<table>
<thead>
<tr>
<th>TABLE OF CONTENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Executive summary</strong></td>
</tr>
<tr>
<td><strong>Background/context</strong></td>
</tr>
<tr>
<td><strong>Impact of COVID-19 pandemic</strong></td>
</tr>
<tr>
<td><strong>2020 quality pool distribution</strong></td>
</tr>
<tr>
<td><strong>Total quality pool dollars earned and CCO percentage of enrollment</strong></td>
</tr>
<tr>
<td><strong>Appendix A: CCO incentive metrics</strong></td>
</tr>
<tr>
<td>About benchmarks and improvement targets</td>
</tr>
<tr>
<td>Assessments for children in DHS custody</td>
</tr>
<tr>
<td>Childhood immunization status</td>
</tr>
<tr>
<td>Cigarette smoking prevalence</td>
</tr>
<tr>
<td>Depression screening and follow-up plan</td>
</tr>
<tr>
<td>Diabetes care: HbA1c poor control</td>
</tr>
<tr>
<td>Disparity measure: Emergency department utilization among members with mental illness</td>
</tr>
<tr>
<td>Immunizations for adolescents</td>
</tr>
<tr>
<td>Initiation and engagement of alcohol or other drug treatment (initiation phase)</td>
</tr>
<tr>
<td>Initiation and engagement of alcohol or other drug treatment (engagement phase)</td>
</tr>
<tr>
<td>Oral evaluation for adults with diabetes</td>
</tr>
<tr>
<td>Prenatal and postpartum care: postpartum care rate</td>
</tr>
<tr>
<td>Preventive dental or oral health services (ages 1-5)</td>
</tr>
</tbody>
</table>
TABLE OF CONTENTS

