

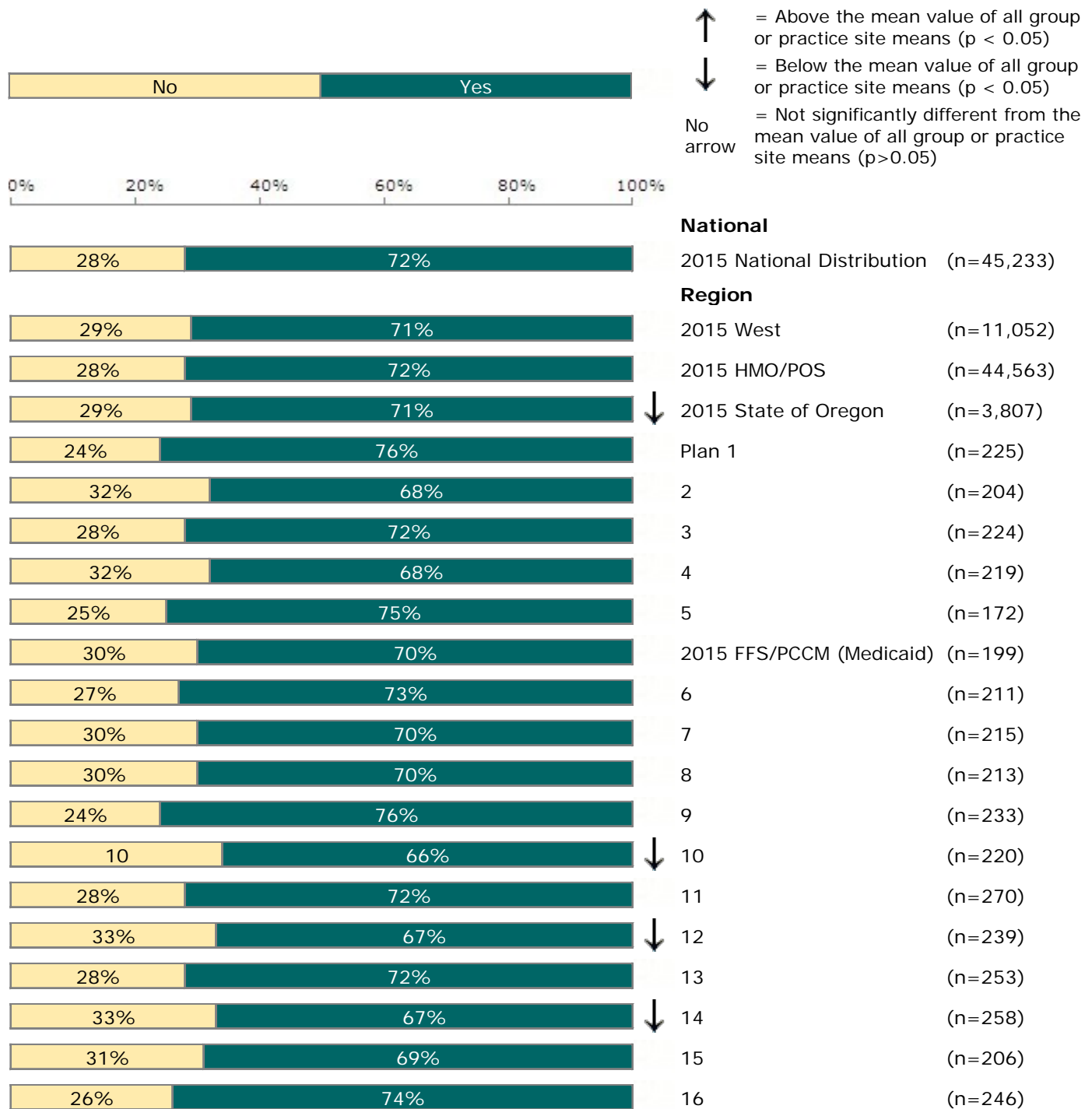
# CAHPS: CCO Incentive Measures

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>

## Q8 Patient and doctor talked about specific