
Oregon Health Authority Key Performance Measures

Presented to
Joint Ways & Means Subcommittee on Human Services
April 3, 2023

Kristine Kautz, Deputy Director



OREGON HEALTH AUTHORITY
Director's Office

Accessibility: You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact Matthew Green at matthew.green@oha.oregon.gov or 503-983-8257. We accept all relay calls.

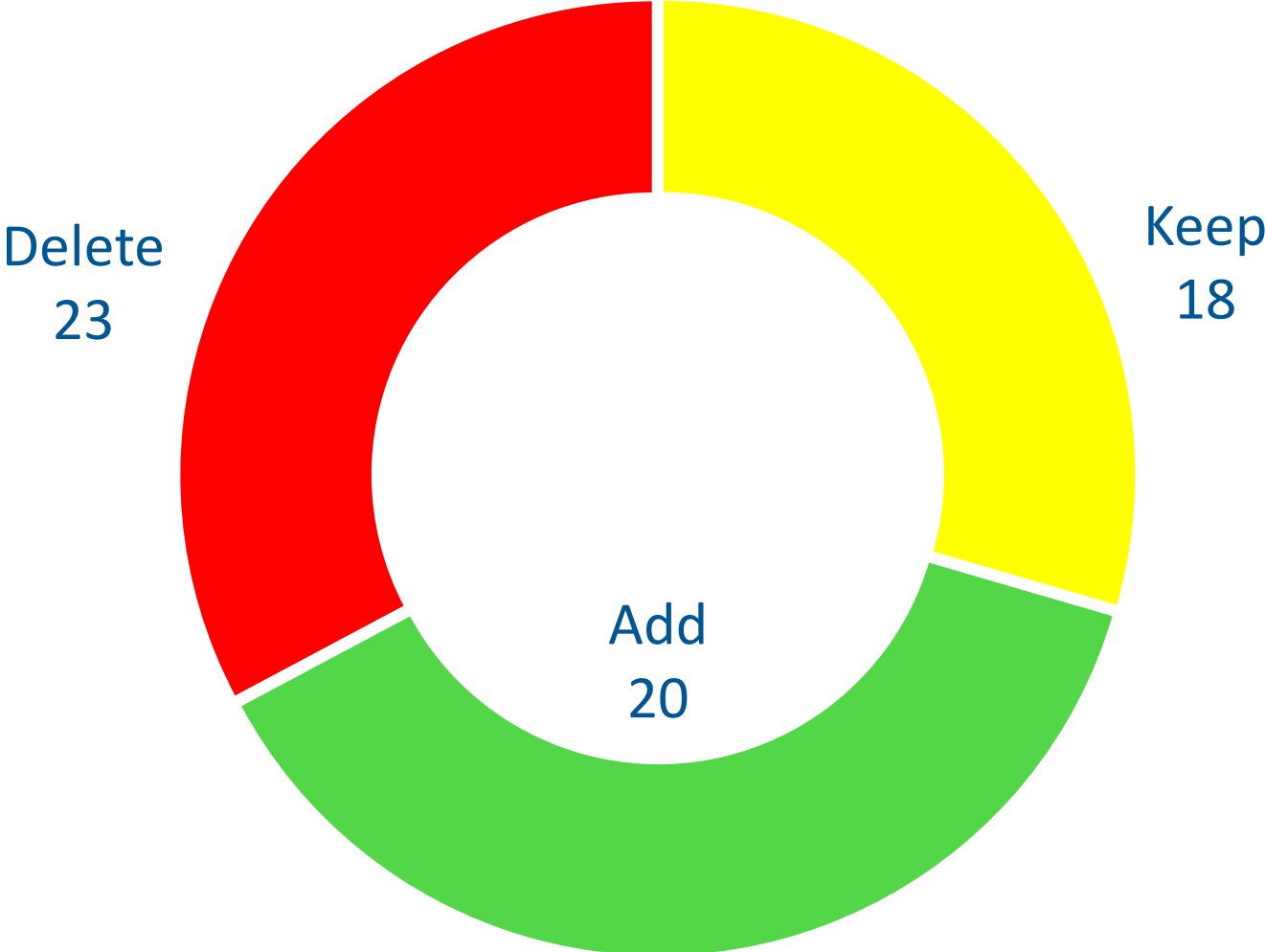
Purpose

OHA desires that its Key Performance Measures (KPMs) align with the agency's strategic goal of eliminating health inequities in Oregon.

