



**Division of Medical Assistance Programs  
Quality & Health Outcomes Committee  
Meeting Notes**

**August 10, 2015 9:00 a.m. –3:00 p.m.  
HSB 500 Summer Street NE Salem, Oregon  
Room: HSB 137 A-D**

**In Attendance:**

Anne Alftine (JCC); Susan Arbor (MAP); Joell Archibald (OHA); Rosey Ball (OHA); Chris Barber (OHA), Sarah Bartelmann (OHA); Sarah Beaudrault (OHA/Public Health); Maggie Bennington-Davis (Health Share), Cara Biddlecom (PHD); Graham Bouldin (Health Share); Bill Bouska (OHA); Lisa Bui (OHA); Mindi Burdick (WVCH); Jim Calvert (Cascade Health Alliance); Barbara Carey (Health Share); Jody Carson (Acumentra); Tawnya Elmore (OHA); Teresa Everson (OHSU/PSH); Ariel Ferguson (OHA); David Fischer (OHA); Mike Franz (PacificSource); Bennett Garner (FamilyCare); Ruth Galster (UHA); Sara Halvik (Acumentra); Walter Hardin (Tuality); Rosanne Harsen (OHA), Jenna Harms (Yamhill CCO); Maria Hatcliffe (PacificSource); Hank Hickman (OHA); Holly Jo Hodges (WVP/WVCH); Todd Jacobsen (GOBHI); Jennifer Johnstun (Primary Health); Jenny Kaylor (UHA); Charmaine Kinney (Mult. Co./Health Share); Safina Koreishi (Columbia Pacific); Diana Ledbetter (OHA); Lynnea Lindsey-Pengelly (Trillium); Alison Little (PacificSource); Cat Livingston (HERC); Andrew Luther (OHMS); Karen Lutz (OHA); Laura Matola (AllCare); Laura McKeane (AllCare); Kevin McLean (FamilyCare); Ben Messner (WOAH); Jetta Moriniti (Providence); Tracy Muday (WOAH); Melissa Mumey (OHA); Frias Nazer (CareOregon); Jaime Nino (OHA); Chris Norman (MAP); Coleen O'Hare (Trillium), Alonso Oliveros (Columbia Pacific); Ellen Pinney (OHA); Rose Rice (UHA); Nancy Siegel (Acumentra); Debbie Standridge (UHA); Dayna Steringer (WOAH/Advantage Dental); Anna Stern (WVCH); Ron Stock (OHA); Steve Stolzoff (GOBHI); Priscilla Swanson (Acumentra); Jed Taucher (AllCare); Denise Taray (OHA); Jennifer Valentine (OHA); and Rosemary Zanke (CareOregon)

**By phone:**

Christine Seals (UHA); Pam Martin (OHA); Kristie DePriest (UHA); Rebecca Ross ((UHA); Ellen Altman (IHN/CCO); Lyle Jackson (Mid-Rogue); Corinne Thayer (ODS Dental); Stuart Bradley (WVCH); Tiffany Dorsey (Kaiser)

**Medical Directors Section**

Chair: Tracy Muday

**9:00-11:00**

**TOPIC ITEMS –  
UPDATES**

**PRESENTATIONS / DISCUSSIONS**

**ACTION,  
CONTACTS,  
HANDOUTS, LINKS**

**Introductions &  
Announcements:**

- Introductions were made in the room, and with those on the phone.
- QHOC will not meet in December.

**Materials:**

- Agenda
- July Meeting Notes
- OHA/PHD Update
- Meeting Packet
- Save the Date Engaging Beneficiaries

**Old Business:  
QHOC Charter,  
Operationalization  
of HERC Policies-  
Lisa Bui**

**Charter:**

- No feedback or changes discussed. Charter adopted.

**HERC Policies:**

- Recognized the need for HERC-HSD to meet to discuss the operationalization of HERC policies. Group has met once and developing team charter and workplan.

**Materials:**

- QHOC Charter

**Health Systems  
Updates**

**Kim Wentz:**

- Language access- goal is to bring in to Federal compliance;
- OHA/OEI training: Translation and Interpreting Services Requirements for Clients with Limited English Proficiency- Friday August 14, 2015 1-2:30 and Thursday September 10, 2015 1-2:30;

