

The purpose of this form is to document progress toward benchmarks and targets at the midway point of the year for each of the TQS components submitted within the CCO's annual TQS. It is important to track and document progress, not only to determine success in specific transformation and quality efforts, but also to provide each CCO and OHA with information by which to assess the advancement of health system transformation.

### Instructions:

1. **CCO TQS Progress Report is due September 30, 2018, to [MCO.CCodeliverables@state.or.us](mailto:MCO.CCodeliverables@state.or.us).**
2. Progress report activities should reflect work that happened between Jan 1 – June 30.
3. All of Parts A, B, C and D, except for fields highlighted in green, will be pre-populated by OHA from your CCO's most recent TQS submission.
4. All sections highlighted in green require updated information.
5. In Part D, check "no" in the update field if there are no significant updates to the planned activity. If no significant updates, skip the *progress narrative* and *progress optional* data portions of section D; only complete the *challenges* and *strategies to overcome challenges* portion of section D.
6. If your planned activities, targets, or benchmark have changed from your initial TQS submission, clearly note the change with a parenthetical note. For example, write (change in activity), (change in target) or (change in how activity will be monitored).
7. Do not insert Sections 1 or 3 from your original TQS submission.

A. **Project or program short title:** [Table 1A](#)

B. **Primary component addressed:** [Access](#)

- i. Secondary component addressed: Grievance and appeal system
- ii. Additional component(s) addressed: Add text here

C. **Primary subcomponent addressed:** [Access: Availability of services](#)

- i. Additional subcomponent(s) addressed: Access: Timely

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

**Activity 1 description:** Measure time to first appointment for primary care, mental health and dental services. Review Grievances and Appeals data for trends in grievances submitted related to access. Revamp MH Access tracking

Short term or  Long term

Update? Yes  No

### Activity 1 progress (narrative):

(Change in activity) Specific to analyzing data related to time to first appointment, with the transition of 100,000+ members in February, Health Share is undertaking a thorough analysis of members who were part of the transition and the capacity of the network to absorb that membership. While our intent was to utilize time to first appointment for this analysis it proves difficult because time to first appointment often assumes that members were new to care and therefore it evaluates the ability of a member to seek care as they engage with their health benefits. With this transition, however, many members were engaged in care already and Health Share honored existing services and prior authorizations for a period of 3 or 6 months (for physical health and behavioral health respectively). As such, time to first appointment proved less desirable than a more sophisticated statistical analysis to see if engagement patterns were as predicted given historical utilization across multiple population strata. A full set of claims and a significant period of continuous enrollment were needed to begin. With receipt of August claims the analysis is underway.

### Activity 1 progress (optional data, run charts, etc.):

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
Quarterly review of data	TBD	Methodology vetted and tested for transition analysis, to be completed in Q3 2018	No decrease in engagement for high risk/high touch members following CCO transition	12/2018	Key areas of insufficient access agreed-upon, response formulated with partners	1/2019
Quarterly review of Grievance and Appeal data	39% of total grievances submitted in 2017 related to access	Access grievance per 1000 for the data over time demonstrating a small reduction in grievances. Not significant at this time.	No change in proportion of grievances submitted related to access	Q2, Q3, Q4 2018	No change in proportion of grievances submitted related to access	1/2019
MH Access Monitoring	No clinic level reporting, monthly reports with length until report; reporting inconsistent re: quality	Prototype report developed and, piloted. Will be implemented with case-rate MH providers in Q3, expanded to other providers TBD	Monthly reporting at clinic level, results reflected on member facing webpage to reflect access timelines	12/2019	Reporting reflected on webpage. Expansion to SUD and non-case rate providers. Mechanism for nimble response to access challenges	12/2019

**Challenges in progressing toward target or benchmark:** For MH Access reporting, pilot phase requires strong provider alignment and accurate reporting, technology to reflect results transparently. Transition of membership earlier in year initially slowed much of the work under these areas.

**Strategies to overcome challenges:** Regular conversations with BH partners to check in about new access reporting methodology.

