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# 2019 CCO Transformation and Quality Strategy

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Presented by:

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# Webinar Agenda

1. Review TQS overview, principles, and deliverables
2. Review updated TQS Guidance document
3. Walkthrough updated TQS template
4. Q&A

# Why we do this work...



# TQS 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 the CACs, community, and CCO leadership. OHA's role is monitoring, spreading best practices and providing technical assistance for implementation with community and state subject matter experts.*

The Oregon Health Authority recognizes that the programs and projects included in the CCO Transformation and Quality Strategy submissions 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.

## **The template 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. Decrease 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.

# Deliverables schedule

- TQS due annually on March 16 (effective January–December) or closest business day.
- TQS progress report due on September 30 (progress for January–June) or closest business day.

# Components and subcomponents

## 1. Access

- Access: Availability of Services
- Access: Cultural Considerations
- Access: Quality and Appropriateness of Care Furnished to all Members
- Access: Second Opinions
- Access: Timely

## 2. CLAS Standards and Provider Network

## 3. Grievances and Appeals System

## 4. Health Equity and Data

- Data
- Cultural Competence

## 5. Health Information Technology

- Health Information Exchange
- Analytics
- Patient Engagement

## 6. Integration of Care

## 7. Patient-Centered Primary Care Home

## 8. Severe and Persistent Mental Illness

## 9. Social Determinants of Health

## 10. Special Health Care Needs

## 11. Utilization Review

## 12. Value-based Payment Models

# 2019 TQS TA and Documents

- All technical assistance and guidance documents are on the OHA Transformation Center website: [www.oregon.gov/oha/HPA/dsi-tc/Pages/Transformation-Quality-Strategy-Tech-Assist.aspx](http://www.oregon.gov/oha/HPA/dsi-tc/Pages/Transformation-Quality-Strategy-Tech-Assist.aspx)
  - Template
  - Guidance document
  - Health Equity Lens Guidance document
  - FAQ
  - Sample TQS
  - Webinar recordings

# 2019 TQS Guidance Document



## Guidance Document for TQS Template

### PURPOSE

This document provides instructions and definitions to coordinated care organizations (CCOs) for completing the Oregon Health Authority (OHA) Transformation and Quality Strategy (TQS) template. Per CCO contract, CCOs will continue to move health transformation forward to meet the triple aim of better health, better care and lower costs. The TQS template was developed to support (1) sharing of CCOs' best practices; (2) health transformation through innovation and quality methods; and (3) state monitoring of CCOs' progress. Where applicable, integrating the work of health transformation with the federally required quality elements will allow CCOs to adopt synergistic activities. This synergy will lead to a reduction in duplicative activities, alignment of CCO priorities, and enhanced innovation supported by targeted activities.

### TIMELINE

CCOs will submit a Transformation and Quality Strategy (TQS) annually, with a progress report due six months later. OHA will provide feedback to each CCO after submitting their TQS progress report. The OHA feedback will help inform CCOs as they update the TQS for the following year, based on progress to date and lessons learned. The following table provides TQS dates for 2019. The TQS is submitted to [CCO.MCOTDeliverableReports@state.or.us](mailto:CCO.MCOTDeliverableReports@state.or.us).

Deliverable	Due Date
2019 TQS	March 15, 2019
2019 TQS Progress Report	September 30, 2019

### INSTRUCTIONS





# 2019 TQS Template

**OHA Transformation and Quality Strategy (TQS) CCO:** [Click here to enter text.](#)

## Section 1: Transformation and Quality Program Information

### A. CCO governance and program structure for quality and transformation:

- i. Describe your CCO's quality program structure, including your grievance and appeal system and utilization management review:  
Add text here.
- ii. Describe your CCO's organizational structure for developing and managing its quality and transformation activities (please include a description of the connection between the CCO board and CAC structure):  
Add text here.
- iii. Describe how your CCO uses its community health improvement plan as part of its strategic planning process for transformation and quality:  
Add text here.
- iv. Describe how your CCO is working with community partners (for example, health systems, clinics, community-based organizations, local public health, community mental health programs, local government, tribes, early learning hubs) to advance the TQS:  
Add text here.

### B. Review and approval of TQS

- i. Describe your CCO's TQS development process, including review, development and adaptation, and schedule:  
Add text here.

### C. OPTIONAL

- i. Describe any additional CCO characteristics (for example, geographic area, membership numbers, overall CCO strategy) that are relevant to explaining the context of your TQS:  
Add text here.

## Q&A

- 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:

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- All TQS resources, including the templates, guidance document, examples and technical assistance schedule are available on the **Transformation Center website**: [www.oregon.gov/oha/HPA/dsi-tc/Pages/Transformation-Quality-Strategy.aspx](http://www.oregon.gov/oha/HPA/dsi-tc/Pages/Transformation-Quality-Strategy.aspx)
- CCOs' 2018 TQS submissions and progress reports are also posted on the Transformation Center website.