



Herding Cats

Organizing Competing Medicaid Health
Plan CCO's for a Single Collective CHA &
CHIP

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Presenter Disclosures

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(1) The following personal financial relationships with commercial interests relevant to this presentation existed during the past 12 months:

V Consulting & Associates was the consulting firm that was contracted to to be the lead facilitator and writer of the Josephine Jackson CHA and CHIPs. V Consulting is not currently under contract by any of the health plans covered in today's presentation and is not being paid by any client to present on their behalf.

Welcome!



Learning Objectives of Session

Describe core characteristics of Oregon Coordinated Care Organization Model

List strategies for successful collaboration across competing health plans

List key roles for successful CHA & CHIP collaborations

Lessons Learned

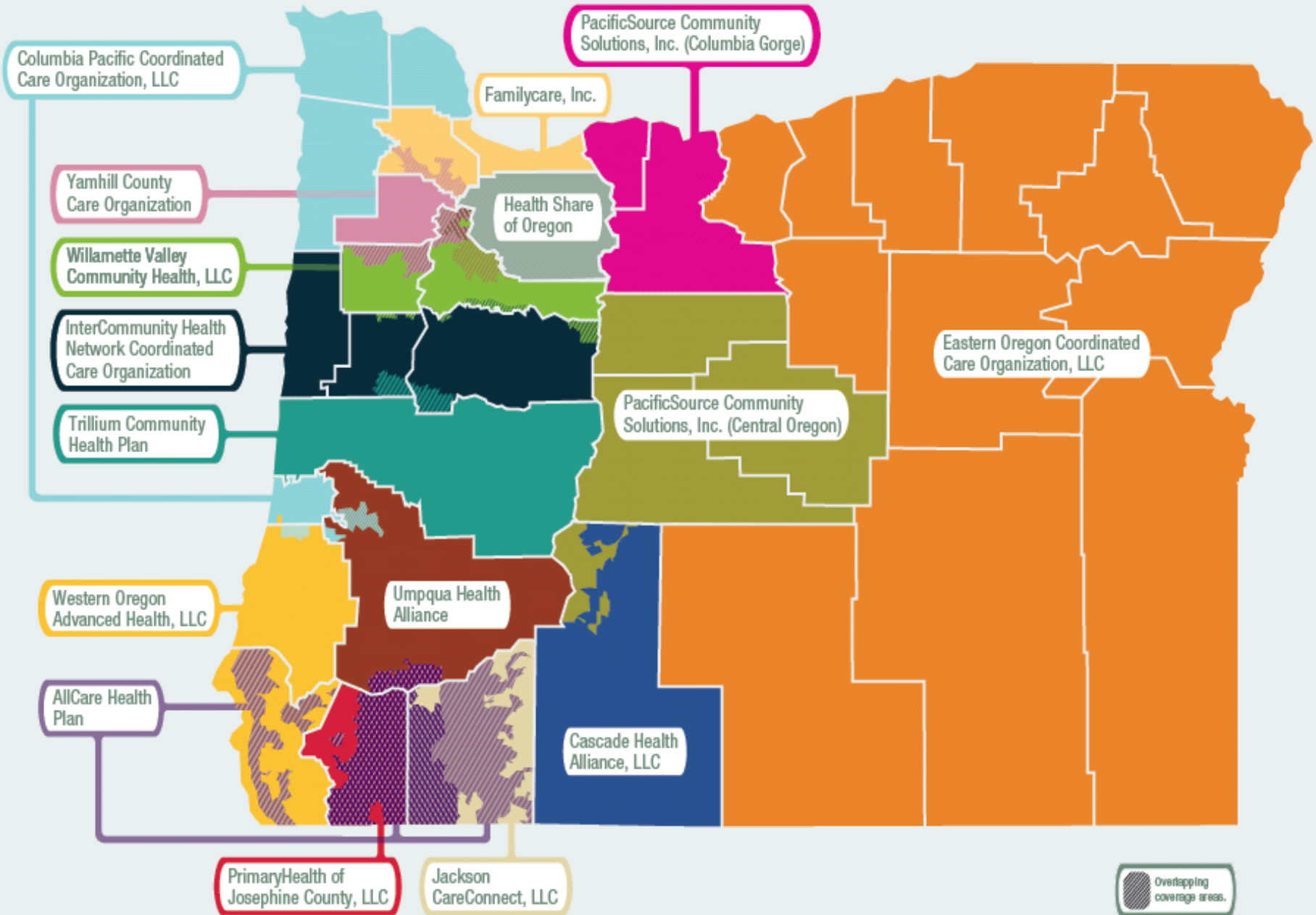
Oregon's Transformation

The Triple Aim

- ✓ Federal Waiver
- ✓ Started with Medicaid



Coordinated Care Organization Service Areas



Coordinated Care Organizations (CCOs) in Oregon



- CCOs provide coordination of **physical**, **mental** and **dental** benefits to Medicaid members
- CCOs receive funds through a **global budget**
- CCOs are responsible for health **outcomes** and paid for performance on 17 quality measures
- CCOs are required to partner with local public health authorities and their communities
 - **Community Health Assessments (CHA)**
 - **Community Health Improvement Plans (CHIP)**
- CCOs are required to have a **Community Advisory Council (CAC)** that are comprised of over 50% Medicaid members