things to prevent illness

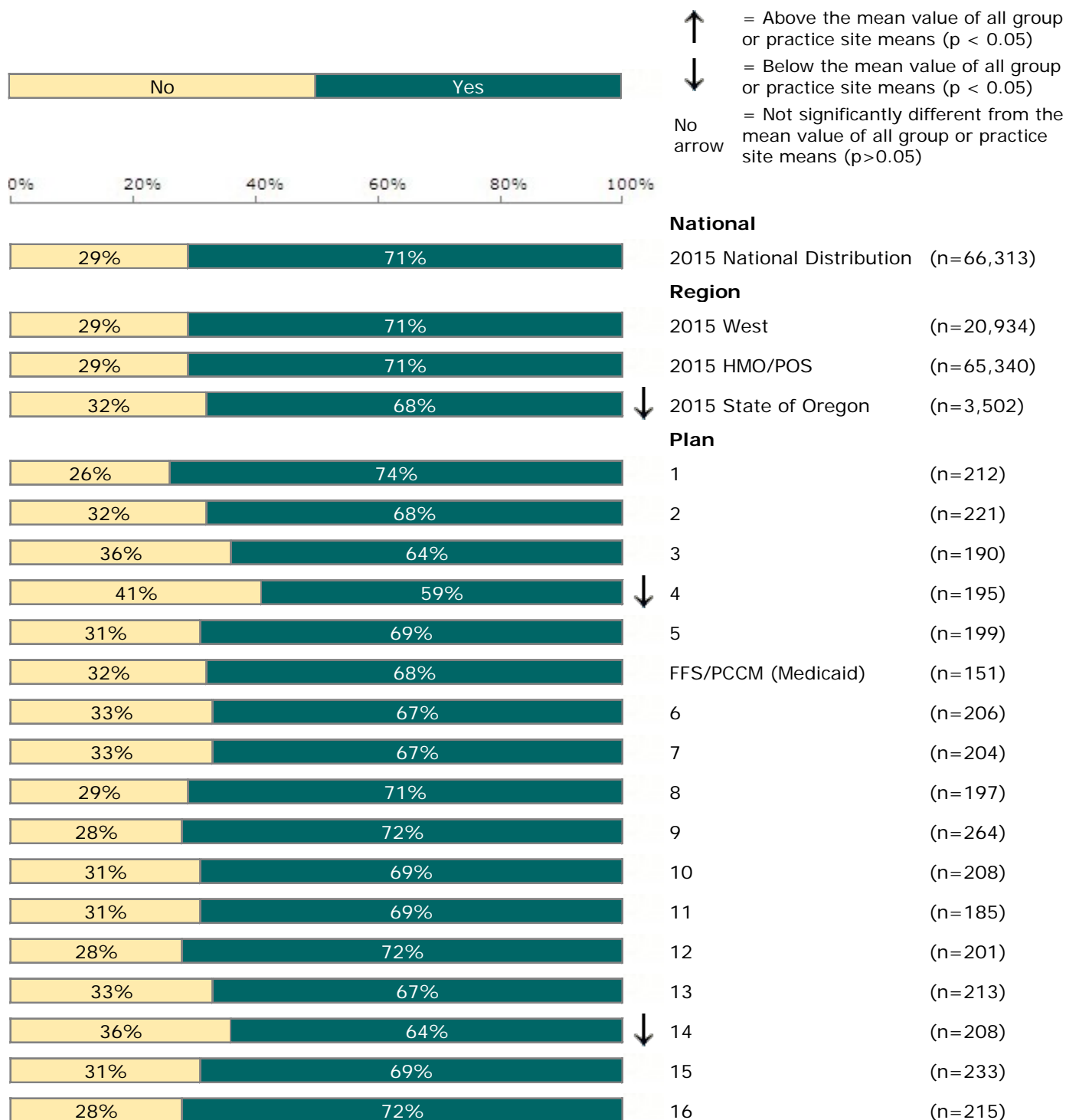


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## 2015 Child Medicaid 5.0 State of Oregon Prevention

