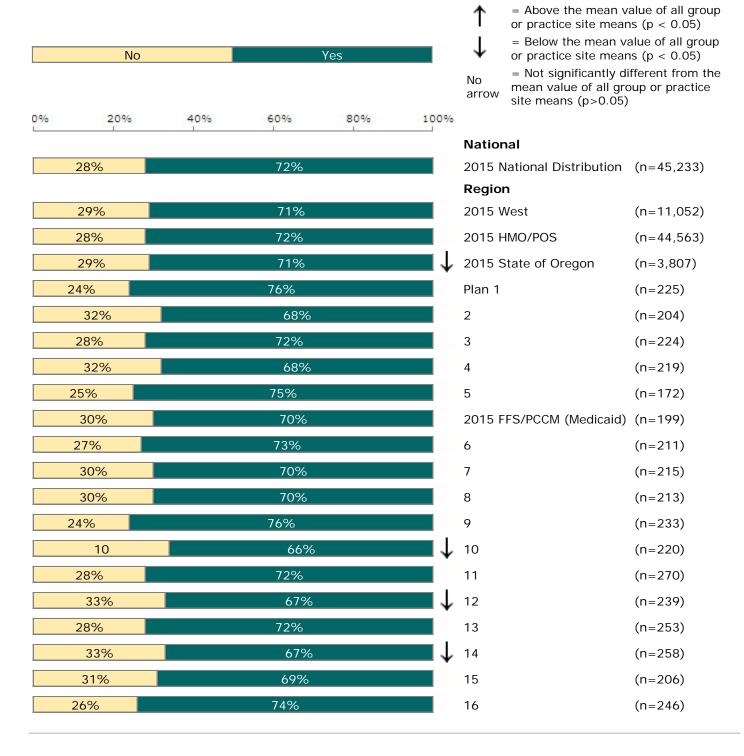
This recommendation was prepared by Health Analytics staff at the request of the Metrics and Scoring Committee:

- 1) **Keep** the Access Measure, but separate into adult and child.
 - a) Match targets and scoring to national measures / benchmarks revise incentive method, e.g. each subpart (adult and child) equals 50% of final score, and must achieve target for both subparts to meet incentive.
- 2) **Drop** Customer Service (Satisfaction with Care)
- 3) Add Prevention or Coordination questions:
 - a) Separated into adult and child
 - b) Coordination items preferred over prevention because of lower ranking (lower state performance, more CCO variation, more room for improvement, and more anchored to the purpose of CCOs)

Comparison source: https://www.ahrq.gov/cahps/cahps-database/comparative-data/index.html

2015 Adult Medicaid 5.0 State of Oregon Prevention

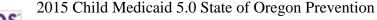
Q8 Patient and doctor talked about specific things to prevent illness



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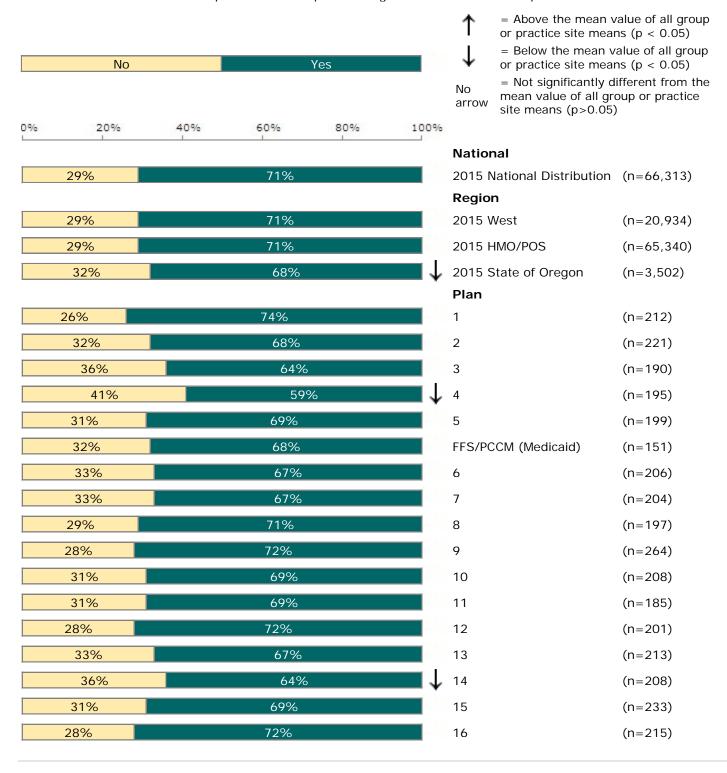
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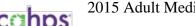
Q8 Talked with doctor or health provider about specific things that could be done to prevent child's illness