A. **Project or program short title:** [Table 1B](#)

B. **Primary component addressed:** [Access](#)

- i. Secondary component addressed: Health equity
- ii. Additional component(s) addressed: Add text here

C. **Primary subcomponent addressed:** [Access: Cultural considerations](#)

- i. Additional subcomponent(s) addressed: Health Equity: Cultural Competence

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

**Activity 1 description:** Increase community infrastructure to support effective utilization of CHWs in the community.

Short term or  Long term

Update? Yes  No

**Activity 1 progress (narrative):**

**Activity 1 progress (optional data, run charts, etc.):** Add text here

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
Quarterly reports from ORCHWA on number of contracts implemented	Warriors of Wellness (WOW) CHW program works with 6 CBOs in Multnomah County. There is no consistent or coordinated HIT system to collect CHW activities. Health Share is the sole funder of the ORCHWA infrastructure investment.	WoW now serves Washington, Clackamas, and Multnomah counties. HIT system discovery phase underway. Additional funding sources secured by ORCHWA.	Expand WOW program into one additional county, identify key requirements for HIT system, and secure at least one additional multiyear funding source.	12/2018	Expand WOW program into Washington and Clackamas Counties, develop a health information tracking system to track CHW activities and outcomes, and secure additional funding sources to sustain this work.	12/2019

**Challenges in progressing toward target or benchmark:** Discovery phase of identifying HIT system has taken longer than planned which has pushed back identification, building and customization of a HIT.

**Strategies to overcome challenges:** Continue to explore HIT options to identify a solution that meets most needs and is affordable.

**Activity 2 description:** Support culturally specific trainings for peers working with Latino communities and working with individuals with severe and persistent mental illness.

Short term or  Long term

Update? Yes  No

**Activity 2 progress (narrative):** Add text here

**Activity 2 progress (optional data, run charts, etc.):** Add text here

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
Quarterly reports from staff on progress toward	No contract for trainer exists, working with stakeholders to assess options	Minimal progress to date.	Contract secured with identified best resource to provide	12/2018	At least two culturally specific peer trainings will be conducted by	12/2019

contracting with a trainer and scheduling trainings	for trainers.		trainings.		selected trainer.	
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**Challenges in progressing toward target or benchmark:** Lack of staff resources, including vacant position which resulted in shifting work among staff.

**Strategies to overcome challenges:** Staff vacancy will be filled in October, freeing up other staff to pursue this project

**Activity 3 description:** Make an investment to support capacity of doulas of color to serve Health Share members.

Short term or  Long term

Update? Yes  No

**Activity 3 progress (narrative):**

**Activity 3 progress (optional data, run charts, etc.):** Add text here

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
Quarterly reports on progress of contract negotiations and development of training curriculum	Negotiating contract with BirthingWay	Contract in review and signature process.	Have a contract in place with BirthingWay to develop doula of color workforce	12/2018	Curriculum on how to start a sustainable doula practice completed and trainings implemented	12/2019

**Challenges in progressing toward target or benchmark:** Contracting process and identification of appropriate organization(s) and consultants to create culturally responsive and relevant curriculum longer than anticipated.

**Strategies to overcome challenges:** We anticipate moving forward in contractual relationship with Birthingway and sub-contractors.

A. **Project or program short title:** [Table 1C](#)

B. **Primary component addressed:** [Access](#)

- i. Secondary component addressed: Utilization review
- ii. Additional component(s) addressed: Add text here

C. **Primary subcomponent addressed:** [Access: Quality and appropriateness of care furnished to all members](#)

- i. Additional subcomponent(s) addressed: Add text here

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

**Activity 1 description:** Health Share is in the process of launching a behavior change communications campaign targeting families with children under age two to encourage them to get or keep their children up-to-date on immunizations.

Short term or  Long term

Update? Yes  No

**Activity 1 progress (narrative):**

**Activity 1 progress (optional data, run charts, etc.):**

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
Performance on the Childhood Immunizations quality metric in 2018	72.7%	Current status of metric performance = 72.8%	(change in target) 71.2%	12/2018	79.1%	12/2020

**Challenges in progressing toward target or benchmark:** None experienced

**Strategies to overcome challenges:** N/A

A. **Project or program short title:** [Table 1D](#)

B. **Primary component addressed:** [Access](#)

- i. Secondary component addressed: Choose an item.
- ii. Additional component(s) addressed: Add text here

C. **Primary subcomponent addressed:** [Access: Second opinions](#)

- i. Additional subcomponent(s) addressed: Add text here

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

**Activity 1 description:** Develop work plan and dates for reporting at April 2018 Compliance Workgroup meeting

Short term or  Long term

Update? Yes  No

**Activity 1 progress (narrative):**

**Activity 1 progress (optional data, run charts, etc.):**

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
TBD based on work plan	N/A	Minimal progress to date	TBD	Q3 2018	TBD based on work plan	12/2018

**Challenges in progressing toward target or benchmark:** Lack of staff resources. Staff were diverted to respond to and manage increased number of external audits by OHA, CMS and OIG.