| Prevalent dental or oral health services (ages 6-14) | 46 |
| Screening, brief intervention and referral to treatment (Rate 1) | 49 |
| Screening, brief intervention and referral to treatment (Rate 2) | 51 |
| Child and adolescent well-care visits (incentive ages 3-6) | 53 |
| **Appendix B: State quality and CMS core measures** | |
| All-cause readmissions—observed | 57 |
| All-cause readmissions—expected | 59 |
| All-cause readmissions—observed to expected ratio | 61 |
| Ambulatory care: Avoidable emergency department utilization | 63 |
| Ambulatory care: Emergency department utilization | 65 |
| Ambulatory care: Outpatient utilization | 67 |
| Any dental service | 69 |
| CAHPS: Access to care (adults) | 72 |
| CAHPS: Access to care (children) | 74 |
| CAHPS: Access to dental care (adults) | 76 |
| CAHPS: Access to dental care (children) | 78 |
| CAHPS: Getting needed care (adults) | 80 |
| CAHPS: Getting needed care (children) | 82 |
| CAHPS: Health status (adults) | 84 |
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAHPS: Health status (children)</td>
<td>86</td>
</tr>
<tr>
<td>CAHPS: How well doctors communicate (adults)</td>
<td>88</td>
</tr>
<tr>
<td>CAHPS: How well doctors communicate (children)</td>
<td>90</td>
</tr>
<tr>
<td>CAHPS: Medical assistance with smoking and tobacco use cessation: advised to quit</td>
<td>92</td>
</tr>
<tr>
<td>CAHPS: Medical assistance with smoking and tobacco use cessation: advised medications to quit</td>
<td>94</td>
</tr>
<tr>
<td>CAHPS: Medical assistance with smoking and tobacco use cessation: advised strategies to quit</td>
<td>96</td>
</tr>
<tr>
<td>CAHPS: Overall ratings (adults)</td>
<td>98</td>
</tr>
<tr>
<td>CAHPS: Overall ratings (children)</td>
<td>100</td>
</tr>
<tr>
<td>CAHPS: Satisfaction with care (adults)</td>
<td>102</td>
</tr>
<tr>
<td>CAHPS: Satisfaction with care (children)</td>
<td>104</td>
</tr>
<tr>
<td>Childhood and adolescent access to primary care providers</td>
<td>106</td>
</tr>
<tr>
<td>Chlamydia screening</td>
<td>108</td>
</tr>
<tr>
<td>Colorectal cancer screening</td>
<td>110</td>
</tr>
<tr>
<td>Comprehensive diabetes care: HbA1c testing</td>
<td>112</td>
</tr>
<tr>
<td>Controlling high blood pressure</td>
<td>114</td>
</tr>
<tr>
<td>Dental sealants on permanent molars for children</td>
<td>116</td>
</tr>
<tr>
<td>Developmental screenings in the first 36 months of life</td>
<td>118</td>
</tr>
<tr>
<td>Effective contraceptive use among women at risk of unintended pregnancy</td>
<td>120</td>
</tr>
<tr>
<td>Follow-up after emergency department visit for mental illness (7 day)</td>
<td>122</td>
</tr>
<tr>
<td>TABLE OF CONTENTS</td>
<td>Page</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Follow-up after emergency department visit for mental illness (30 day)</td>
<td>124</td>
</tr>
<tr>
<td>Follow-up after emergency department visit for non-traumatic dental reasons (7 day)</td>
<td>126</td>
</tr>
<tr>
<td>Follow-up after emergency department visit for non-traumatic dental reasons (30 day)</td>
<td>128</td>
</tr>
<tr>
<td>Follow-up after hospitalization for mental illness</td>
<td>130</td>
</tr>
<tr>
<td>Follow-up care for children prescribed ADHD medication (initiation)</td>
<td>132</td>
</tr>
<tr>
<td>Follow-up care for children prescribed ADHD medication (continuation and maintenance)</td>
<td>134</td>
</tr>
<tr>
<td>Immunizations for adolescents: Combo 1</td>
<td>136</td>
</tr>
<tr>
<td>Patient-Center Primary Care Home (PCPCH) enrollment</td>
<td>138</td>
</tr>
<tr>
<td>PQI 01: Diabetes short-term complication admission rate</td>
<td>140</td>
</tr>
<tr>
<td>PQI 05: Chronic obstructive pulmonary disease (COPD) or asthma in older adults admission rate</td>
<td>142</td>
</tr>
<tr>
<td>PQI 08: Congestive heart failure admission rate</td>
<td>144</td>
</tr>
<tr>
<td>PQI 15: Asthma in younger adults admission rate</td>
<td>146</td>
</tr>
<tr>
<td>Prenatal and postpartum care: Timeliness of prenatal care</td>
<td>148</td>
</tr>
<tr>
<td>Topical fluoride varnish</td>
<td>150</td>
</tr>
<tr>
<td>Weight assessment, nutrition, and activity counseling for children and adolescents</td>
<td>153</td>
</tr>
<tr>
<td>Well-child visits in the first 15 months of life</td>
<td>155</td>
</tr>
<tr>
<td>Well-child visits in the first 30 months of life—ages 15 months to 30 months</td>
<td>157</td>
</tr>
</tbody>
</table>
This report describes the performance of Oregon’s coordinated care organizations (CCOs) on quality metrics during 2020, which was a difficult year. The pay-for-performance model has a history of success in Oregon, with CCOs achieving high benchmarks over the years. Independent evaluation has shown that the CCO quality incentive program is effective in improving care and outcomes for CCO members. In 2020, however, as the COVID-19 pandemic unfolded, Oregon’s health care system strained and adapted. In-person care was severely disrupted. Although telehealth services were rapidly deployed to fill some gaps, some care simply could not be delivered remotely.

In response to the COVID-19 pandemic, expectations for the 2020 measurement year of the CCO quality incentive program were revised in two key ways:

1. **Quality pool**: Under the original 2020 CCO contract, the quality pool was to be funded through a withhold of 4.25% of each CCO’s monthly capitation revenue – totaling approximately $17 million per month across all CCOs. However, starting in April 2020, the withhold was suspended so that funds could be infused into the health care system to meet immediate needs to maintain capacity and access to care. The $52.8 million that had already been withheld January through March 2020 was retained in the quality pool. See page 14 for more detail on the 2020 quality pool distribution.

