

FOUNDATIONS

MISSION
Helping people and communities achieve optimum physical, mental and social well-being through partnerships, prevention and access to quality, affordable health care.

VISION
A healthy Oregon

VALUES
Service Excellence, Leadership, Integrity, Health Equity, Partnership, Innovation

KEY GOALS

- Improve the lifelong health of all Oregonians
- Improve the quality, reliability and availability of care for all Oregonians
- Lower or contain the cost of care so it is affordable to everyone
- Prevent the leading causes of death, injury and disease
- Community engagement and collaboration
- Operational excellence (efficient and effective)
- Workforce reflects the values of the agency
- Enterprise leadership

CORE PROCESSES



SUB PROCESSES

- | Health Monitoring and Analytics OP1 | Policy and Program Development OP2 | Program Implementation and Management OP3 | Prevention and Healthcare Purchasing OP4 | Program Integrity OP5 | Regulating OP6 | Quality & Continuous Improvement OP7 | Leading the Enterprise SP1 | Managing Operations SP2 | Developing and Supporting the OHA Workforce SP3 |
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| <ol style="list-style-type: none"> Defining data needs Identifying data sources Establishing standard methods, tools and techniques for monitoring and analyzing data Collecting or generating data Analyzing data Interpreting data Reporting data Ensuring data integrity | <ol style="list-style-type: none"> Assessing policies Identifying, consulting and engaging government and community stakeholders Developing policy Developing health and health care guidelines Ensuring equity in policy and program development and design Establishing metrics and outcomes Identifying and addressing priority health gaps Assessing options for delivering or purchasing services or care Designing programs Program evaluation Developing rules Developing and maintaining payment systems and methodologies | <ol style="list-style-type: none"> Assessing program needs for implementation Consulting and engaging government and community stakeholders Planning and goal setting of programs Operationalizing policies and rules Providing outreach, communication and advocacy to clients. Determining program eligibility and enrollment Providing direct care Administering contracts Paying claims, premiums, subsidies and incentives Developing culturally diverse prevention and treatment strategies Ensuring equity in program delivery Addressing priority health gaps to eliminate Applying emergency response interventions | <ol style="list-style-type: none"> Identifying prevention and health care purchasing needs Contracting or procuring goods and services Monitoring providers, contracts and grants Providing or assuring culturally specific interventions Attracting and retaining plans and providers | <ol style="list-style-type: none"> Developing, assuring and reporting on performance standards Establishing and implementing quality control mechanisms Consulting and engaging government and community stakeholders Collecting and interpreting program and financial data Monitoring and reviewing programs Monitoring protection and safety Providing subject matter expertise and decisions | <ol style="list-style-type: none"> Ensuring health, safety and client rights in publicly-funded programs Certifying, licensing, credentialing and enrolling people, providers, programs and facilities Developing, assuring and reporting on compliance requirements Enforcing regulatory compliance/corrective action Consulting and engaging government and community stakeholders Ensuring civil rights for customers, members, clients and participants | <ol style="list-style-type: none"> Providing technical assistance and support Assessing quality and return on investment Conducting research and analytics on the effectiveness of quality-improvement strategies Consulting and engaging government and community stakeholders Infusing continuous improvement Ensuring conflict resolution processes for customers, members, clients and participants Evaluating/assessing programs | <ol style="list-style-type: none"> Advancing shared vision Leading strategic planning Leading people Leading change Developing diverse and inclusive leadership capacity Prioritizing and governing investments and work Ensuring accountability for results Building and strengthening culturally diverse community relationships Seeking alternative resources Developing professional partnership Establishing and using 2-way communication Maintaining the Management System | <ol style="list-style-type: none"> Managing change Managing finances Managing facilities Managing HR processes Managing information Managing technology Managing contracts Managing use of legal services Governing shared business services Ensuring business continuity Streamlining and prioritizing resources Managing Legislative Activities | <ol style="list-style-type: none"> Increasing the diversity and cultural competency of the workforce Coaching, training, and developing staff Ensuring a healthy and safe work environment Recruiting, retaining, and succession planning Implementing Affirmative Action Plan strategies Managing employee performance Assessing and improving employee satisfaction Ensuring civil rights and conflict resolution processes for employees |