**Strategies to overcome challenges:** Not identified at this time.

A. **Project or program short title:** Table 2

B. **Primary component addressed:** CLAS standards and provider network

- i. Secondary component addressed: Health equity
- ii. Additional component(s) addressed: Add text here

C. **Primary subcomponent addressed:** Health Equity: Cultural competence

- i. Additional subcomponent(s) addressed: Add text here

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

**Activity 1 description:** Implement initiatives to advance CLAS within health plans

Short term or  Long term

Update? Yes  No

**Activity 1 progress (narrative):**

**Activity 1 progress (optional data, run charts, etc.):**

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
Review progress at workgroup meetings	Identification of initiatives	Workgroup has met several times, has identified two of three focus areas and is still working on the third as well as selecting one for implementation.	Develop a work plan that identifies at least three focus areas to advance CLAS within the health plans and selects one initiative for implementation	12/2019	Implementation of initiative to advance CLAS within each health plan	12/2020

**Challenges in progressing toward target or benchmark:** None experienced

**Strategies to overcome challenges:** N/A

A. **Project or program short title:** Table 3

B. **Primary component addressed:** Grievance and appeal system

- i. Secondary component addressed: Health equity
- ii. Additional component(s) addressed: Access

C. **Primary subcomponent addressed:** [Access: Cultural considerations](#)  
 i. Additional subcomponent(s) addressed: Health Equity-Cultural Competency

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

**Activity 1 description:** Increase engagement of non-English speaking and racial and ethnic minority members in pursuing their grievance, appeal and hearings rights.

Short term or  Long term

Update? Yes  No

**Activity 1 progress (narrative):**

**Activity 1 progress (optional data, run charts, etc.):**

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
Quarterly review of grievance data, stratified by language, race and ethnicity	TBD based on analysis	Minimal progress to date	TBD based on analysis	Q2, 2018	TBD	12/2019

**Challenges in progressing toward target or benchmark:** Lack of staff resources. Staff were diverted to respond to and manage increased number of external audits by OHA, CMS and OIG.

**Strategies to overcome challenges:** Not identified at this time.

A. **Project or program short title:** [Table 4](#)

B. **Primary component addressed:** Fraud, waste and abuse [Choose an item.](#)  
 i. Secondary component addressed: [Choose an item.](#)  
 ii. Additional component(s) addressed: [Add text here](#)

C. **Primary subcomponent addressed:** [Choose an item.](#)  
 i. Additional subcomponent(s) addressed: [Add text here](#)

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

**Activity 1 description:** Investigation of alleged fraud or abuse reported through the Compliance Hotline or by delegated entities

Short term or  Long term

Update? Yes  No

**Activity 1 progress (narrative):**

**Activity 1 progress (optional data, run charts, etc.):**

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
Quarterly review of allegations of fraud or abuse	100% of alleged instances of fraud or abuse investigated in 2017	100% of reports investigated	100% of alleged instances of fraud or abuse will be investigated within 30 days of receipt in 2018	Q1, Q2, Q3, Q4 2018	100% of alleged instances of fraud or abuse will be investigated within 30 days of receipt in 2018	1/2019

**Challenges in progressing toward target or benchmark:** None experienced

**Strategies to overcome challenges:** N/A

**Activity 2 description:** Staff compliance training

Short term or  Long term

Update? Yes  No

**Activity 2 progress (narrative):**

**Activity 2 progress (optional data, run charts, etc.):**

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
Quarterly review of training logs	100% of staff completed mandatory trainings on time in 2017	All staff hired in Q1 and Q2 2018 have completed mandatory trainings	100% of staff will complete mandatory trainings in 2018	Q1, Q2, Q3, Q4 2018 trainings for new staff	100% of staff will complete mandatory trainings in 2018	12/2018

