# 2020 CCO Transformation and Quality Strategy

January 8, 2020

Presented by:
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# **Agenda**

1. Review TQS purpose, principles, key functions, deliverables, and 2019 global feedback

2. Overview of TQS going forward in 2020

3. Overview of complementary reporting deliverables

4. Q&A

# Why we do this work…

# Purpose of the TQS

To support safe and high-quality care for all CCO members by ensuring the Transformation and Quality Strategy (TQS) adequately covers federal requirements, pushes health transformation forward, and continues the path toward the Triple Aim (better care, better health, lower cost).

**NOTE:** The Oregon Health Authority recognizes that the programs and projects included in each CCO's TQS are a **showcase of current CCO work** addressing TQS components that aim to make significant movement in health system transformation. Additionally, OHA recognizes that the work highlighted in the TQS is **not a comprehensive catalogue or full representation** of the CCO's body of work addressing each component. CCOs are understood to be continuing other work that ensures the CCO is meeting all OARs, CFRs, and CCO contract requirements.
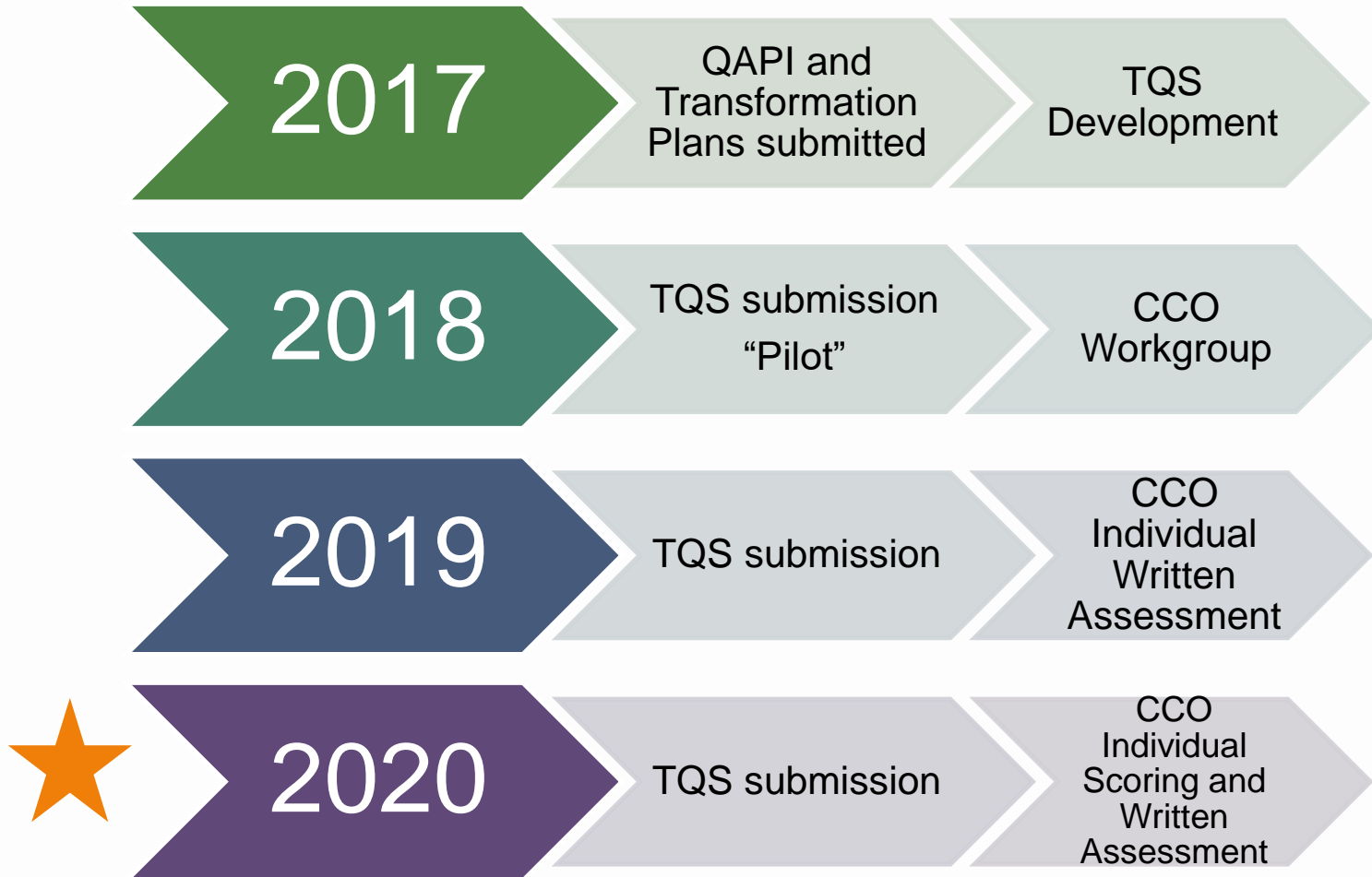
# Foundational principles

