

Columbia Pacific CCO 2022 – 2024 Strategic Plan



Overarching Goal: Improved Health Outcomes

Goals	1. Optimize healthcare delivery system			2. Sustain essential social health network			3. Optimize CareOregon's CCO model		
Objectives	Improve access to quality care by December 2023	Improve access to culturally and linguistically appropriate care by December 2023		Improve member transitions of care by January 2024	Transform CBO grants to sustainable contracts by January 2023		Codify accountabilities between CareOregon and CPCCO by June 2022	Optimize global budget to drive CPCCO strategic investments by January 2023	
Strategies	1.1 Integration of THWs across clinical and community settings	1.2 Increase number of providers and locations for outpatient behavioral health services	1.3 Achieve quality outcomes for priority populations	2.1 RCT workflows fully support transitions of care between clinical and community settings	2.2 Establish sustainable funding models for housing supports, THWs in CBO settings and CBO use of Connect Oregon	2.3 Successful completion of RHIP to inform CPCCO strategic direction for CCO 3.0	3.1 Complete and socialize the standard workflow and RACI across CO to assure all regulatory deliverables are timely and meet requirements	3.2 Achieve agreement on key deliverables for CPCCO's equity work including: Language Access, equity related data, and grievance & appeals in order to codify accountabilities for CareOregon & CPCCO	3.3 Establish specific revenue budgets and cost containment targets for each benefit (including social health) to enable CPCCO to fund our strategic initiatives
Success Indicators for 2022	Launch one THW Learning Collaborative for clinical and community partners	Increase available capacity for new MH and SUD outpatient services by 5% each	Achieve at least 80% of OHA's quality metrics	Complete transition workflows for member transitions with jail and child welfare	One sustainable payment contract with CBO that serves culturally or linguistically specific populations	Organizations and members who will help with narrative survey platform design are convened by 4th qtr 2022	Quality Narrative OHA deliverables (TQS, HIT, PIP, VBP, MEPP) are met using a standardized approach with dedicated resources	Establish tracking & monitoring system for key deliverables for CPCCO's equity work	CPCCO cost containment & revenue targets by benefit are finalized by January 2023
		Restore 15% of lost MH penetration rates from November 2021 level (17.3%) with annual aggregate increase of 0.9%	Meet CPCCO Meaningful Language Access quality pool metric	Successfully onboard 1 CMHP to Connect Oregon who is receiving referrals for at least 1 program	Successful achievement of SHARE goals for Healthy Homes			Of total grievances and appeals, increase proportion submitted in Spanish to at least 10%, using 2022 as a baseline for comparison	
		Restore 15% of lost SUD penetration rate from November 2021 level (6.9%) with annual aggregate increase of 0.24%	Collect data on interpretation visits for CPCCO members from 7 out of 9 clinic systems	100% of RCT referrals to Healthy Homes are through Connect Oregon					