**Challenges in progressing toward target or benchmark:** None experienced

**Strategies to overcome challenges:** N/A

A. **Project or program short title:** [Table 5A](#)

B. **Primary component addressed:** [Health equity](#)

- i. Secondary component addressed: Choose an item.
- ii. Additional component(s) addressed: Add text here

C. **Primary subcomponent addressed:** [Health Equity: Data](#)

- i. Additional subcomponent(s) addressed: Health Equity: Cultural Competence

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

**Activity 1 description:** Leverage internal data analytics and health equity expertise to create an action plan to make data on health and health care disparities actionable for health plan partners

Short term or  Long term

Update? Yes  No

**Activity 1 progress (narrative):**

**Activity 1 progress (optional data, run charts, etc.):**

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
Quarterly reports on progress of completing action plan	N/A	Conceptual framework developed. Data being pulled to create community level of profiles	Completion of an action plan	12/2018	Data regularly provided to plans to support them in addressing health disparities in assigned member populations	12/2019

**Challenges in progressing toward target or benchmark:** None experienced

**Strategies to overcome challenges:** N/A

A. **Project or program short title:** [Table 5B](#)

B. **Primary component addressed:** [Health equity](#)

- i. Secondary component addressed: CLAS standards and provider network
- ii. Additional component(s) addressed: Add text here

C. **Primary subcomponent addressed:** [Health Equity: Cultural competence](#)

- i. Additional subcomponent(s) addressed: Add text here

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

**Activity 1 description:** Create and implement a yearly equity and inclusion training plan for all staff and an enhanced training series for leadership.

Short term or  Long term

Update? Yes  No

**Activity 1 progress (narrative):**

**Activity 1 progress (optional data, run charts, etc.):**

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
Quarterly review of progress on training plan	Schedule of mandatory quarterly all staff equity and inclusion trainings and optional monthly trainings	Quarterly trainings held	Complete training calendar and enhanced training series	12/2018	Implement equity and inclusion trainings for all staff and measure impact on staff knowledge and intent to implement changes to work approaches. Implement enhanced equity training for leadership and measure sense of self-efficacy in advancing equity.	6/2020

**Challenges in progressing toward target or benchmark:** None experienced

**Strategies to overcome challenges:** N/A

**Activity 2 description:** Provide technical assistance on health equity related topics to stakeholders to support advancement of cultural competency

Short term or  Long term

Update? Yes  No

**Activity 2 progress (narrative):**

**Activity 2 progress (optional data, run charts, etc.):**

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
Quarterly review of technical assistance provided	Technical assistance provided on a requested basis	Discovery sessions conducted. Planning the process for community organizations to request equity related TA.	Develop an engagement process to better assess equity related training needs of stakeholders requesting technical assistance and develop two trainings	12/2018	Create and implement a technical assistance marketing plan promoting services to stakeholders. Fulfill at least four technical assistance requests on equity-related topics.	6/2020

**Challenges in progressing toward target or benchmark:** Staff capacity to develop and provide equity-related technical assistance.

**Strategies to overcome challenges:** Undetermined at this time

**Activity 3 description:** Develop an action plan to advance equity and inclusion practices within Health Share

Short term or  Long term

Update? Yes  No

**Activity 3 progress (narrative):** Add text here

**Activity 3 progress (optional data, run charts, etc.):** Add text here

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
Quarterly review of	Health Share	Pursuing contract with consultant to	Conduct an organizational	6/2019	Create and implement an action plan for	6/2020

progress on action plan	addresses equity and inclusion in several areas across the organization, but has yet to systematically address infusing equity into organizational culture, policies and practices	provide equity training to leadership as basis for organizational culture assessment and creation of action plan	culture assessment and identify key opportunities to infuse equity and inclusion practices in policies and procedures and human resources		advancing equity and inclusion within organizational culture, policies and practices. The action plan should include clear goals and objectives, identify resources needed, and include concrete metrics for accountability.	
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**Challenges in progressing toward target or benchmark:** Contracting process is taking longer than anticipated.

**Strategies to overcome challenges:** Re-assessing timeline for implementation to ensure we do this correctly, not quickly.