**Action item:**

- Distribute flyer electronically on trainings in Portland

<p><b>Statewide PIP- Acumentra</b></p>	<p><b>Opioid Management:</b> Discussed-</p> <ul style="list-style-type: none"> <li>▪ Who is the target population for this PIP?- entire population recommended;</li> <li>▪ Discussion on metrics and which ones to use. Do we measure all three? 1) Percentage of patients on opioid doses &gt;120mg Morphine Equivalent Dosage (MED) per day, 2) Proportion of patients with overlapping prescriptions for an outpatient opioid and a benzodiazepine, 3) Percentage of adolescents and adults, previously naïve to opioid pain reliever (OPR) utilization, who became chronic users of opioid pain relievers. A straw poll was taken with Metric #1 the favored metric to use. There was a tie between 2 and 3;</li> <li>▪ Minnesota Metric- population based study;</li> <li>▪ Discussed definition and agreement;</li> <li>▪ More research on reporting possibilities;</li> </ul>	<p><b>Materials:</b></p> <ul style="list-style-type: none"> <li>▪ Opioid Management Statewide PIP- Clarifying Questions</li> <li>▪ Proposed measure draft specifications</li> </ul> <p><b>Action item:</b></p> <ul style="list-style-type: none"> <li>▪ Acumentra to develop and send survey monkey for CCO vote for one metric selection</li> </ul>
<p><b>HSD Update - (continued)</b></p>	<p><b>Chris Norman:</b></p> <ul style="list-style-type: none"> <li>▪ Adjusting to new name of Health Systems Division;</li> <li>▪ Recruiting for a Chief Health Officer for HSD;</li> <li>▪ In the reorganization new managers have been named, but not all;</li> <li>▪ There have been changes in time and frequency of other CCO related workgroups;</li> <li>▪ ICD-10 in testing and working on Social Security numbers.</li> </ul>	<p><b>Action Item:</b></p> <ul style="list-style-type: none"> <li>▪ Send CCOs an updated Org chart.</li> </ul>
<p><b>HERC Update- Cat Livingston</b></p>	<ul style="list-style-type: none"> <li>▪ HERC is looking for a CCO medical director to volunteer their time and expertise for the EbGS committee. Contact Cat if</li> </ul>	<p><b>Materials:</b></p> <ul style="list-style-type: none"> <li>▪ HERC and VbBS Agendas for 8/13/2015 meetings</li> <li>▪ CG: Out-of-hospital birth</li> </ul>

	<p>interested;</p> <ul style="list-style-type: none"> <li>▪ Discussed agenda items for the August 13, 2015 HERC meeting;</li> <li>▪ Changed the Coverage Guidance process by defining questions ahead of time;</li> <li>▪ Treatment of ADHD for children;</li> <li>▪ Bio-marker test;</li> <li>▪ Hypnotherapy;</li> <li>▪ Stents;</li> <li>▪ Gender Dysphoria- guideline modifications, procedures, age limitations. Discussed surgical codes and some language changes. Comments are welcome but responses must be in by Thursday. OHSU is hiring a surgeon that can perform reassignment surgery;</li> </ul>	<ul style="list-style-type: none"> <li>▪ Treatment of ADHD in Children</li> <li>▪ Coronary Artery Calcium Scoring</li> <li>▪ Carotid Endarterectomy</li> <li>▪ Coronary CT Angiography</li> <li>▪ Cervical Cancer Screening</li> <li>▪ CBG Monitoring</li> <li>▪ Diagnosis of Sleep Apnea in Adults</li> <li>▪ Induction of Labor</li> <li>▪ Breast MRI after Diagnosis of Breast Cancer</li> <li>▪ Neuroimaging for Headache</li> <li>▪ PET CT for Breast Cancer Staging &amp; Surveillance</li> <li>▪ Recurrent Acute Otitis Media</li> <li>▪ Self-Monitoring of Blood Glucose</li> <li>▪ Vertebroplasty, Kyphoplasty, &amp; Sacroplasty</li> <li>▪ Gender Dysphoria Medication Prescribing Issues</li> <li>▪ Age Limitations for Gender Dysphoria Treatments</li> <li>▪ Gender Dysphoria Mental Health Provider Amendments</li> <li>▪ Surgical Therapy for Gender Dysphoria</li> </ul>
<p><b>P&amp;T Update- Roger Citron</b></p>	<p>Topics from July 30, 2015 Oregon Drug Use Review/P&amp;T Committee were:</p> <ul style="list-style-type: none"> <li>▪ DUR activities;</li> <li>▪ DUR –Old/New business;</li> <li>▪ Preferred Drug List</li> </ul>	<p><b>Action Item:</b></p> <ul style="list-style-type: none"> <li>▪ Send the group the link for the Oregon Drug Use Review/P&amp;T Committee July 30, 2015</li> </ul>
<p><b>Items From the Floor</b></p>	<ul style="list-style-type: none"> <li>▪ Dr. Muday requested an update of Health Systems staffing with regular updates going forward;</li> </ul>	