Current Legislatively Approved KPMs

1. INITIATION OF ALCOHOL AND OTHER DRUG DEPENDENCE TREATMENT
2. ENGAGEMENT OF ALCOHOL AND OTHER DRUG DEPENDENCE TREATMENT
3. FOLLOW-UP AFTER HOSPITALIZATION FOR MENTAL ILLNESS
4. MENTAL, PHYSICAL, AND DENTAL HEALTH ASSESSMENTS FOR CHILDREN IN DHS
5. FOLLOW-UP CARE FOR CHILDREN PRESCRIBED WITH ADHD MEDICATION (INITIATION)
6. FOLLOW-UP CARE FOR CHILDREN PRESCRIBED WITH ADHD MEDICATION (CONTINUATION AND MAINTENANCE)
8. 30 DAY ALCOHOL USE AMONG 6TH GRADERS
9. 30 DAY ILLICIT DRUG USE AMONG 8TH GRADERS
10. 30 DAY ALCOHOL USE AMONG 8TH GRADERS
11. 30 DAY ILLICIT DRUG USE AMONG 11TH GRADERS
12. 30 DAY ALCOHOL USE AMONG 11TH GRADERS
13. PRENATAL CARE (POPULATION)
14. PRENATAL CARE (MEDICAID)
15. PATIENT CENTERED PRIMARY CARE HOME (PCPCH) ENROLLMENT
16. PQI 01: Diabetes Short-Term Complication Admission Rate
17. PQI 05: COPD or Asthma in Older Adults Admission Rate
18. PQI 08: Congestive Heart Failure Admission Rate
19. PQI 15: Asthma in Younger Adults Admission Rate
- 20a. ACCESS TO CARE – Adults
- 20b. ACCESS TO CARE – Children
- 21a. MEMBER EXPERIENCE OF CARE – Adults (Medicaid population)
- 21b. MEMBER EXPERIENCE OF CARE – Children (Medicaid population)
- 22a. MEMBER HEALTH STATUS – Adults
- 22b. MEMBER HEALTH STATUS – Children
23. RATE OF TOBACCO USE (POPULATION)
24. RATE OF TOBACCO USE (MEDICAID)
25. RATE OF OBESITY (POPULATION)
26. EFFECTIVE CONTRACEPTIVE USE (POPULATION)
27. EFFECTIVE CONTRACEPTIVE USE (MEDICAID)
28. FLU SHOTS (POPULATION)
29. CHILD IMMUNIZATION RATES (POPULATION)
30. CHILD IMMUNIZATION RATES (MEDICAID)
31. PLAN ALL CAUSE READMISSIONS
32. ELIGIBILITY PROCESSING
33. OHP MEMBERS IN CCOs
34. CUSTOMER SERVICE – Overall
- 34a. CUSTOMER SERVICE - Timeliness
- 34b. CUSTOMER SERVICE – Accuracy
- 34c. CUSTOMER SERVICE - Helpfulness
- 34d. CUSTOMER SERVICE - Expertise
- 34e. CUSTOMER SERVICE - Availability of information

KPMs Scorecard



Current KPMs to Keep

- 1. INITIATION OF ALCOHOL AND OTHER DRUG DEPENDENCE TREATMENT
- 2. ENGAGEMENT OF ALCOHOL AND OTHER DRUG DEPENDENCE TREATMENT
- 3. FOLLOW-UP AFTER HOSPITALIZATION FOR MENTAL ILLNESS
- 4. MENTAL, PHYSICAL, AND DENTAL HEALTH ASSESSMENTS FOR CHILDREN IN DHS CUSTODY
- 9. 30 DAY ILLICIT DRUG USE AMONG 8TH GRADERS
- 10. 30 DAY ALCOHOL USE AMONG 8TH GRADERS
- 20a. ACCESS TO CARE - Adults
- 20b. ACCESS TO CARE -Children

- 21a. MEMBER EXPERIENCE OF CARE - Adults
- 21b. MEMBER EXPERIENCE OF CARE - Children
- 23. RATE OF TOBACCO USE (POPULATION)
- 25. RATE OF OBESITY (POPULATION)
- 34. CUSTOMER SERVICE - Overall
- 34a. CUSTOMER SERVICE - Timeliness
- 34b. CUSTOMER SERVICE - Accuracy
- 34c. CUSTOMER SERVICE - Helpfulness
- 34d. CUSTOMER SERVICE - Expertise
- 34e. CUSTOMER SERVICE - Availability of information

Existing OHA Performance Measures to Add to KPMs

KPM to ADD	Frequency	Disparity Data?
COMPARISON OF OHA WORKFORCE TO POTENTIAL LABOR MARKET (Disparity categories: American Indian & Alaska Native, Asian, Black & African American, Hispanic & Latinx, Native Hawaiian & Pacific Islander, White/Multiracial/Other, Disability = Yes, Disability = No, Gender = Female, Gender Male)	Quarterly	Yes
COMPARISON OF OHA NON-SUPERVISORY MANAGERS TO POTENTIAL LABOR MARKET (Disparity categories: American Indian & Alaska Native, Asian, Black & African American, Hispanic & Latinx, Native Hawaiian & Pacific Islander, White/Multiracial/Other, Disability = Yes, Disability = No, Gender = Female, Gender Male)	Quarterly	Yes
COMPARISON OF OHA SUPERVISORY MANAGERS TO POTENTIAL LABOR MARKET (Disparity categories: American Indian & Alaska Native, Asian, Black & African American, Hispanic & Latinx, Native Hawaiian & Pacific Islander, White/Multiracial/Other, Disability, No Disability, Gender = Female, Gender Male)	Quarterly	Yes
COMPARISON OF OHA VOLUNTARY SEPARATIONS TO ALL AGENCY SEPARATIONS (Disparity categories: American Indian & Alaska Native, Asian, Black & African American, Hispanic & Latinx, Native Hawaiian & Pacific Islander, White/Multiracial/Other, Disability, No Disability, Gender = Female, Gender Male)	Quarterly	Yes
COMPARISON OF OHA INVOLUNTARY SEPARATIONS TO ALL AGENCY SEPARATIONS (Disparity categories: American Indian & Alaska Native, Asian, Black & African American, Hispanic & Latinx, Native Hawaiian & Pacific Islander, White/Multiracial/Other, Disability, No Disability, Gender = Female, Gender Male)	Annual	Yes
QUALITY OF LIFE - POOR PHYSICAL HEALTH (Disparity categories: American Indian & Alaskan Native, Asian, Black or African American, Latino, Native Hawaiian/Pacific Islander, White – Non-Latino, Disability, No Disability)	Annual	Yes
QUALITY OF LIFE - POOR MENTAL HEALTH (Disparity categories: American Indian & Alaskan Native, Asian, Black or African American, Latino, Native Hawaiian/Pacific Islander, White – Non-Latino, Disability, No Disability)	Annual	Yes
PREMATURE DEATH (Disparity categories: American Indian/Alaska Native – Non-Hispanic, Asian – Non-Hispanic, Black or African American – Non Hispanic, Hispanic, Multiple Races – Non-Hispanic, Native Hawaiian/Pacific Islander – Non-Hispanic, White Non-Hispanic)	Annual	Yes

