



## Statewide Performance Improvement Project (PIP) Annual Progress Report Evaluation Criteria 2025

### Purpose

This document outlines the evaluation criteria and scoring system for CCO April 2025 Statewide Performance Improvement Project (PIP) Annual Progress Reports.

### Background

A performance improvement project (PIP) is a project designed to achieve significant improvement, sustained over time, in health outcomes and Medicaid member experience. CCOs are required to conduct PIPs that focus on both clinical and non-clinical areas per 42 CFR 438.330, as part of a CCO's quality assessment and performance improvement (QAPI) program.

Oregon requires CCOs to undertake four PIPs: two statewide PIPs and two CCO-selected PIPs. For statewide PIPs, the PIP topic is selected collaboratively with all CCOs and OHA and adopted by all CCOs with a common performance measurement. Each statewide PIP is intended to have a common goal with the flexibility for each CCO to develop interventions to meet the needs of their community. Therefore, each CCO conducts individualized root cause analyses, designs interventions, prioritizes various sub-populations, and adopts additional performance metrics specific to their clinical system(s) and community.

### Scoring process

OHA subject matter experts will review the submitted reports based on the evaluation criteria provided within this document. Each criterion will be scored as either 1 or 0, with 1 indicating "meets expectations" and 0 indicating "expectations not met." CCOs are expected to score at least 29 points (meet 80% of evaluation criteria) to be considered compliant with OHA expectations for the Statewide PIP annual progress report deliverable.

**For statewide PIP questions, please contact:** OHA Quality Improvement Team at [OHA.QualityQuestion@oha.oregon.gov](mailto:OHA.QualityQuestion@oha.oregon.gov).

Section/Subsection	Evaluation Criteria	Total Possible Score
Section 1: Plan		
Project team	Not applicable. Responses to this subsection are not scored. The purpose is to give reviewers insight into who is leading the work within the CCO and how they are organizing their improvement team.	N/A
Root cause analysis	<p>CCO provides a description of their approach to root cause analysis including:</p> <ul style="list-style-type: none"> <li>• Who was involved (1 pt)</li> <li>• What QI tools were used (1 pt)</li> <li>• What data were used and how data were analyzed (1 pt)</li> <li>• How frequently the analysis is reviewed or revisited (1 pt)</li> </ul> <p>Approach to root cause analysis described in adequate detail. (1 pt)</p> <p>CCO documents clear conclusions from root cause analysis process. (1 pt)</p>	6 pt.
Selected improvement strategies	<p>CCO lists selected improvement strategies. (1 pt)</p> <p>Each improvement strategy has an associated improvement theory statement. (1 pt)</p> <p>Improvement theories are logical and appropriate for the given improvement strategy. (1 pt)</p> <p>Improvement strategies and associated improvement theories relate to the conclusions of the root cause analysis. (1 pt)</p>	4 pt.
QI tools used	Not applicable. Responses to this subsection are not scored. The purpose is to give reviewers insight into what QI tools are being applied to the PIP work.	N/A

Section 2: Do-Study-Act		
Current improvement strategies	<p>CCO provides a description of each improvement strategy which includes:</p> <ul style="list-style-type: none"> <li>• Overarching goal (1 pt)</li> <li>• Who is involved in implementation (1 pt)</li> <li>• Strategy timeline (1 pt)</li> <li>• Overview of steps involved in implementation (1 pt)</li> </ul> <p>Improvement strategies described in adequate detail. (1 pt)  CCO role in implementing the strategy is clear. (1 pt)  CCO has metrics in place to monitor the success of each strategy. (1 pt)  CCO describes key actions taken to implement each improvement strategy and associated results. (1 pt)  Responses to barriers encountered and lessons learned indicate thoughtful reflection. (1 pt)  CCO plans for each strategy are reasonable and well-considered given the described barriers, results, and lessons learned. (1 pt)</p>	<p>10 pt.</p> <p>Each strategy will be scored individually according to these criteria.</p> <p>Total score for the section will be converted to a number from 0 to 10 based on the average score for all strategies reported.</p>
Abandoned improvement strategies	<p>Not applicable. Responses to this subsection are not scored as not all CCOs will have abandoned strategies. The purpose is to give reviewers insight into how improvement strategies overall have been considered and revised throughout the life of the PIP.</p>	N/A
Data analysis and interpretation	<p>Approach to data analysis is appropriate for listed improvement strategies. (1 pt.)  CCO accurately describes overall trend in PIP metric for their service area. (1 pt)  CCO describes reasonable and appropriate conclusions from their data analysis. (1 pt)</p>	3 pt.

Response to External Quality Review validation	CCO summarizes most recent EQR validation results. (1 pt) CCO demonstrates use of EQR validation process to evaluate and improve their approach to the PIP. (1 pt) Response to validation process indicates thoughtful reflection. (1 pt)	3 pt.
<b>Section 3: Reflect &amp; share</b>		
Reflect & share	CCO describes proudest achievement. (1 pt) CCO describes at least one success or lesson learned to share with others. (1 pt) Responses indicate thoughtful reflection. (1 pt)	3 pt.
<b>Report Overall</b>		
Report Overall	Report is detailed and provides a clear picture of CCO activities for the statewide PIP. (1 pt) CCO demonstrates appropriate use of QI tools and techniques. (1 pt) All selected improvement strategies from section 1 are accounted for in either the current or abandoned subsections of section 2. (1 pt) Improvement strategies designed to produce improvement within a reasonable time period/life of the PIP (1 pt.) CCO shows appropriate adjustments in improvement strategies based on PIP data trend. (1 pt) Project includes at least one strategy conducive to rapid cycle improvement work. (1 pt)	6 pt.
Equity initiatives	Improvement strategies include at least one strategy aimed at addressing equity.	1 pt.
<b>Total</b>		<b>36 pt</b>

Bonus Criteria
CCO includes attachments documenting root cause analysis, QI tools used, and data analysis. Strong use of QI tools and practices throughout. Selected improvement strategies demonstrate awareness of recognized best practices.