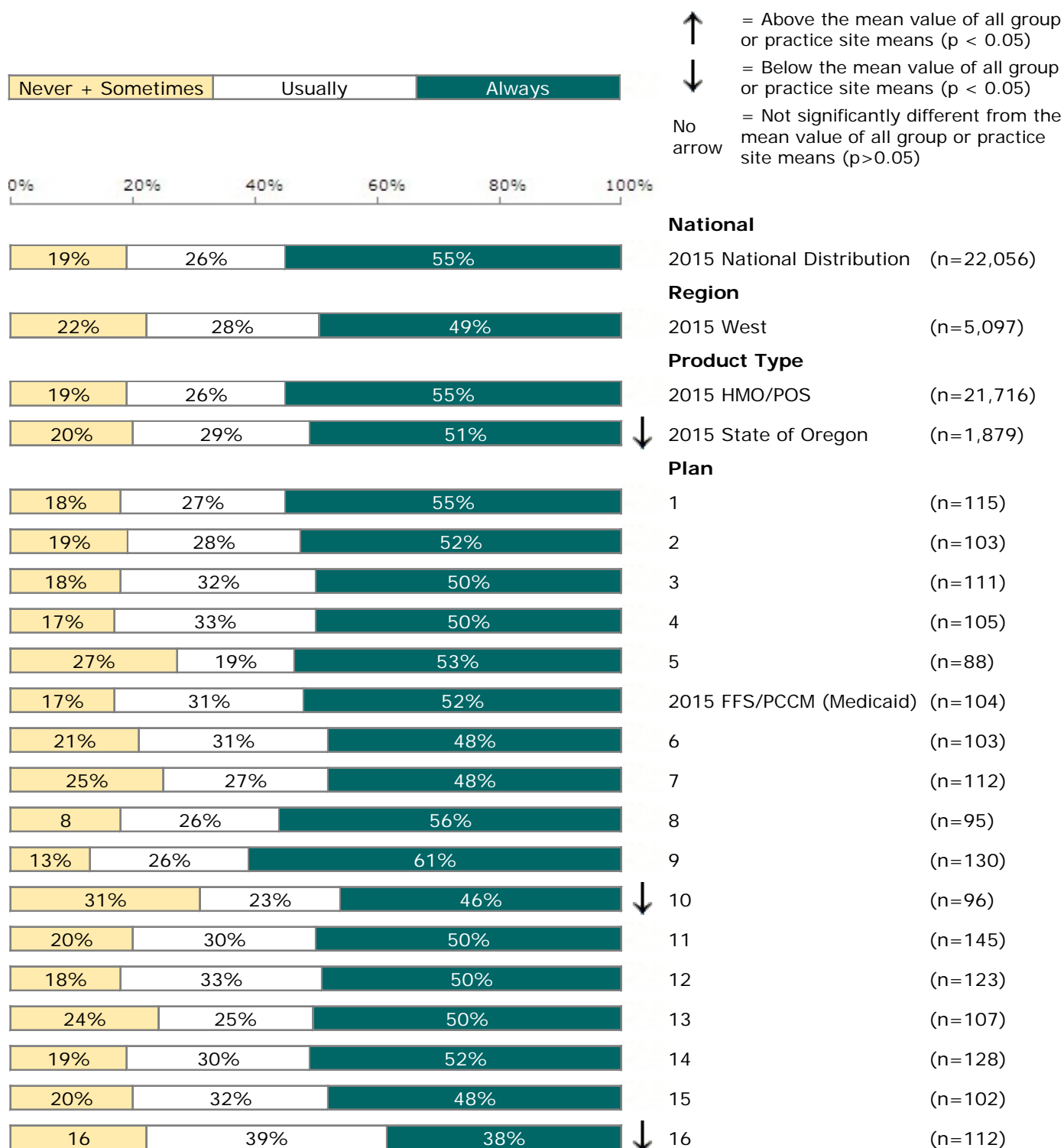
**Q8** Talked with doctor or health provider about specific things that could be done to prevent child's illness