Existing OHA Performance Measures to Add to KPMs

KPM to ADD	Frequency	Disparity Data?
MORTALITY FROM DRUG OVERDOSE (Disparity categories: American Indian/Alaska Native – Non-Hispanic, Asian – Non-Hispanic, Black or African American – Non Hispanic, Hispanic, Multiple Races – Non-Hispanic, Native Hawaiian/Pacific Islander – Non-Hispanic, White Non-Hispanic)	Biennial - even years	Yes
TOBACCO USE - TEENS	Biennial - even years	No
OBESITY - TEENS	Annual	No
STATEWIDE SUSTAINABLE COST OF CARE	Annual	No
OHA SUSTAINABLE COST OF CARE	Monthly	No
CRITICAL EVENTS MEETING THE 14-CALENDAR DAY TIMELINE TO PROVIDE CORRESPONDENCE TO TRIBAL LEADERS	Monthly	No
TRIBAL CONSULTATIONS MEETING THE 30-CALENDAR DAY TIMELINE FOR REPORTING OF OUTCOME OF CONSULTATION	Annual	No
TIMELINESS OF TRANSLATIONS DURING EMERGING PUBLIC HEALTH EVENTS	Quarterly	No
HEALTH EQUITY MEASURE: MEANINGFUL LANGUAGE ACCESS TO CULTURALLY RESPONSIVE HEALTH CARE SERVICES FOR CCO MEMBERS – COMPONENT #1	Annual	No
HEALTH EQUITY MEASURE: MEANINGFUL LANGUAGE ACCESS TO CULTURALLY RESPONSIVE HEALTH CARE SERVICES FOR CCO MEMBERS – COMPONENT #2	Quarterly	No
INFANT MORTALITY RATE (Disparity categories: American Indian/Alaska Native Non-Hispanic, Asian Non-Hispanic, Black Non-Hispanic, Pacific Islander Non-Hispanic, Two more Races Non-Hispanic, White Non-Hispanic)	Annual	Yes
REDUCTION OF SEVERE MATERNAL MORBIDITY	Annual	No

Current KPMs to Delete

- 5. FOLLOW-UP CARE FOR CHILDREN PRESCRIBED WITH ADHD MEDICATION (INITIATION)
- 6. FOLLOW-UP CARE FOR CHILDREN PRESCRIBED WITH ADHD MEDICATION (CONTINUATION AND MAINTENANCE)
- 8. 30 DAY ALCOHOL USE AMONG 6TH GRADERS
- 11. 30 DAY ILLICIT DRUG USE AMONG 11TH GRADERS
- 12. 30 DAY ALCOHOL USE AMONG 11TH GRADERS
- 13. PRENATAL CARE (POPULATION)
- 14. PRENATAL CARE (MEDICAID)
- 15. PATIENT CENTERED PRIMARY CARE HOME (PCPCH) ENROLLMENT
- 16. PQI 01: Diabetes Short-Term Complication Admission Rate
- 17. PQI 05: COPD or Asthma in Older Adults Admission Rate
- 18. PQI 08: Congestive Heart Failure Admission Rate
- 19. PQI 15: Asthma in Younger Adults Admission Rate