2. **Benchmarks**: The benchmarks required to qualify for incentives, which had been set in September 2019, were suspended. In July 2020, the Metrics and Scoring Committee voted to make all of the 2020 incentive measures reporting only. In this report, the initial benchmarks for incentive measures are included for context; however, CCOs qualified for incentives by simply reporting measures.

Even before the pandemic, changes to the quality incentive program were underway for 2020. In 2019, the Metrics and Scoring Committee made substantial revisions to the 2020 set of incentivized measures, retiring 10 measures and adding four measures to the CCO quality incentive program. A history of changes in the measure set over the years can be found here. All retired measures are monitored for at least one year; the measures retired in 2019 are included in Appendix B of this report.

In addition, 2020 marked the beginning of the “CCO 2.0” contract period. Some CCOs did not continue, and other CCOs began to serve Oregon Health Plan members in some areas of the state. In this report, trendlines are unavailable for CCOs that began operating in new service areas in 2020, and counts of the number of CCOs that improved on a given measure all exclude the two CCOs that were new in 2020.

**OHA is committed to eliminating health inequities by 2030.** Events in 2020, including the disproportionate harm of COVID-19 on communities of color and Tribal communities, underscore the urgency to address health inequities. In this report, most measures are broken out to examine potential inequitable effects. Depending on the data source for the measure, different analyses are available. The Consumer Assessments of Healthcare Providers and Systems (CAHPS) measures include analysis by race and ethnicity, and the claims-based measures include analysis by household language. OHA anticipates publishing a subsequent deeper dive analysis of the claims-based measures by race and ethnicity.
Report highlights

This report shows CCO performance across three categories of measures: CCO quality incentive metrics, state quality metrics, and CMS Medicaid Adult and Child Core metrics (see page 12 for additional background and more information on the different categories of measures). Key findings are detailed below and on the following pages.

Assessments for children in DHS custody declined for the first time since 2014. This measure has been an important driver of quality improvements in care and outcomes for children in foster care. During the pandemic, the dental assessments component of the measure was a particular obstacle to performance. At the same time, however, process improvements were completed, as OHA and the Oregon Department of Human Services worked with CCOs to improve the accuracy and timeliness of notifications to CCOs about children in DHS custody. Based on pilot findings, these process improvements have been implemented and are expected to support improved coordination going forward.

Cigarette smoking prevalence continued to improve in 2020. Performance on this measure continued to improve in 2020. The statewide smoking rate among CCO members declined again and the majority of CCOs reported at least some improvement in 2020.
**EXECUTIVE SUMMARY**

**Diabetes care: HbA1c poor control worsened dramatically:** This measure, using EHR data, examines the percentage of adult CCO members who have diabetes and whose blood sugars are poorly controlled. Poor control is defined by results on a blood test performed by a laboratory, and because a missing test result is counted as poor control, performance will be worse if members do not have blood drawn for lab tests. Because the measure reports poor control, a lower score indicates better performance. Performance on this measure was much worse in 2020.

**Diabetes care: HbA1c testing also declined:** This measure, using claims data, examines the percentage of adult CCO members who have diabetes and received at least one HbA1c blood sugar test. Like the poor control measure (see above), this process measure worsened significantly in 2020. Analysis of the claims data shows that declines occurred among all household language groups, with the largest declines among CCO members in households speaking Spanish and Chinese languages.

**Initiation and engagement of alcohol or other drug treatment showed mixed results:** Statewide performance improved for initiation, which is the proportion of members who begin treatment within 14 days of an initial diagnosis of alcohol or other drug dependence. The majority of CCOs improved between 2019 and 2020. When broken out by language, however, there were declines in performance among CCO members in households speaking Spanish and (with a larger decline) Vietnamese. In addition, the rate of continued and timely engagement in services fell between 2019 and 2020.
EXECUTIVE SUMMARY

Immunizations for adolescents increased slightly, improving across most household language groups: Although performance on this measure fell short of the original benchmark, the statewide rate increased slightly from 2019, with the majority of CCOs reporting improved performance. When broken out by household language, most groups improved, but there were declines for CCO members in households speaking English and Russian.