PROCESS MEASURES

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| <ol style="list-style-type: none"> Accurate and accessible data Producing meaningful information Timely information | <ol style="list-style-type: none"> Consistent use of Standard Development Tool (SDT) Timely development of policy, rule or program Engaging the right people at right time Adherence to culturally appropriate best practices | <ol style="list-style-type: none"> Timely and responsive services Equitable program delivery Delivery of quality services | <ol style="list-style-type: none"> Provider participation Contractor performance Cost of care Funding of prevention | <ol style="list-style-type: none"> Consistent/standard compliance reviews Audits/reviews | <ol style="list-style-type: none"> Timeliness Compliance Protection Sustainability Innovation | <ol style="list-style-type: none"> Return on investment (ROI) Timely provision of TA/program improvement Timely and quality assessment Benefits attained through continuous improvement | <ol style="list-style-type: none"> Clear messages delivered Quarterly target reviews Leadership collaboration | <ol style="list-style-type: none"> Resource alignment Financial performance Effectiveness of shared services SLAs | <ol style="list-style-type: none"> Attracting talent Developing workforce Ensuring diversity and inclusion |
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PROCESS OWNER

Katrina Hedberg Carolyn Lawson Gretchen Morley	Jeanene Smith Cindy Bowman	Leann Johnson Rhonda Busek	Mel Kohn Judy Mohr Peterson	Suzanne Hoffman Joan Kapowich	Suzanne Hoffman TBD	Tina Edlund Suzanne Hoffman	Lisa Harnisch Bobby Green	Linda Hammond Bill Coulombe	Leann Johnson Cheryl Miller
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OUTCOME MEASURES

- | Appropriate and equitable access to services and resources O1 | Improving health/Population morbidity and mortality O2 | Health Equity O3 | Customer Satisfaction O4 | Community partnerships (engagement) O5 | Enterprise Leadership O6 | Operational Excellence O7 | Cost / fiscal responsibility O8 | Diversity and Inclusion (Internal) O9 | Employee Engagement O10 |
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| <ol style="list-style-type: none"> Health insurance coverage below 100% of poverty Avoidable ED utilization Ambulatory care sensitive admissions Hospital readmissions | <ol style="list-style-type: none"> Quality of life Prevalence of chronic disease Healthy behaviors | <ol style="list-style-type: none"> Eliminate disparities | <ol style="list-style-type: none"> Satisfaction with services Experience of care | <ol style="list-style-type: none"> Education and awareness Clear expectations Opportunities to contribute and innovate | <ol style="list-style-type: none"> Breakthroughs Collaboration Transparency | <ol style="list-style-type: none"> Management system maturity Effective budget system Culture of continuous improvement | <ol style="list-style-type: none"> Cost of care Budget to actual | <ol style="list-style-type: none"> Employee parity Promotion and succession Performance Inclusive environment | <ol style="list-style-type: none"> Clear expectations Opportunities to grow and be successful Opportunities to contribute and innovate |

MEASURE OWNER

Tina Edlund	Mel Kohn	Tricia Tillman	Judy Mohr Peterson	TBD	Bobby Green	Suzanne Hoffman	Kelly Ballas	Leann Johnson	Cheryl Miller
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KEY PERFORMANCE MEASURES

Proposed 2013-15 Key Performance Measures (KPMs)

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| <ol style="list-style-type: none"> Initiation and engagement of alcohol and other drug dependence treatment – Medicaid population Follow-up after hospitalization for mental illness – Medicaid population Mental and physical health assessment for children in DHS custody Follow-up care for children prescribed with ADHD medication – Medicaid population 30 day substance use (illicit drugs & alcohol) among 6th, 8th, 11th graders – population Prenatal care – Population & Medicaid population | <ol style="list-style-type: none"> Primary care sensitive hospital admissions/inpatient stays – Medicaid population Patient Centered Primary Care Home (PCPCH) enrollment – Medicaid population Access to care – Medicaid population Member experience of care – Medicaid population Member health status – Medicaid population Rate of tobacco use – Population & Medicaid population | <ol style="list-style-type: none"> Rate of obesity – Population and Medicaid population All cause readmissions – Medicaid population Effective contraceptive use – Population & Medicaid population Flu shots – ages 50-64 – Population & Medicaid population Child immunization rates – Population & Medicaid population OHA customer satisfaction |
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