A. **Project or program short title:** [Table 6A](#)

B. **Primary component addressed:** [Health information technology](#)

i. Secondary component addressed: Choose an item.

ii. Additional component(s) addressed: Add text here

C. **Primary subcomponent addressed:** [HIT: Health information exchange](#)

i. Additional subcomponent(s) addressed: Add text here

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

**Activity 1 description:** Work with Reliance and OHA to explore opportunities for HIE implementation and support; identify interested behavioral health providers to pilot connection and use of HIE.

Short term or  Long term

Update? Yes  No

**Activity 1 progress (narrative):**

**Activity 1 progress (optional data, run charts, etc.):** Add text here

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
Quarterly review of progress toward identifying project sites	No functional HIE in region	Continued bi-weekly conversations with Reliance about regional	Multiple pilot sites identified and engaged in HIE	12/2019	All large BH providers have active HIE supporting integration	12/2022

		readiness planning.			and care planning	
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**Challenges in progressing toward target or benchmark:** Pricing model is still being determined by Reliance. Reliance awaiting final contract from OHA. Difficulties getting provider groups “off the fence” and beginning to engage with the HIE. Competition with PreManage as both a tool that does light information exchange and concerns about asking providers and the network to adopt too many dis-integrated tools.

**Strategies to overcome challenges:** Will be keeping initial pilots small, focusing on particular clinical organizations and funding them to get tapped into the HIE. Learnings to be shared with next group of adopters.

- A. **Project or program short title:** Table 6B
- B. **Primary component addressed:** Health information technology
  - i. Secondary component addressed: Special health care needs
  - ii. Additional component(s) addressed: Add text here
- C. **Primary subcomponent addressed:** HIT: Analytics
  - i. Additional subcomponent(s) addressed: Integration of Care
- D. **Activities and monitoring for performance improvement:**

**Activity 1 description:** Streamline the governance and decision making process to align the number of requests for data and new development with the resources available and with strategic and operational priorities.

Short term or  Long term

Update? Yes  No

**Activity 1 progress (narrative):**

**Activity 1 progress (optional data, run charts, etc.):**

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
Review and prioritization of analytics requests at monthly Data Governance Committee meetings	Active analytics platform	Continued progress on streamlining and refining the data governance process. Refined workgroups charged with providing input and collecting proposals.	Active analytics platform with more information geared toward measuring access and engagement, and health disparities	12/2019	Incorporation of more measures in the data warehouse to understand engagement of members in health services, and health disparities within our population	12/2020

**Challenges in progressing toward target or benchmark:** A significant array of possible analytic areas across multiple lines of CCO business. Difficulty finding single approach to evaluating request impact vs. implementation challenges.

**Strategies to overcome challenges:** Earlier and more frequent meetings between IT and QI teams to refine questions as they arise. Less frequent meetings of Data Governance group, allowing less micro-managing and more strategic goal setting and course correction.

- A. **Project or program short title:** Table 6C
- B. **Primary component addressed:** Health information technology
  - i. Secondary component addressed: Choose an item.
  - ii. Additional component(s) addressed: Add text here
- C. **Primary subcomponent addressed:** HIT: Patient engagement
  - i. Additional subcomponent(s) addressed: Add text here
- D. **Activities and monitoring for performance improvement:**

**Activity 1 description:** Develop and launch new website and five digital engagement campaigns

Short term or  Long term

Update? Yes  No

**Activity 1 progress (narrative):**

**Activity 1 progress (optional data, run charts, etc.):** Add text here

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
Reduced abandonment rates on member web pages. Spanish language website will be monitored separately.	TBD	Final website redesign is underway; new website will launch by end of 2018.	TBD	12/2018	TBD	12/2018
Click-through and conversion rates on digital engagement campaigns will be monitored and evaluated throughout.	TBD	First set of metrics available for one of the campaigns. On all metrics, the campaign is performing above the industry standard.	TBD	06/2018 – 12/2018	TBD	06/2018 – 12/2018