Preventive dental services (ages 1-5) decreased substantially: As routine dental care was suspended or avoided in 2020, the percentage of young children who received a preventive dental service during the year declined significantly. Only one CCO improved on this measure in 2020. Performance dropped among all household language groups.

Well-child visits (ages 3-6) dropped: With severe disruptions in routine care, the percentage of children who received at least one primary care well-care visit declined. Only one CCO improved on this measure in 2020. Performance dropped among all household language groups.
How does the Oregon Health Authority support CCOs’ quality improvement efforts?

OHA works with CCOs throughout the measurement year to look for patterns in performance and to use quality performance data. For example:

- During the measurement year, OHA provides every CCO a summarized monthly metrics dashboard with information that can be parsed at the member level to better understand service use. Because this dashboard is updated monthly with claims-based metric information, CCOs and OHA are able to work together throughout the year to validate measure results. Any discrepancies in reporting can be quickly identified and corrected with smaller lag times. In addition, CCOs can use the ongoing data to target quality improvement efforts.

- The CCO **Metrics Technical Advisory Group** (TAG) typically meets on a bimonthly cycle to identify, discuss and resolve metric questions and challenges at the operational level. In 2020, some of these meetings were canceled as part of OHA’s effort to reduce CCOs’ time commitments not directly tied to COVID response; OHA provided email updates to the Metrics TAG to maintain communication between meetings. The Metrics TAG meetings are coordinated with the OHA **Transformation Center**, which provides practical support directly to CCOs and clinics. For example, technical assistance was offered to help CCOs improve performance on metrics including Diabetes HbA1c Poor Control, Oral Evaluation for Adults with Diabetes, and Emergency Department Visits Among Members Experiencing Mental Illness. Resources from earlier technical assistance, such as childhood immunizations, also remain available to CCOs through recorded webinars and other resources. In addition, OHA supports Innovator Agents to serve as liaisons between CCOs and OHA. The Transformation Center and Innovator Agents help remove communication barriers and ensure OHA remains in touch with each CCO’s community.

- At the conclusion of every measurement year, OHA offers a month-long validation period. During this phase of the program, CCOs can ask for clarification about the rules or calculations for any metric and provide additional documentation for the measures as appropriate.
Medicaid waiver

Medicaid (health coverage for people earning less than 138% of the federal poverty level, and people with disabilities) is administered by individual states but must follow certain federal requirements. States may obtain an 1115 Medicaid Demonstration waiver from the federal government, which grants them extra flexibility in how they use federal Medicaid funds in their state, with the goal of improving health care programs. Oregon has had such a waiver since 1994. The 1115 Medicaid waiver allows Oregon to deliver Medicaid services in unique ways, such as through the coordinated care model. Some of the key elements of Oregon’s coordinated care model include: using best practices to manage and coordinate care; transparency in price and quality; and paying for better quality care and better health outcomes, rather than just more services. So what does coordinated care mean?

Coordinated care

A coordinated care organization (CCO) is a network of health care providers (physical, behavioral, and oral health care providers) who have agreed to work together in their local communities to serve people who receive health care coverage under the Oregon Health Plan (Medicaid). CCOs were formed in Oregon in late 2012. In 2020, there were 15 CCOs operating in communities around Oregon.

CCOs have the flexibility to support new models of care that are patient-centered, team-focused, and eliminate health inequities. CCOs are able to better coordinate services and also focus on prevention, chronic illness management and person-centered care. They have flexibility within their budgets to provide services alongside today's Oregon Health Plan medical benefits with the goal of meeting the triple aim of better health, better care and lower costs for the populations they serve. Before Oregon’s CCOs were formed, physical, behavioral and other care were not integrated, making things more difficult for patients and providers and more expensive for the state.

Medicaid expansion

Beginning in 2014 many more Oregonians were able to join the Oregon Health Plan because of the Affordable Care Act, which increased the income eligibility limit. During 2020, Medicaid expansion helped to protect Oregonians from losing coverage during the pandemic. Oregon Health Plan enrollment increased from 1,009,450 in January 2020 to 1,249,300 in December 2020.