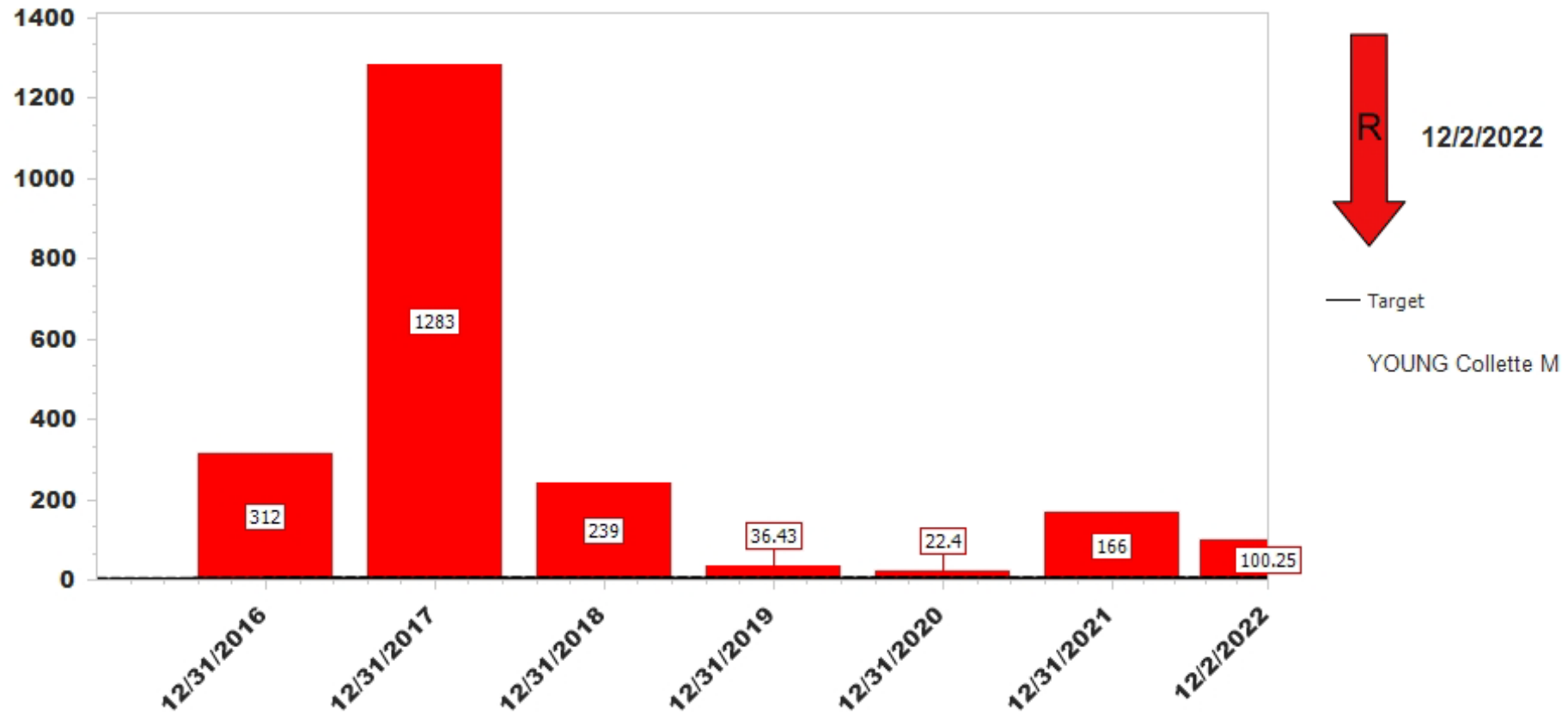
- 22a. MEMBER HEALTH STATUS - Adults
- 22b. MEMBER HEALTH STATUS – Children
- 24. RATE OF TOBACCO USE (MEDICAID)
- 26.* EFFECTIVE CONTRACEPTIVE USE (POPULATION)
- 27.* EFFECTIVE CONTRACEPTIVE USE (MEDICAID)
- 28. FLU SHOTS (POPULATION)
- 29. CHILD IMMUNIZATION RATES (POPULATION)
- 30. CHILD IMMUNIZATION RATES (MEDICAID)
- 31. PLAN ALL CAUSE READMISSIONS
- 32. ELIGIBILITY PROCESSING TIME
- 33. OHP MEMBERS IN CCOs

* All measures will continue to be tracked by OHA except 26 & 27, which need to be revised