TQS is a means for CCOs to report health transformation and quality work. The work is determined, developed and implemented by the CCOs with the direction from their community advisory council(s), community and CCO leadership.

**The TQS addresses three key principles:**

1. Meets CFR, OAR, 1115 waiver and CCO contractual requirements

2. Pushes health transformation through alignment with quality and innovation

3. Decreases administrative burden

   – Supports OHA's use of information to monitor CCOs' progress to benchmarks.

   – Incorporates narrative style and specific/measurement methods.

   – Combines two annual deliverables from prior years (2012-2017).

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# Key functions:

| 2017 | QAPI and Transformation Plans submitted | TQS Development |
|------|------------------------------------------|-----------------|
| 2018 | TQS submission "Pilot" | CCO Workgroup |
| 2019 | TQS submission | CCO Individual Written Assessment |
| ★ 2020 | TQS submission | CCO Individual Scoring and Written Assessment |

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# Deliverables

## Annually CCOs submit:

- Annual TQS
  - Due Date: March 16
  - Reporting period: January– December

- TQS Progress Report
  - Due Date: September 30
  - Reporting period: progress for January–June

## Annually OHA:

- Posts TQS to OHA Transformation Center Website

- Benefits include:
  - Peer learning to see how other CCOs described their work
  - Transparency with clinics and community partners to better align work

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# 2019 TQS submission global feedback

GENERAL REMINDERS

- Background should include a prior year assessment of the component that provides a clear rationale for the project

- For continuing projects, prior year assessment should identify progress, areas for improvement and rationale for continuing.

  - If no progress was made, describe why and the reason the project is continuing or taking a new direction

- Contractual obligations alone are not sufficient project rationale

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# 2019 TQS submission global feedback

STRENGTHS

- Overall improved alignment of projects with component definitions in the guidance document.

- Improved use of SMART objectives, but still room for improvement

OPPORTUNITIES

- Provide clearer connection between monitoring activities and the overall project goals in project description

- Activities that only monitor data or outcomes are not sufficient and projects must show how they aim to improve or transform

- Process measures are acceptable targets and benchmarks, but as projects mature, should move towards more outcome measures

# GOING FORWARD

# 2020 components

| | | | |
|---|---|---|---|
| **1** | Access: Quality and Adequacy of Services | **9** | Oral Health Integration |
| **2** | Access: Cultural Considerations | **10** | Patient-Centered Primary Care Home (PCPCH) |
| **3** | Access: Timely | **11** | Severe and Persistent Mental Illness (SPMI) |
| **4** | Behavioral Health Integration | **12** | Social Determinants of Health & Equity |
| **5** | CLAS Standards | **13** | Special Health Care Needs (SHCN) |
| **6** | Grievance and Appeal System | **14** | Utilization Review |
| **7** | Health Equity: Data | | |
| **8** | Health Equity: Cultural Responsiveness | | |

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# 2020 TQS template

## Section 2: Transformation and Quality Program Details

**(Complete Section 2 by repeating parts A through E until <u>all</u> TQS components have been addressed)**

A. **Project or program short title**: <u>Add text here</u>

Continued or slightly modified from prior TQS?    ☐Yes   ☐No, this is a new project or program

B. **Components addressed**
   i.     Component 1: <u>Choose an item.</u>
   ii.    Component 2 (if applicable): <u>Choose an item.</u>
   iii.   Component 3 (if applicable): <u>Choose an item.</u>
   iv.    Does this include aspects of health information technology?   ☐ Yes ☐ No
   v.     If this component addresses social determinants of health & equity, which domain(s) does it address?
          ☐ Economic stability                         ☐ Education
          ☐ Neighborhood and build environment        ☐ Social and community health