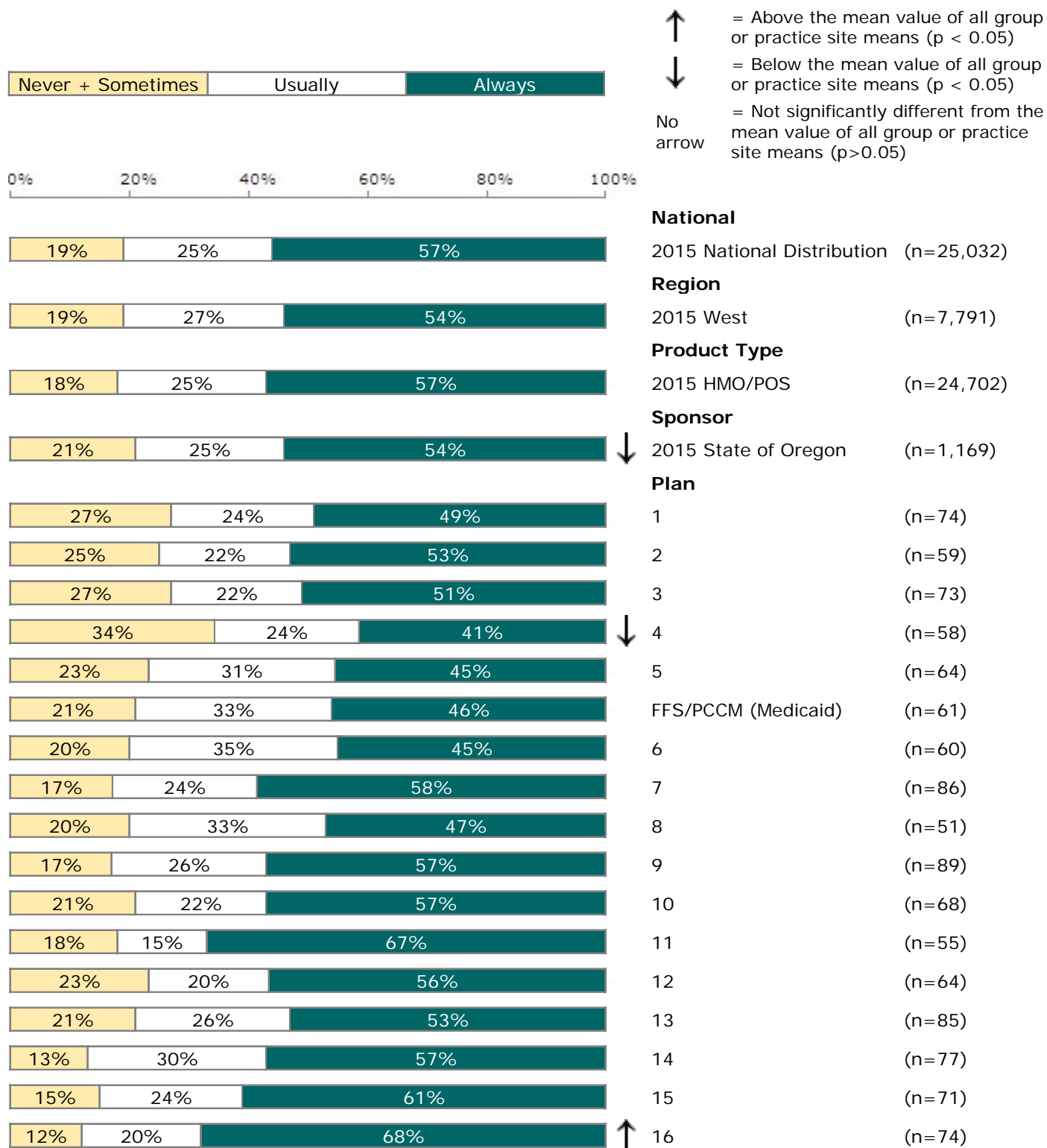
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[www.cahps.ahrq.gov](http://www.cahps.ahrq.gov)



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


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


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