Information about Oregon CCOs

Oregon Transformation Center

<http://transformationcenter.org>

Oregon Health Authority

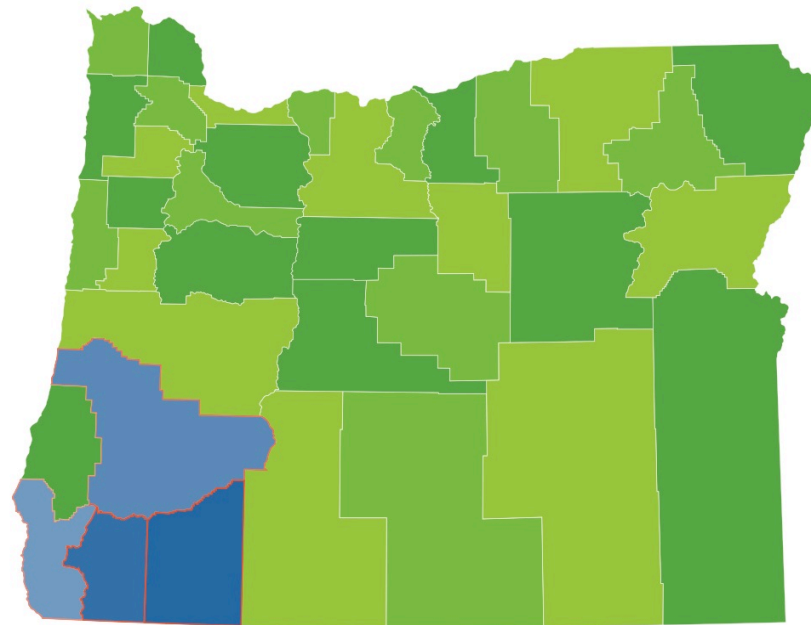
<http://www.oregonhealthstories.com>

Southern Oregon Public Television

Town hall: Clarifying The Health Care Picture

<http://www.soptv.org/southern-oregon-town-hall-clarifying-health-care-picture/>

CCOs in Southern Oregon



Our Collective CHA & CHIP Process

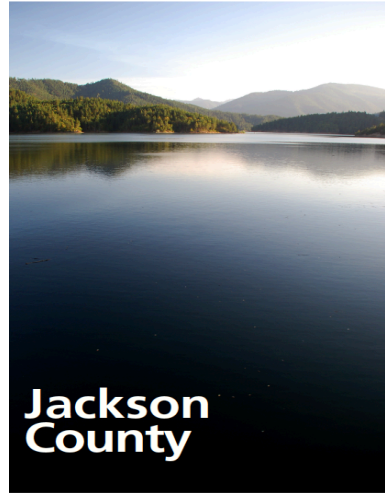


- All 3 CCOs shared:
- ✓ CHA Process & document
 - ✓ Same high level goals
 - ✓ Surveys
 - ✓ Some similar strategies

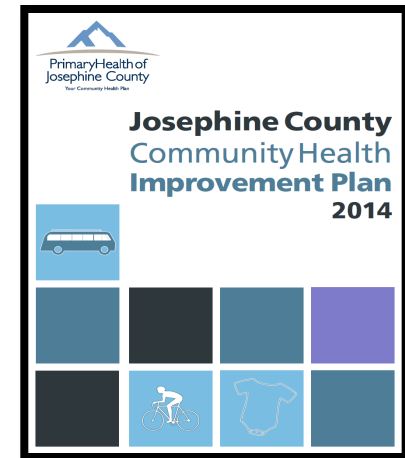
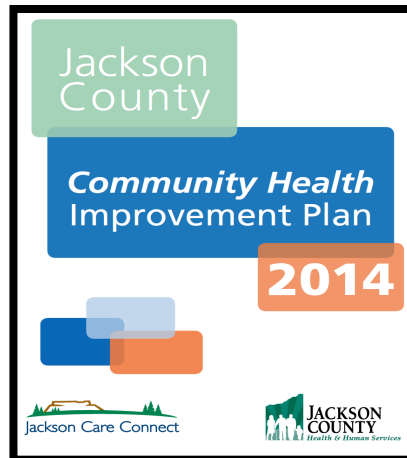
- All 3 CCOs have their own:
- ✓ CHIP document
 - ✓ Distinct strategies
 - ✓ Shared strategies
 - ✓ High Level Strategies Map

One CHA, Three Connected CHIPs

Community Health Assessment 2013



"This process has given us community solutions to community problems"- CAC Community Member