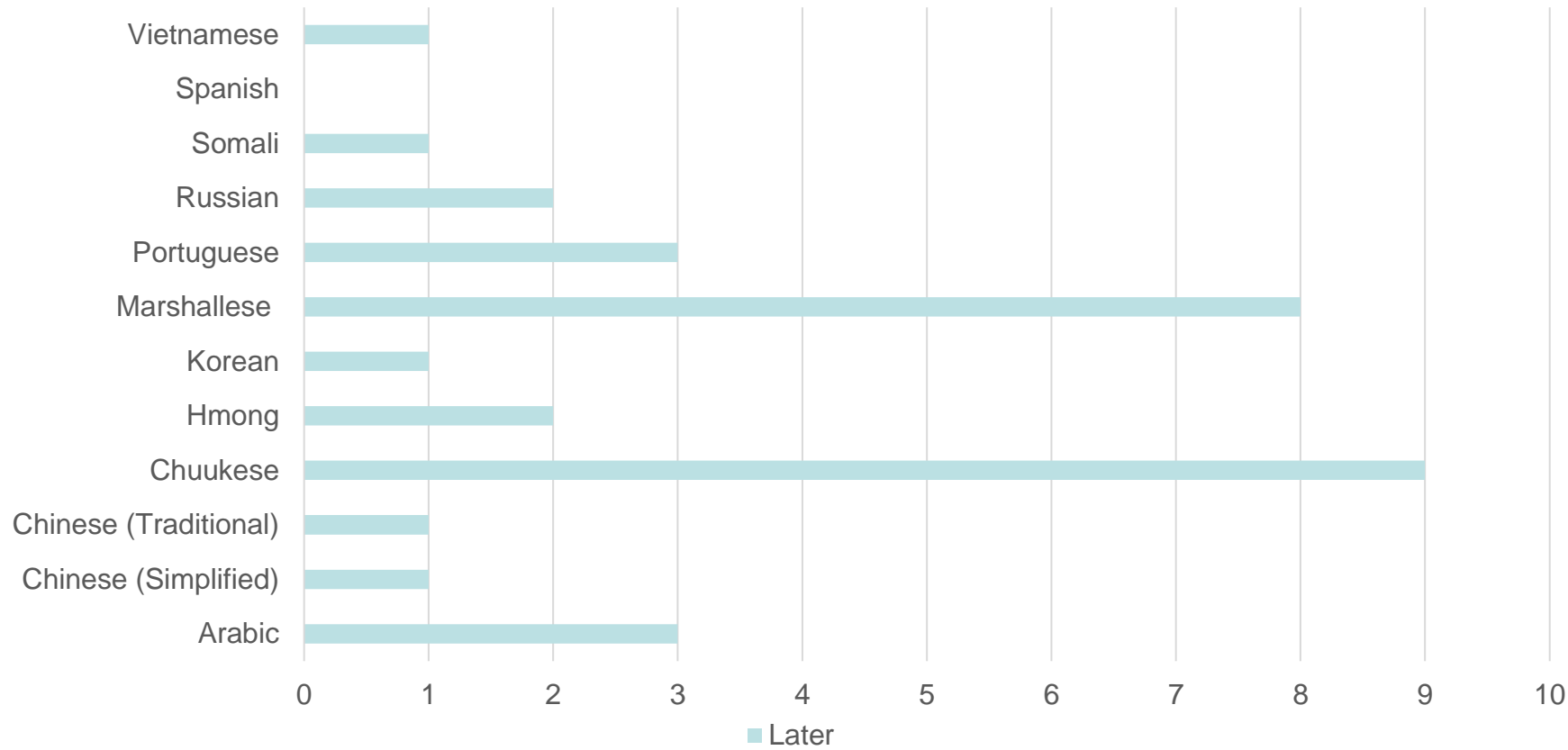
Timeliness of Translations During Emerging Public Health Events

- During emerging public health events, OHA relays public health information to communities that, when delivered in a timely fashion, will help individuals make informed decisions to protect their health
- Metric definition: Number of hours from Incident Manager approval of an important public information document to the return of translated documents to the Joint Information Center
- Target: 2 hours

Timeliness of Translations – Progress Update



Number of Times Language Trailed First Batch



Combined, Marshallese and Chuukese trailed first translations by an average of 27 hours

Infant Mortality Rate (IMR)

- New key performance metric
- Fundamental indicator of population health
- Reflects the broader socioeconomic, structural and environmental factors that influence health and access to health care

Alignment of IMR to OHA goals

- The inputs needed to decrease IMR inequities are the same ones needed overall to achieve health equity by 2030
 - All social determinants of health and associated family supports
 - Advancements in policy and funding mechanisms for health care access including culturally sensitive health care supports and navigation

Infant Mortality Rate Definition

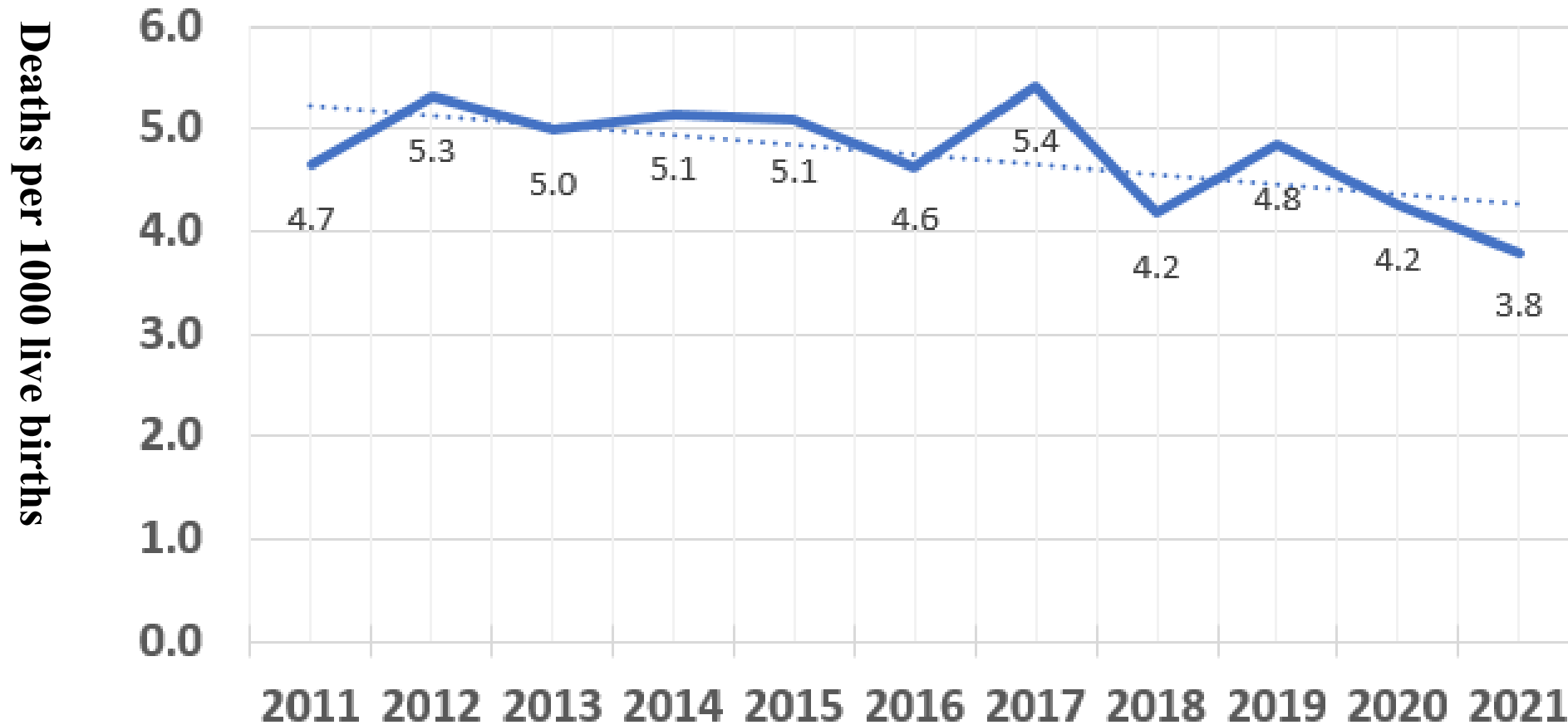
- Data is from Vital Statistics: population-based

