**Office of Health Analytics**

# Senate Bill 966: Quality Incentive Program Study Findings

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# The Quality Incentive Program (QIP)

- **QIP**
  - Encourages CCOs to improve quality of health care for OHP members
  - Earn bonus funds based on performance on health care quality measures identified by Metrics & Scoring Committee
- **SB 966: conduct a study to evaluate QIP on health equity**
  - Ways to address health inequities
  - Context of OHA's goals → eliminate health disparities by 2030, redistribute power, and co-creation

# The Research Study

**Gathered data from:**

- OHP members
- Health System Partners
  - OHA Committee members
  - Providers/CBOs
  - CCOs

# Methodology

- **Project timeline**
  - 03/18/24-08/20/24
- **Data collection timeline**
  - 05/02/24-06/28/24
  - OHP Members → 728 web and paper surveys
  - Health System Partners → 28 interviews, 60 individuals

# Findings: OHP Members

## Who Should be on MSC?

- Who should be on MSC? *[percent very important]*

  - OHP members: 63.7%

  - CBO representatives: 59.1%

  - Outcomes experts: 51.4%

  - CCO representatives: 41.8%

- Need to represent diverse needs and perspectives

*"I believe people from the community, including peer mentors and the people that are actively working with OHP members intimately need to be included."*

# Findings: OHP Members

## Governance Structure

Members completely agreed or moderately agreed that the approach to:

- **Goal setting** (aka benchmarks) helps achieves high quality health care (73.1%)

- **Improvement targets** helps achieve high quality health care (72.0%)
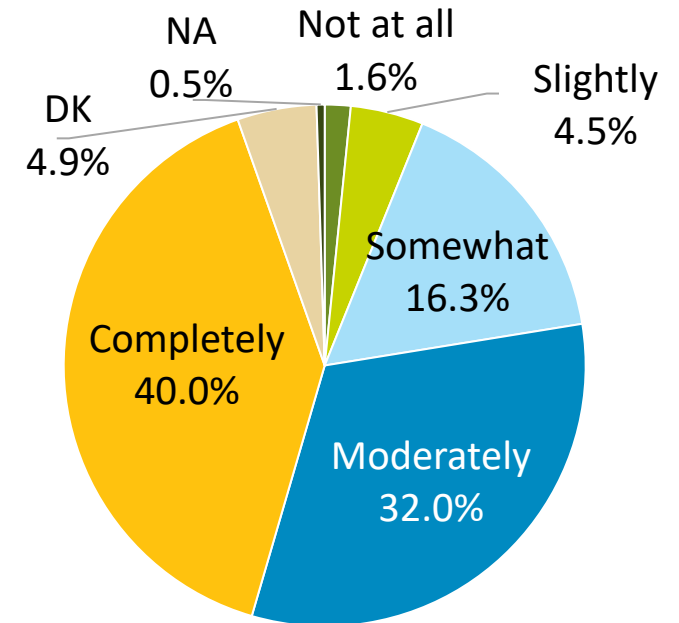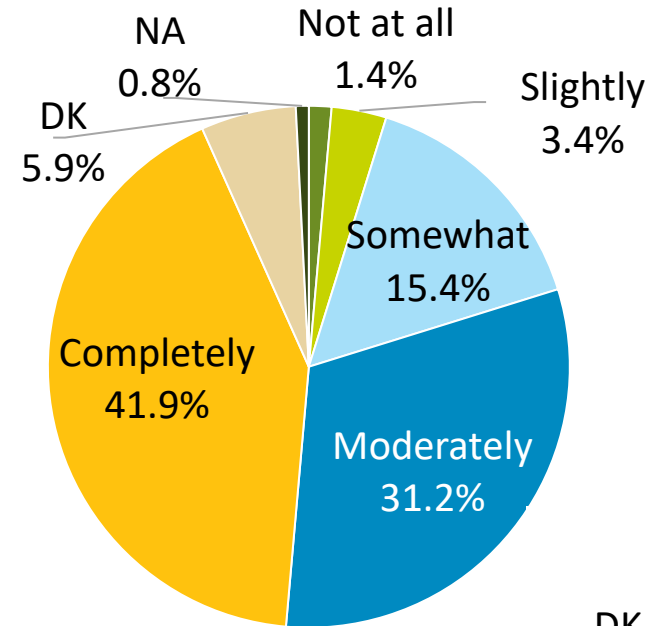
# Findings: OHP Members

**Making public comment engagement easier**

- Notifications in advance when there is an opportunity to give public testimony

- Details about where and how to do so

- more background information provided to members about topics to be discussed

*"Providing clear guidelines on how to submit comments, what information is required and any deadlines will help. Providing easy to read summaries of key issues and proposals to help the public understand what they are commenting on."*

*"Various ways to submit comments such as online forms, email, postal mail and phone calls. And holding meetings in easily accessible locations with good public transport links and convenient schedule times."*

# Findings: Health System Partners

**Centering Members in Governance Structure**

- More representation on committees

- More OHP members in leadership roles

- Better communication and outreach with members

*"To be effective they would need to include more members on MSC. That would be the place to have more involvement. Members may have different goals, ideas, and needs, and they need to be part of the conversation where the work is really happening."*

*"They should also be trained like the rest of us, like I had to be trained on these measures and what they actually mean."*

# Findings: Health System Partners

## Benchmarks

- Essential to directing progress, but some uncertainty how the benchmarks are set

## Improvement Targets

*"Improvement targets seem reasonable about what can change in a year." (CCO)*

*"These targets create unintended consequences because they don't necessarily encourage everyone to strive for the best every year because if you overperform, then you will have a very challenging year next year. It is very frustrating. We are expected to continue to improve a high outcome, and it can be very challenging. It happens to all CCOs with various metrics."*

# Recommendations

- Increase OHP member representation and support

- Strengthen clear and open communication

- Enhance public comment opportunities

- Incorporate OHP member and community feedback

- Expand educational outreach

- Increase timeframe and collaboration for measure selection process

# Limitations

- Extremely short timeline (5 months)

- Nonprobability sampling for OHP member sample

- Complexity of QIP

# Next Steps

- Additional analyses – intersectionality of the data with demographics

- Recommendations on measure selection, implementation, and retirement criteria

- Community engagement → incorporate members in each step of the process of implementing the recommendations from the study
    - Outreach
    - Consult
    - Involve
    - Collaborate
    - Co-create

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# Interested in Learning More?

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## Thank you!