**Challenges in progressing toward target or benchmark:** None experienced

**Strategies to overcome challenges:** N/A

- A. **Project or program short title:** [Table 7](#)
- B. **Primary component addressed:** [Integration of care \(physical, behavioral and oral health\)](#)
  - i. Secondary component addressed: Choose an item.
  - ii. Additional component(s) addressed: Add text here
- C. **Primary subcomponent addressed:** Choose an item.
  - i. Additional subcomponent(s) addressed: Add text here
- D. **Activities and monitoring for performance improvement:**

**Activity 1 description:** Fund integrated diabetes initiatives with established metrics for outcomes and performance

Short term or  Long term

**Update?** Yes  No

**Activity 1 progress (narrative):**

**Activity 1 progress (optional data, run charts, etc.):**

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
Review of data submitted by funded projects	TBD based on project	A diabetes integration project has been selected for funding and is in the contracting process	TBD based on project	TBD based on project	TBD based on project	TBD based on project

**Challenges in progressing toward target or benchmark:** None experienced

**Strategies to overcome challenges:** N/A

- A. **Project or program short title:** [Table 8](#)
- B. **Primary component addressed:** [Patient-centered primary care home](#)
  - i. Secondary component addressed: Choose an item.
  - ii. Additional component(s) addressed: Add text here
- C. **Primary subcomponent addressed:** Choose an item.
  - i. Additional subcomponent(s) addressed: Add text here

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

**Activity 1 description:** Track the number of Health Share members assigned to a PCPCH

Short term or  Long term

Update? Yes  No

**Activity 1 progress (narrative):**

**Activity 1 progress (optional data, run charts, etc.):**

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
Quarterly reports of member assignment to PCPCHs	70%	Percent of members assigned to a PCPCH in Q2 2018 = 75%	75%	12/2018	80%	12/2019

**Challenges in progressing toward target or benchmark:** None experienced

**Strategies to overcome challenges:** N/A

**A. Project or program short title:** [Table 9](#)

**B. Primary component addressed:** [Severe and persistent mental illness](#)

- i. Secondary component addressed: Health information technology
- ii. Additional component(s) addressed: Utilization Review

**C. Primary subcomponent addressed:** [HIT: Health information exchange](#)

- i. Additional subcomponent(s) addressed: Add text here

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

**Activity 1 description:** Expand use of Pre-Manage and optimize workflows for providers and plans.

Short term or  Long term

Update? Yes  No

**Activity 1 progress (narrative):**

**Activity 1 progress (optional data, run charts, etc.):**

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)

ED-MI workgroup monitor increased usage of Pre-Manage at monthly meetings	TBD, # of current users of Pre-Manage	Continued progress. Increase in # of plans and providers using PreManage. Increase in collaborative efforts between plan and provider types.	25% increase in users of Pre-Manage	12/2018	TBD, increased usage of Pre-Manage	12/2020
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**Challenges in progressing toward target or benchmark:** Considerable variation in level of adoption and implementation of PreManage across plans and providers in the region.

**Strategies to overcome challenges:** Continue to support regional learning collaboratives and connect behavioral health providers to CMT to begin the PreManage onboarding process and highlight examples where initial efforts are proving successful and worthy of replication.

A. **Project or program short title:** [Table 10](#)

B. **Primary component addressed:** [Social determinants of health](#)

- i. Secondary component addressed: Choose an item.
- ii. Additional component(s) addressed: Add text here

C. **Primary subcomponent addressed:** Choose an item.

- i. Additional subcomponent(s) addressed: Add text here

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

**Activity 1 description:** Partner with Community Advisory Council to produce a new CHNA and CHP that addresses social determinants of health

Short term or  Long term

Update? Yes  No

**Activity 1 progress (narrative):**

**Activity 1 progress (optional data, run charts, etc.):** NA

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
Review of Council meeting notes and production of key documents	Use of the most recent HCWC produced regional CHNAs to create a Health Share specific CHNA	CHNA completed August 2018	New CHNA approved by Council and Board of Directors	12/2018	Create a new CHP based on the CHNA; develop a process to allocate resources to the	6/2019

					community in support of our CHP priorities overseen by the Council.	
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**Challenges in progressing toward target or benchmark:** None experienced

**Strategies to overcome challenges:** N/A

**Activity 2 description:** Increase the use of Health Related Services funding to address social determinants of health.