	<ul style="list-style-type: none"> <li>▪ Future discussion on the intent of the reorganization requested with Rhonda Busek and Karen Wheeler</li> </ul>	
	<b>Learning Collaborative: Provider Vitality- John Christensen</b>	<b>11:00-12:30</b>
	<ul style="list-style-type: none"> <li>▪ Burnout;</li> <li>▪ Continuum of Professional Health;</li> <li>▪ Reciprocity between professional and organizational health;</li> <li>▪ Landscape of clinician well-being;</li> <li>▪ Physician morale;</li> <li>▪ Doctors' attitudes about their profession;</li> <li>▪ U.S. physician burnout relative to U.S. population in 2012;</li> <li>▪ U.S. physician burnout relative to U.S. population;</li> <li>▪ RAND study 2013;</li> <li>▪ The positive path ahead;</li> <li>▪ Convergence of positive trends;</li> <li>▪ Positive psychology;</li> <li>▪ Evidence on happiness;</li> <li>▪ Positive Organizational Scholarship;</li> <li>▪ A deviance continuum;</li> <li>▪ High functioning organizational cultures;</li> <li>▪ From Triple to Quadruple Aim;</li> <li>▪ Group Health experience;</li> <li>▪ Menu of organizational initiatives;</li> <li>▪ Implications of health professional well-being for organizations;</li> <li>▪ Strengthening clinician vitality;</li> </ul>	<p><b>Materials:</b></p> <ul style="list-style-type: none"> <li>▪ Personal and Organizational Well-Being (hand-out &amp; pwp)</li> <li>▪ Mid-Career Burnout in Generalist and Specialist Physicians</li> <li>▪ Meeting the Imperative to Improve Physician Well-being: Assessment of an Innovative Program</li> <li>▪ Health Professional Well-Being Reflection Questions</li> <li>▪ Development of Health Professional Well-Being Programs in Oregon</li> <li>▪ Evaluation</li> </ul>

	QPI Segment of QHOC	1:00-3:00
<p><b>Welcome/ QPI Updates-</b> Chris Barber &amp; Lisa Bui</p>	<p><b>Chris Barber:</b></p> <ul style="list-style-type: none"> <li>▪ Chris was honored and recognized for her service to the state and to the CCOs.</li> </ul> <p><b>Lisa Bui:</b></p> <ul style="list-style-type: none"> <li>▪ Justin Hopkins will now be managing Quality Assurance. He provided a little background information on himself;</li> <li>▪ Asked for introductions around the room and over the phone;</li> <li>▪ PIP Quarterly reports have been sent and received. Review and feedback hopeful for by Labor Day;</li> </ul>	
<p><b>Statewide PIP: Draft Measure Specifications- Acumentra</b></p>	<p>There was a question on which measures to use- All three or just one or any other combination.</p> <p>There was a list of clarifying questions that this group needed to address. Attendees assembled into smaller groups to discuss those questions. In addressing the question on how, what, and who to measure, the groups shared their responses:</p> <ul style="list-style-type: none"> <li>▪ Group 1- Metric #2 is a good driver and metric #3 will take longer and will be harder to capture data;</li> <li>▪ Group 2- Unanimously agreed on metric #3 to be used;</li> <li>▪ Group 3- Metric #2 was the favored one. This group felt that over the month this would be the best.</li> </ul>	<p><b>Materials:</b></p> <ul style="list-style-type: none"> <li>▪ Opioid Management Statewide PIP- Clarifying Questions</li> <li>▪ #1: Percentage of patients on opioid doses &gt; 120mg Morphine Equivalent Dosage (MED) per day,</li> <li>▪ #2: Proportion of patients with overlapping prescriptions for an outpatient opioid and a benzodiazepine,</li> <li>▪ #3: Percentage of adolescents and adults, previously naïve to opioid pain reliever (OPR) utilization, who became chronic users of opioid pain relievers;</li> </ul>

**Hearing Process-  
Tressa Perlicek &  
Hearings Team**

The Hearings Team joined this meeting to answer a list of questions that the CCOs had in regard to the Hearing process. One by one, the questions were answered by various members of the team. There were 11 questions in all that were answered.

Tressa provided her contact information:  
[tressa.i.perlicek@state.or.us](mailto:tressa.i.perlicek@state.or.us)

503-917-5028

**Hand-out(s):**

- DMAP questions for appeals and hearings
- DMAP General Rules
- 183.415 Notice of right to hearing
- 410-120-1280- Billing
- 410-120-1860- Contested Case hearing Procedures
- 410-141-3262- Requirements for CCO Appeal
- 410-141-3264- Contested Case Hearings
- 431.154
- Oregon.gov page where you find rulebooks
- Contested Case Proceedings
- Appeal and hearings flow chart
- OHP Client Agreement to Pay for Health Services