Measuring progress

The measures in this report are an important piece of the coordinated care model. They increase transparency and help us know how well CCOs are improving the quality of care. The measures fall into three categories (see next page).
State quality metrics

OHA has agreed to measure and report these metrics to the Centers for Medicare & Medicaid Services (CMS) as part of the 1115 Medicaid waiver.

CMS core metrics

OHA and other state Medicaid programs report measures in the Medicaid Adult and Child Core sets to the Centers for Medicare & Medicaid Services (CMS) annually.

CCO incentive metrics

CCOs receive payment based on their performance on incentive metrics, which are selected by the Metrics and Scoring Committee. This is part of Oregon’s commitment to pay for better quality care and health outcomes. For more information on the committee, visit https://www.oregon.gov/OHA/HPA/ANALYTICS/Pages/Metrics-Scoring-Committee.aspx.

Note that there is often crossover between the measure sets; a metric can fall into more than one category. To help readers identify which metrics belong in which measure set, each metric is accompanied by the icons shown.

Measure specifications and more information

- Information about the CCO incentive program, including specifications for the measures included in this report: https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx
- Metrics and Scoring Committee: https://www.oregon.gov/OHA/HPA/ANALYTICS/Pages/Metrics-Scoring-Committee.aspx
- Medicaid Demonstration waiver: https://www.oregon.gov/oha/HSD/Medicaid-Policy/Pages/OHP-Waiver.aspx
- This and other metrics reports: https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx
IMPACT OF COVID-19 PANDEMIC

Statewide change in performance from 2019

- Declined
- Improved

ED utilization: members with mental illness* +15.7%
Postpartum care rate +8.1%
Cigarette smoking prevalence* +5.0%
IET-Initiation** +2.3%
Immunizations for adolescents +0.8%
IET-Engagement** -4.7%
Childhood immunization status -6.4%
Health assessments for children in DHS custody -9.0%
Well-care visits ages 3-6 -13.7%
Depression screening -13.9%
Preventive dental/oral health ages 1-5** -17.0%
SBIRT Rate 1** -20.0%
Preventive dental/oral health ages 6-14** -26.4%
SBIRT Rate 2** -31.8%
Oral evaluation for adults with diabetes -33.9%
Diabetes: HbA1c poor control* -34.9%

* For these measures a lower rate indicates better performance. To enable easy comparison across the measure set, measures are listed in the chart based on whether performance moved in the desired direction. For example, performance on the cigarette smoking prevalence measure improved by 5%, meaning a 5% decrease in the rate of smoking.

**These three measures (IET, Preventive dental/oral health, and SBIRT) each have two separately reported rates.
The Oregon Health Authority established the quality pool process to drive improvement through incentive payments to coordinated care organizations (CCOs). This is the eighth year of the quality incentive program, and normally, each CCO is paid for reaching benchmarks or making improvements on incentive measures. Because of the pandemic, ordinary processes were changed for 2020.

Under the original 2020 CCO contract, OHA was to withhold approximately 4.25 percent of each CCO’s monthly 2020 capitation revenue to fund the quality pool. These funds were scheduled to be paid out in June 2021. However, due to the health care disruption occurring during the COVID-19 pandemic and the need for increased cash flow to address critical needs, OHA suspended the 2020 withhold starting in April 2020. This resulted in approximately $17 million or more per month to help CCOs address critical needs that could not wait for later funding. Such areas of need include, but are not limited to, hospital access (urban and rural), operation of residential facilities, expanded telehealth services, and laboratory and diagnostic testing, as well as support for local public health agencies, primary care providers, behavioral health providers, transportation services and social service agencies. CCOs had to provide information to OHA on plans for spending these funds. A summary of these plans can be found here. The funds withheld from January to March 2020 were maintained for the quality pool, and all of those funds were disbursed to CCOs by June 30, 2021.

**Quality Pool: Phase One Distribution**

Due to the COVID-19 pandemic, 2020 data cannot be meaningfully used to assess quality improvement. For this reason, the Metrics and Scoring Committee adjusted the benchmark expectation of each measure in the incentive program to reporting-only, meaning that **2020 quality pool payments are based solely on whether CCOs reported their data to OHA as stipulated in OHA program documentation**. The next page shows the percentage and dollar amounts earned by each CCO.

