

QUALITY MANAGEMENT SYSTEM

19. Quality Assessment and Performance Improvement (QAPI) programs at the State and CCO level:

- a. Are successfully implemented and meet contractual requirements; and**
- b. Are able to demonstrate the operation of an effective system for continuous quality improvement (identification of areas for improvement, implementation of interventions, and improved outcomes)**

January 1, 2014 Response

Yes. Quality Assessment and Performance Improvement (QAPI) programs have been successfully implemented at the State and CCO levels. The programs meet contractual requirements. In its Request For Proposal for Coordinated Care Organizations, Oregon included a Quality Assessment and Performance Improvement program requirement. All accepted applications included QAPI plans and assurances to the State that this requirement would be met.

To date Oregon has successfully implemented a combined behavioral health, physical health and dental health quality section, and associated quality committees to support the State's integrated quality strategy. All CCOs have implemented a Quality Improvement Program that meets the contractual requirements.

The programs are able to demonstrate the operation of an an effective system for continuous quality improvement, including identification of areas for improvement, implementation of interventions, and improved outcomes. Effective monitoring systems are operationalized with review and analysis of the quarterly submissions of PIP activity, grievance logs and encounter data by both state and CCO staff. Health Analytic and Quality Improvement staff from the CCOs and State programs collaborate to monitor and address quarterly health progress reports. Ongoing compliance reviews are held monthly by teams to evaluate any areas of concern. Specific compliance and metric outcomes can be seen in the CMS quarterly reports posted on line.

USDOJ October 15, 2014 Report

In conformance with 42 CFR 438 Subpart E contractors, subcontractors and providers will cooperate in an annual external, independent professional review of the timelines, access to, and quality outcomes of services. Full cycles of EQRO reviews will begin January 2014. Categories for 2014 will include:

- Subpart C of CFR 42: Enrollee Rights 438.100
- Subpart F of CFR 42: Grievance System 438.228-438.424
- Subpart H of 42 CCFR: Certifications and Program Integrity 438.08

July 1, 2014 Update

The State has continued to produce quarterly progress reports on a robust set of utilization and health outcome metrics. First year metrics and incentives have been reviewed, dispersed and target goals reset for ongoing improvement. These reports are shared with the Coordinated Care Organizations as an overall state trend and individual plan trends. State and CCO Plan staff continue to work together to share best practices and identify areas for improvement, and develop monitoring tools to track progress.

Quarterly complaints and grievance reports, Performance Improvement Projects and contract compliance submissions are reviewed individually with the CCO Plans and collectively through presentations at the Quality and Health Outcomes Committee. These trends can be seen on line through our statewide quarterly reports.

External Quality Reviews have been ongoing for 2014 and are on schedule to be completed by December 2014. Final reports are reviewed individually with the CCO Plans and collectively by the State Quality staff and EQRO contractor to identify overall areas of improvement and to address ongoing Quality strategies.

The State and EQRO are currently reviewing protocols for the second round of reviews for 2015 that will complete the mandatory EQRO review process.