C. **Background and rationale/justification:**

Add text here

D. **Project or program brief narrative description:**

Add text here

E. **Activities and monitoring for performance improvement:**

**Activity 1 description** (continue repeating until all activities included): Add text here

☐ Short term or ☐ Long term

**Monitoring activity 1 for improvement**: Add text here

| Baseline or current state | Target/future state | Target met by (MM/YYYY) | Benchmark/future state | Benchmark met by (MM/YYYY) |
|---|---|---|---|---|
| | | | | |

# 2020 TQS support

Annually OHA Transformation Center provides:

– Webinar series to support learnings from submission and guidance on TQS updates

– Monthly office hours

  • Open to those who just want to call in
  • Quality improvement, quality assurance, transformation leads

Supporting resources provided annually

– Guidance document for template completion

  • Data dictionary

– FAQ

– TQS example strategies

– Health equity lens guidance document

# 2020 TQS assessment and scoring

- **Projects/programs will receive a score of 0-3 for <u>each</u> component a project/program addresses.**
  - If multiple projects address the same component, scores will be averaged for a final component score.

- The criteria for the 0-3 score is based on:
  - **Relevance:** The project/program addresses the applicable component definitions in the guidance document.
  - **Detail:** The background/rationale and project/program are clearly described, as outlined in the guidance document.
  - **Feasibility:** The activities, monitoring activities and targets/benchmarks describe a plan or process that is likely to achieve the stated objectives.

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# 2020 TQS assessment and scoring

- Projects/programs receive a score of **0** if it does **<u>not</u>** address the component as defined in the guidance document.

- Projects/programs receive a score of **1-3** as follows:
  - ✓ **3:** Fully relevant, fully detailed, and feasible.
  - ✓ **2:** Somewhat relevant, somewhat to very limited detail and feasibility.
  - ✓ **1:** Very limited relevance, very limited to not detailed or feasible.

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# 2020 TQS assessment and scoring

- Projects/programs receive a score of **0** if it does **not** address the component as defined in the guidance document.

- Projects/programs receive a score of **1-3** as follows:
  - ✓ **3:** Fully relevant, fully detailed, and feasible.
    - **Project/program fully addresses (relevance) the component definition.**
    - **No additional details or clarity are needed in description, rationale and activities. There is a detailed prior year assessment of the component area and sufficient justification for the project/program selected.**
    - **Activities, targets and benchmarks are mostly to fully feasible as described, even if there is room for improvement, and SMART objectives are utilized.**
  - ✓ **2:** Somewhat relevant, somewhat to very limited detail and feasibility.
  - ✓ **1:** Very limited relevance, very limited to not detailed or feasible.
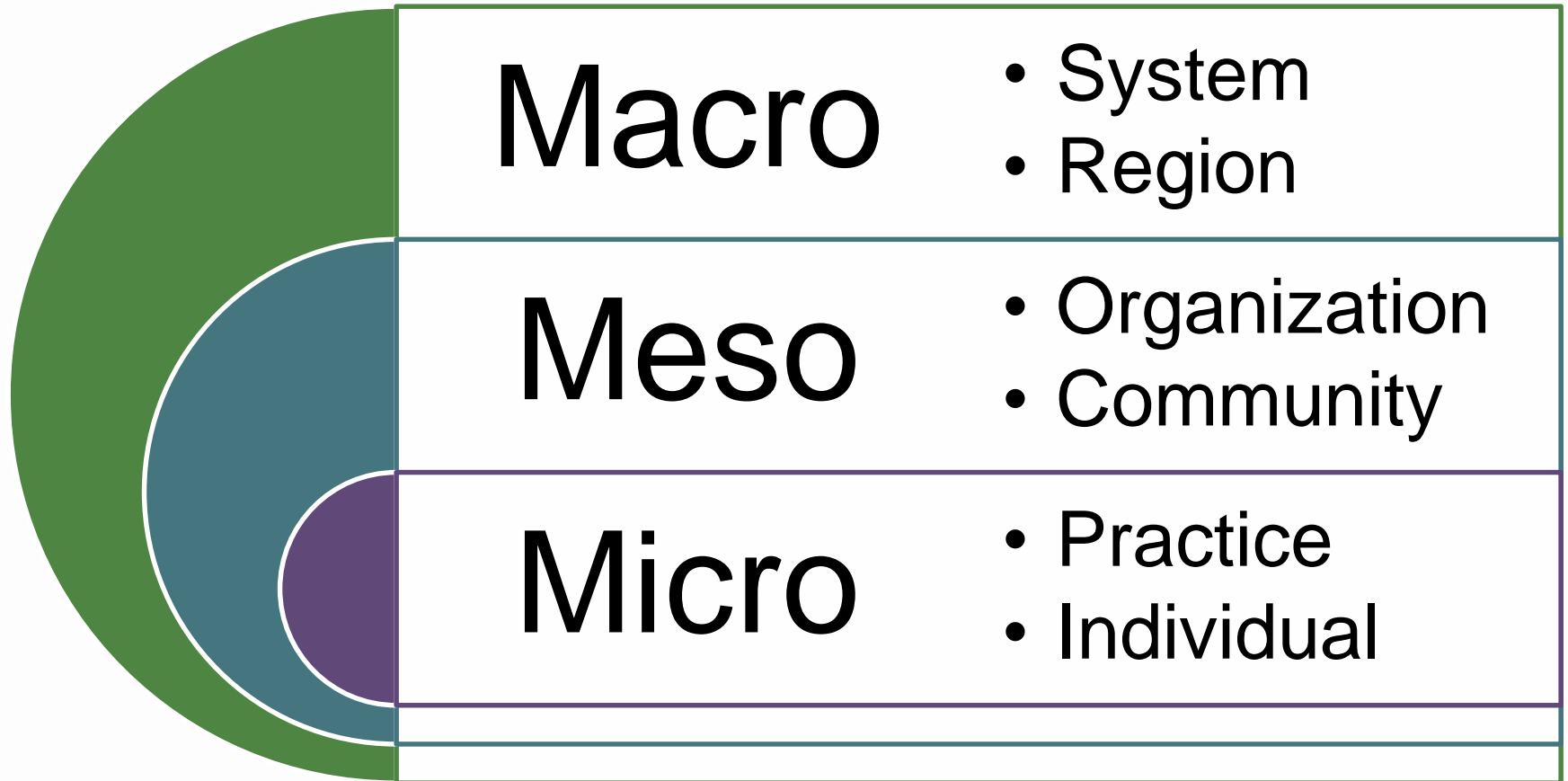
# 2020 TQS assessment and scoring