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2015 Adult Medicaid 5.0 State of Oregon Coordination

Q22 Personal doctor seemed informed and up-to-date about care received from other doctors/providers

Nev	ver + So	ometimes	Usually	_	Always			↑ ↓ No arrow	 Above the mean value of all group or practice site means (p < 0.05) Below the mean value of all group or practice site means (p < 0.05) Not significantly different from the mean value of all group or practice site means (p>0.05) 	
0%		20%	40%	60%	80%	100	9%			
								National		
	19% 26%		%	55%			2015		lational Distribution	(n=22,056)
								Regio		
	22% 28%		28%	49%				2015 V		(n=5,097)
								Product Type		
	19%			55%					IMO/POS	(n=21,716)
	20% 29%		9%	51%			\downarrow		State of Oregon	(n=1,879)
								Plan		(
	27%			55%				1		(n=115)
	19% 28%		%	52%			2			(n=103)
1	<mark>18%</mark> 32%		2%	50%				3		(n=111)
1	33%		3%	50%				4	(n=105)	
	27%		19%		53%			5		(n=88)
1	31%		%	52%			2015 FI		FS/PCCM (Medicaid)	(n=104)
	21% 31%		31%	48%				6		(n=103)
	25% 27%		27%	48%				7		(n=112)
	8 26%		,	56%				8		(n=95)
13	%	26%		6	1%			9		(n=130)
	319	%	23%		46%		\downarrow	10		(n=96)
	20%	3	0%		50%			11		(n=145)
1	18% 33%		3%	50%				12		(n=123)
	24% 25%		50%				13		(n=107)	
•	<mark>9%</mark> 30%		52%				14		(n=128)	
	20%	32%			48%			15		(n=102)
	16 39%		39%	38%			\downarrow	16		(n=112)

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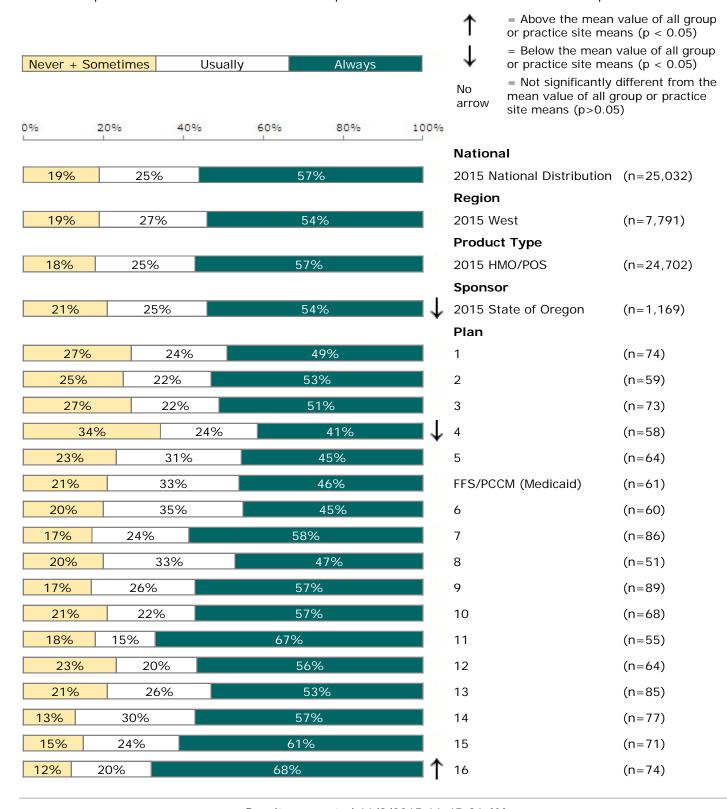
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2015 Child Medicaid 5.0 State of Oregon Coordination

Q40 Child's personal doctor seemed informed and up-to-date about care from other doctors or providers



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