Short term or  Long term

Update? Yes  No

**Activity 2 progress (narrative):**

**Activity 2 progress (optional data, run charts, etc.):**

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
Quarterly review of Exhibit L reports submitted by plan partners	TBD	Minimal progress to date	10% increase over baseline	12/2018	10% increase	12/2019

**Challenges in progressing toward target or benchmark:** Challenge experienced in calculating the baseline. Using Exhibit L6.2 and L6.5 reports to track flexible services. Do not yet have a process to account for community benefit initiatives.

**Strategies to overcome challenges:** Reviewing the HRS FAQ released by OHA and working to develop a reporting solution.

A. **Project or program short title:** [Table 11](#)

B. **Primary component addressed:** [Special health care needs](#)

- i. Secondary component addressed: Utilization review
- ii. Additional component(s) addressed: Integration of care

C. **Primary subcomponent addressed:** Choose an item.

- i. Additional subcomponent(s) addressed: Add text here

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

**Activity 1 description:** Access to specialty services for members with special health care needs

Short term or  Long term

Update? Yes  No

**Activity 1 progress (narrative):**

**Activity 1 progress (optional data, run charts, etc.):** Add text here

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
Review of quarterly utilization reports to ensure members with special health care needs continue to receive clinically appropriate services	92.4%	Members with special health care needs receiving clinically appropriate services = 93%	90%	Q1, Q2, Q3, Q4 2018	90%	12/2018

**Challenges in progressing toward target or benchmark:** None experienced

**Strategies to overcome challenges:** N/A

**Activity 2 description:** MAT Expansion PIP

Short term or  Long term

**Update?** Yes  No

**Activity 2 progress (narrative):**

**Activity 2 progress (optional data, run charts, etc.):** Add text here

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
Quarterly PIP reports of members with a primary OUD diagnosis receiving MAT services	66%	Members with primary OUD diagnosis receiving MAT services = 72%	TBD	TBD	85%	12/2012

**Challenges in progressing toward target or benchmark:** None experienced

**Strategies to overcome challenges:** N/A

**Activity 3 description:** Foster Care RAPID PIP

Short term or  Long term

**Update?** Yes  No

**Activity 3 progress (narrative):**

**Activity 3 progress (optional data, run charts, etc.):** Add text here

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
Quarterly PIP reports of the effectiveness of Specialized assessments for youth entering foster care	55% of youth with a behavioral health recommendation receive an authorization within 30 days of the RAPID assessment; foster care medical homes receive the RAPID assessment within 30 days for 27% of youth; TBD on the % of youth who receive services within six months of the assessment.	Youth receiving authorization within 30 days of RAPID assessment = 31%  Foster care medical homes receiving RAPID assessment within 30 days = 33%  Youth who receive services within six months of the assessment = TBD	TBD	TBD	75% of youth with a behavioral health recommendation receive an authorization within 30 days of the RAPID assessment; foster care medical homes receive the RAPID assessment within 30 days for 75% of youth assesses; and 90% of youth identified as having a particular physical or behavioral health need receive that service within six months of the assessment	12/2021

**Challenges in progressing toward target or benchmark:** The RAPID process quality improvement workgroup met to review the data and determined that there is not a clear path for connecting you to the behavioral health services recommended in the RAPID.

**Strategies to overcome challenges:** Working with partners to clarify pathways to accessing services.

**Project or program short title:** Table 13

**A. Primary component addressed:** [Value-based payment models](#)

- i. Secondary component addressed: Choose an item.
- ii. Additional component(s) addressed: Add text here

**B. Primary subcomponent addressed:** Choose an item.

- i. Additional subcomponent(s) addressed: Add text here

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

**Activity 1 description:** Increase the percentage of total compensation paid to providers by delegated health plans attributed to alternate payment methodologies

Short term or  Long term

Update? Yes  No

**Activity 1 progress (narrative):**

**Activity 1 progress (optional data, run charts, etc.):**

How activity will be monitored	Baseline	Progress to date (current status or data point)	Target / future state	Target met by (MM/YYYY)	Benchmark / future state	Benchmark met by (MM/YYYY)
Quarterly Exhibit L reports	35% of total compensation	Total compensation attributed to APMs = 30%	30% of total compensation	Ongoing	35% of total compensation	Ongoing

**Challenges in progressing toward target or benchmark:** None experienced

**Strategies to overcome challenges:** N/A