$$\frac{\text{Number of infant deaths}}{\text{Number of live births}} \times 1000$$

- Using a 5 year rolling average allows for disaggregation by race/ethnicity

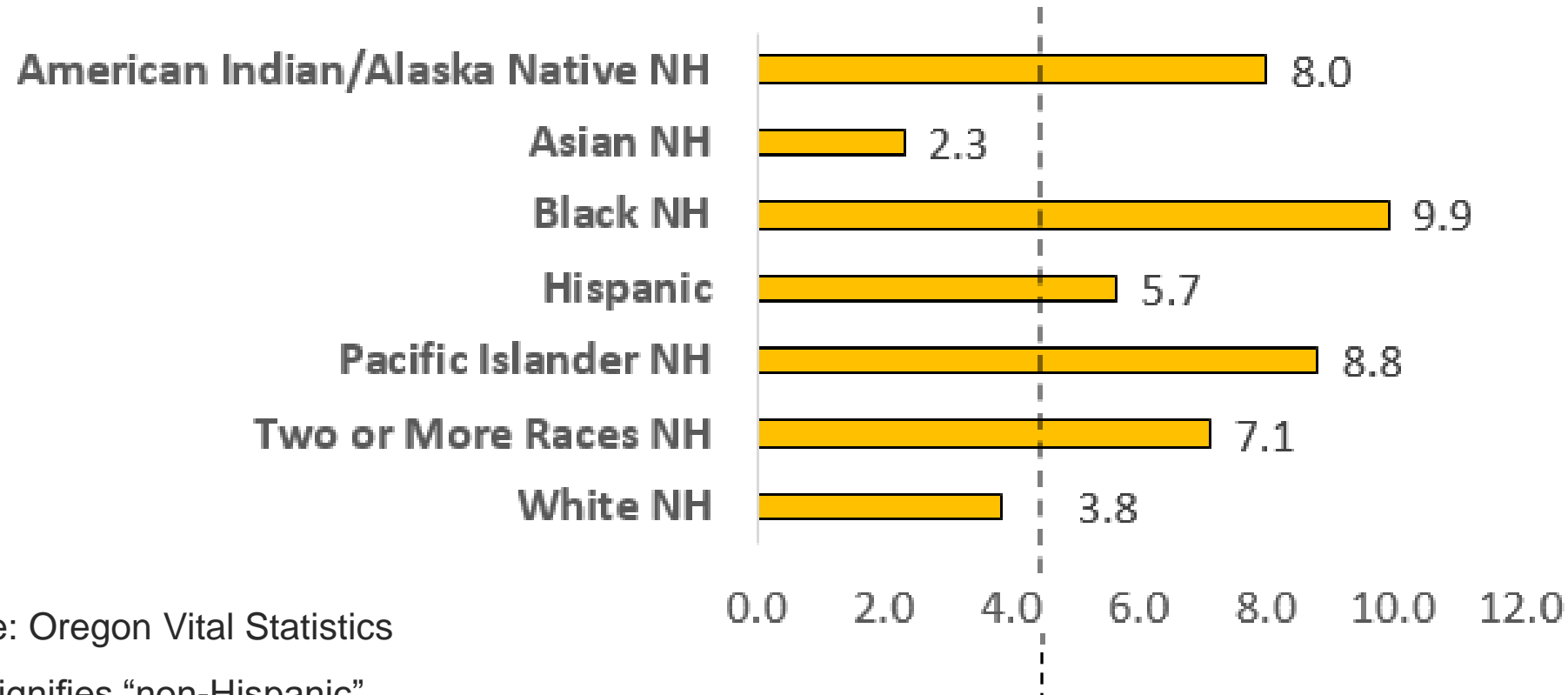
How Are We Doing on IMR?