- Projects/programs receive a score of **0** if it does **not** address the component as defined in the guidance document.

- Projects/programs receive a score of **1-3** as follows:
  - ✓ **3:** Fully relevant, fully detailed, and feasible.
  - ✓ **2:** Somewhat relevant, somewhat to very limited detail and feasibility.
    - **Project/program somewhat addresses (relevance) the component definition.**
    - **Minor clarifying details needed for the description, rationale, activities, targets and/or benchmarks. There is a somewhat detailed prior year assessment of the component area and some justification for the project/program selected.**
    - **Activities, targets and benchmarks are somewhat feasible as described, and SMART objectives are somewhat utilized.**
  - ✓ **1:** Very limited relevance, very limited to not detailed or feasible.

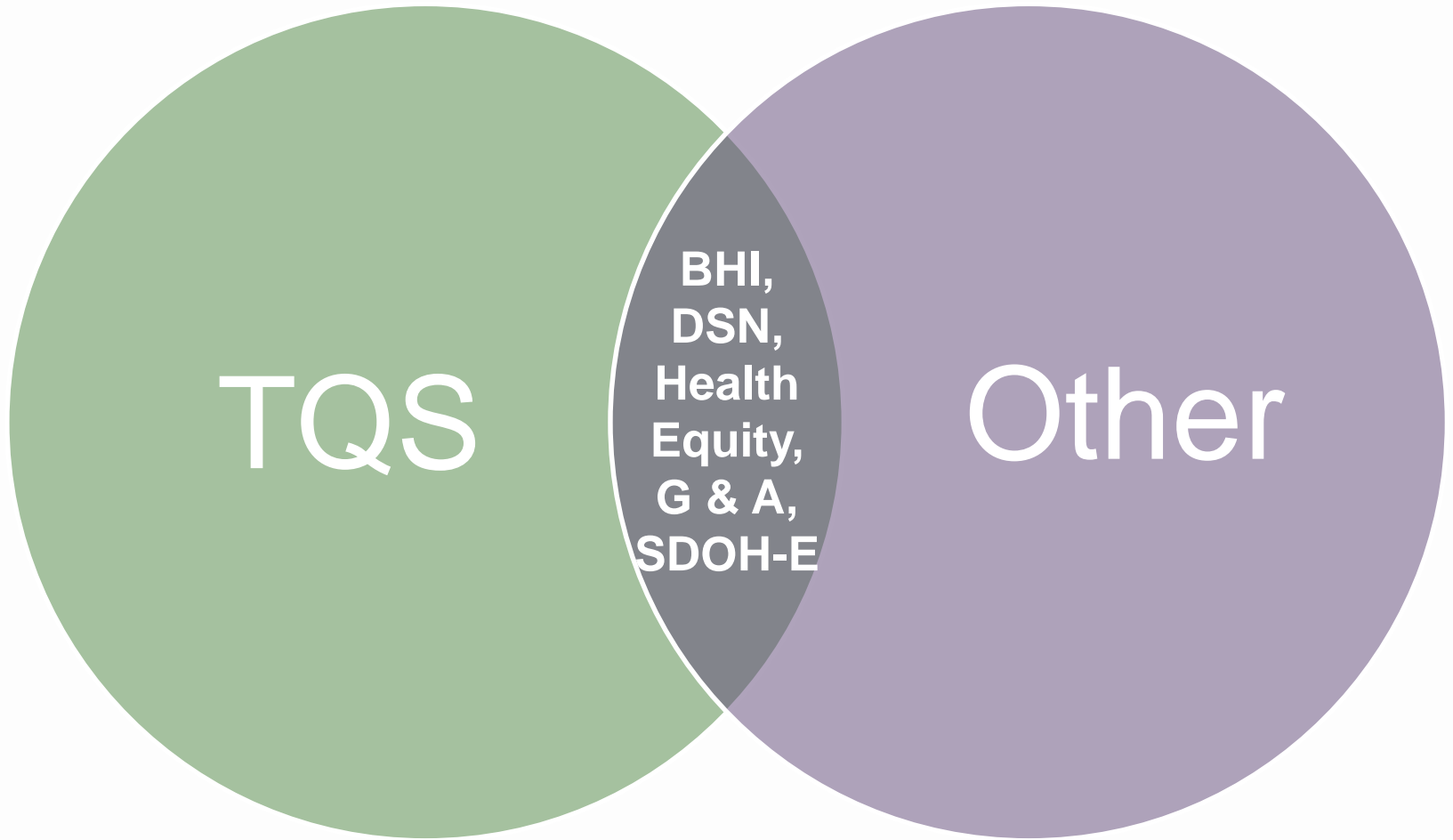# 2020 TQS assessment and scoring

- Projects/programs receive a score of **0** if it does **<u>not</u>** address the component as defined in the guidance document.

- Projects/programs receive a score of **1-3** as follows:
  - ✓ **3:** Fully relevant, fully detailed, and feasible.
  - ✓ **2:** Somewhat relevant, somewhat to very limited detail and feasibility.
  - ✓ **1:** Very limited relevance, very limited to not detailed or feasible.
    - **Project/program is very limited in how it addresses (relevance) the component definition.**