CHIP High Level Strategies Map

Healthy Beginnings

Early Investment

Identify Early Learning Hub tasks and opportunities to collaborate

Adverse Childhood Experiences/Trauma

Increase awareness of ACEs body of research and implications for practice

Healthy Food and Physical Activity

Collaborate to increase physical activity opportunities and healthy food access for youth

Collaborate with local community gardens to engage youth in gardening

School-Based Health Centers

Support school-based health center, explore possible expansion to include dental and addictions prevention

Healthy Living

Chronic Pain, Prescription Drug Abuse

Continue to support OPG task force, including media campaigns

Mental Health

Identify opportunities for future CAC engagement in improving mental health integration and access

Built Environment

Identify opportunities for collaboration on improving built environment projects

Health Equity

Housing

Identify opportunities for collaboration on reducing homeless youth

Food Insecurity

Support current food bank programs

Cultural Competency and Language Access

Increase provider cultural competency
Increase number of medical interpreters

Transportation

Improve quality and availability of non-emergent medical transportation

Oral Health

Support recent expansion of oral health services in Curry County

Community Health Improvement Plan (CHIP) 2014 High Level Strategies Map — Jackson Care Connect

Healthy Beginnings

Perinatal Collaboration

Participate in preconception health programs to improve birth outcomes, including reduction of substance use during pregnancy

Early Childhood Investment

Support development of early learning HUB, with a focus on kindergarten readiness

Youth At-Risk

Participate in multidisciplinary work improving basic needs for vulnerable youth including addictions, trauma, homelessness, food insecurity and mental health

Healthy Living

Oral Health

Evaluate and improve oral health experiences for members and community

Member Engagement in Health

Increase member engagement, including wellness benefits

Healthy Communities

Collaborate to reduce adverse effects of social determinants of health that increase risk of chronic disease

Tobacco

Support policy development and individual interventions that reduce the burden of tobacco use

Health Equity

Reduction of Health Disparities

Collaborate with Regional Health Equity Coalition to identify data and opportunities to address health disparities in Jackson County

Social Determinants of Health

Increase awareness of how poverty, adverse childhood events and trauma influence health, support community efforts to decrease poverty and build trauma-informed services

Core Planning Principles

Through this process we strive to:

- Emphasize coordination and leverage local assets, programs and resources
- Choose strategies that are evidence-informed
- Incorporate voices of those we serve, including members of the Oregon Health Plan
- Engage the community advisory council members and provide activities for consumers to be involved in improving health
- Base work on the 2013 Community Health Assessment
- Create positive, measurable changes in the health of individuals and the community
- Build efforts over the 1-3 year timeline
- Meet Oregon Health Authority and Public Health Accreditation rules and mandates



The purpose of the CHIP is to outline strategies and metrics that support improved health of individuals and the community



Community Health Improvement Plan (CHIP) 2014 High Level Strategies Map — Josephine County



Healthy Beginnings

Prenatal

Participate in preconception health programs to improve birth outcomes, including reduction of substance use during pregnancy

Early Childhood investment

Identify opportunities to collaborate with the regional Early Learning Hub, focusing on parenting skills, support and Kindergarten readiness efforts

Childhood trauma

Increase awareness of Adverse Childhood Experiences (ACEs) body of research and implications for practice

Homelessness among youth

Identify opportunities for collaboration on reducing homelessness among youth

Health Equity

Recruitment and retention

Identify new ways to announce and celebrate new providers while supporting current provider retention efforts

Health literacy

Increase member understanding about benefits related to mental health and substance abuse and engage providers in health literacy efforts

Navigators

Explore expansion of community outreach specialists to address health disparity issues

Core Planning Principles

- Based on 2013 Community Health Assessment
- Identify cost effective strategies that leverage local assets and resources
- Create positive, measurable change in individuals and community
- Coordinate with efforts that are already successful in Josephine County
- Utilize evidence-informed strategies
- Identify population-specific strategies, addressing health disparities
- Meets Oregon Health Authority and Public Health Accreditation rules and mandates
- Strategies established for a 1-3 year time line

The purpose of the CHIP is to outline strategies and objectives that support improved health of individuals and the community

One page strategic maps of all three CCO CHIP's
Similar Design Elements & Collective Goal Areas

Trans-agency Collaboration Lessons Learned



“Frankly, I am amazed that we did what we did and did it together, it feels really, really good”-CCO Executive Leader

Identifying, discussing and working through points of conflict in trans-agency collaboration is key to success

- Language: common language & story telling
- Common planning values & goals
- Consistent nonbiased facilitation
- Recognition and appreciation of difference among partners
- Calculated risk shared equally among all partners
- Consistent design & structure
- Participation and buy-in of executive leadership
- Solid process that balances internal and external input
- Use of “powerful questions” that promote dialogue vs. debate
- Shared celebration of success

Thank you for your time and attention!



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