Oregon Infant Mortality Rates 2011-2020



Racial / Ethnic Inequity in Oregon IMR

Infant Mortality Rate by Race/Ethnicity,
2017-2021



Source: Oregon Vital Statistics

“NH” signifies “non-Hispanic”

Improved Population Health

- Reducing and preventing major health inequities is essential to improving population health
- The Oregon Public Health Division works to protect and promote the health of all Oregonians and the communities where they live, work, play and learn

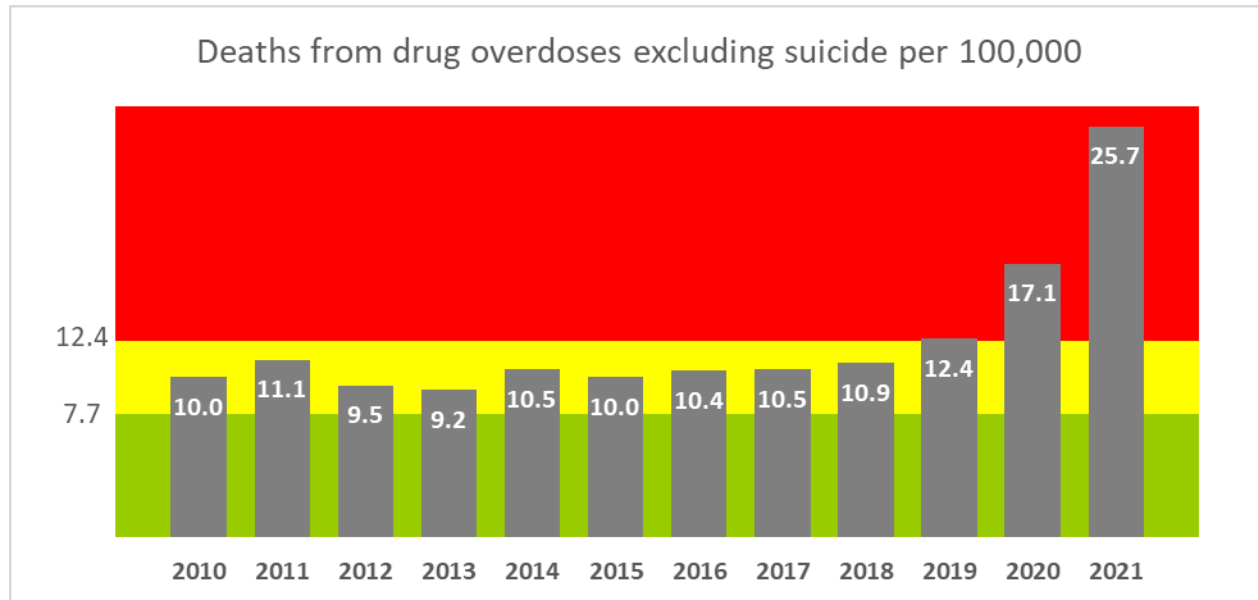
1AOM7D Mortality from Drug Overdose

- Deaths from drug overdoses per 100,000 population
 - Excludes suicide
- Target: 7.7 per 100,000