    - **Major clarifying details needed for the description, rationale, activities, targets and/or benchmarks. The prior year assessment of the component area is very limited in detail and includes insufficient justification for the project/program selected.**
    - **Activities, targets and benchmarks have very limited feasibility as described, and SMART objectives are not utilized.**

# COMPLEMENTARY REPORTING DELIVERABLES

# 2020 complementary reports

| | |
|---|---|
| **Macro** | • System<br>• Region |
| **Meso** | • Organization<br>• Community |
| **Micro** | • Practice<br>• Individual |

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# 2020 complementary reports



TQS

BHI, DSN, Health Equity, G & A, SDOH-E

Other

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- Please type your questions and comments into the "Questions" box on your GoToWebinar control panel.
- We will update our Frequently Asked Questions after each webinar in this series.

# For more information:

- **OHA TQS Leads:**
  - Lisa Bui, Health Policy & Analytics Division: Lisa.T.Bui@dhsoha.state.or.us
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  - Tawnya Elmore, Health Systems Division: Tawnya.Elmore@dhsoha.state.or.us

- All TQS resources, including the templates, guidance document, examples and technical assistance schedule are available on the **Transformation Center website**: https://www.oregon.gov/oha/HPA/dsi-tc/Pages/Transformation-Quality-Strategy-Tech-Assist.aspx

- The templates and guidance document are also cross-posted on the **CCO Contract Forms page**: www.oregon.gov/oha/HSD/OHP/Pages/CCO-Contract-Forms.aspx