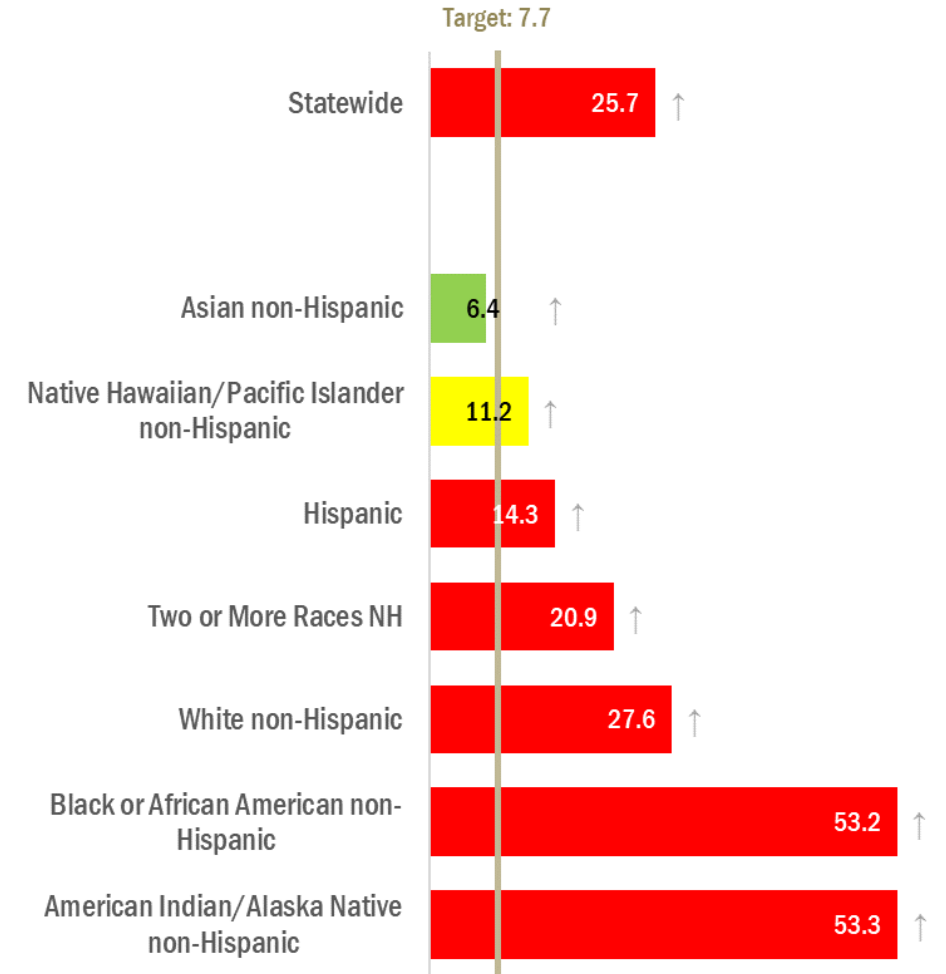
Mortality from Drug Overdose

- Rates of drug overdose death have increased sharply in Oregon over the most recent three years of data available
- Drug-related death rates are highest among Black or African-American non-Hispanic and American Indian/Alaska Native non-Hispanic populations

Mortality from Drug Overdose



Deaths from drug overdoses excluding suicide per 100,000 (2021)

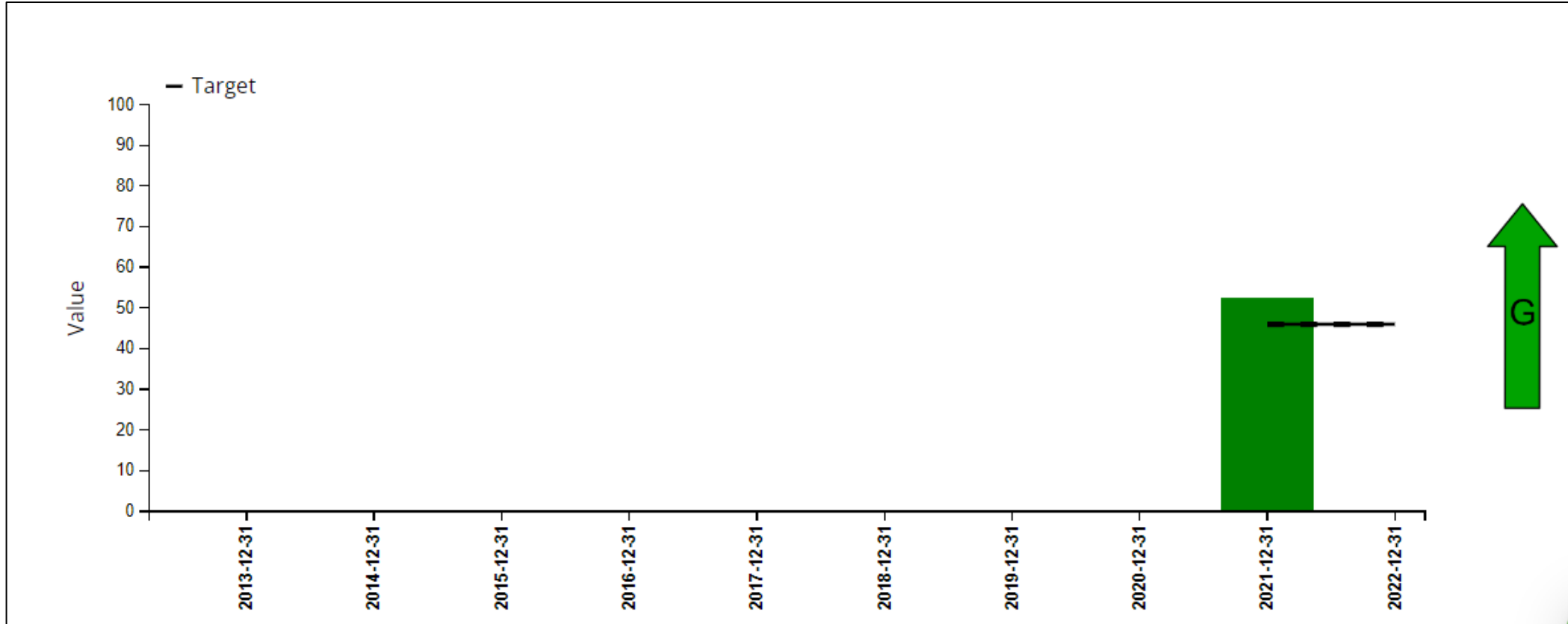


Meaningful Language Access Component 1

Measure Goal

- Achieve meaningful access to health care services for all CCO members through quality communication and language access services, and the delivery of culturally responsive care.
- What is meaningful access? Access that is not significantly restricted, delayed or inferior as compared to programs or activities provided to English proficient individuals (Department of Justice, 2012)
- Language access to culturally responsive health care services for CCO members
- The total points for the survey are 89 and some questions in each domain are “must pass”
- Each CCO must score a minimum of 52%, 63%, and 87% on their self-assessments in years 1, 2 and 3 respectively to pass this component of the measure in respective years

Meaningful Language Access – Chart



Closing

OHA appreciates the opportunity to adjust its Key Performance Measures with the Legislature.

Focusing the agency's efforts on the recommended measures will continue to reflect the priority to direct effort and resources to eliminating health inequities.

Thank You

Oregon
Health
Authority