**Challenge Pool: Phase Two Distribution**

The challenge pool contains all funds remaining after the phase one distribution of quality pool funds. For 2020, with phase one distribution based on reporting-only, all CCOs earned 100% of their quality pool funds in phase one. Therefore, no funds were allocated to the challenge pool.
# 2020 QUALITY POOL DISTRIBUTION

<table>
<thead>
<tr>
<th>CCO</th>
<th># Measures reported (of 13 possible)*</th>
<th>Total payment earned</th>
<th>Total % quality pool funds earned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Health</td>
<td>13</td>
<td>$1,345,883</td>
<td>100%</td>
</tr>
<tr>
<td>AllCare Health Plan</td>
<td>13</td>
<td>$2,722,143</td>
<td>100%</td>
</tr>
<tr>
<td>Cascade Health Alliance</td>
<td>13</td>
<td>$1,062,651</td>
<td>100%</td>
</tr>
<tr>
<td>Columbia Pacific</td>
<td>13</td>
<td>$1,802,197</td>
<td>100%</td>
</tr>
<tr>
<td>Eastern Oregon</td>
<td>13</td>
<td>$3,447,748</td>
<td>100%</td>
</tr>
<tr>
<td>Health Share of Oregon</td>
<td>13</td>
<td>$18,084,127</td>
<td>100%</td>
</tr>
<tr>
<td>Intercommunity Health Network</td>
<td>13</td>
<td>$3,640,202</td>
<td>100%</td>
</tr>
<tr>
<td>Jackson Care Connect</td>
<td>13</td>
<td>$2,473,317</td>
<td>100%</td>
</tr>
<tr>
<td>PacificSource - Central Oregon</td>
<td>13</td>
<td>$3,268,359</td>
<td>100%</td>
</tr>
<tr>
<td>PacificSource - Gorge</td>
<td>13</td>
<td>$753,267</td>
<td>100%</td>
</tr>
<tr>
<td>PacificSource - Lane</td>
<td>13</td>
<td>$3,048,687</td>
<td>100%</td>
</tr>
<tr>
<td>PacificSource - Marion Polk</td>
<td>13</td>
<td>$5,386,442</td>
<td>100%</td>
</tr>
<tr>
<td>Trillium South</td>
<td>13</td>
<td>$2,532,282</td>
<td>100%</td>
</tr>
<tr>
<td>Umpqua Health Alliance</td>
<td>13</td>
<td>$1,669,066</td>
<td>100%</td>
</tr>
<tr>
<td>Yamhill Community Care</td>
<td>13</td>
<td>$1,592,280</td>
<td>100%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>$52,828,651</td>
<td></td>
</tr>
</tbody>
</table>

* Quality pool distribution is based on number of measures met and CCO size (number of members). See page 16 for CCO enrollment.
2020 QUALITY POOL DISTRIBUTION AND ENROLLMENT

Total quality pool dollars earned, by CCO

<table>
<thead>
<tr>
<th>CCO</th>
<th>Dollars Earned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Health</td>
<td>$1,345,883</td>
</tr>
<tr>
<td>AllCare CCO</td>
<td>$2,722,143</td>
</tr>
<tr>
<td>Cascade Health Alliance</td>
<td>$1,062,651</td>
</tr>
<tr>
<td>Columbia Pacific</td>
<td>$1,802,197</td>
</tr>
<tr>
<td>Eastern Oregon</td>
<td>$3,447,748</td>
</tr>
<tr>
<td>Health Share of Oregon</td>
<td>$18,084,127</td>
</tr>
<tr>
<td>Intercommunity Health Network</td>
<td>$3,640,202</td>
</tr>
<tr>
<td>Jackson Care Connect</td>
<td>$2,473,317</td>
</tr>
<tr>
<td>PacificSource - Central</td>
<td>$3,268,359</td>
</tr>
<tr>
<td>PacificSource - Gorge</td>
<td>$753,267</td>
</tr>
<tr>
<td>PacificSource - Lane</td>
<td>$3,048,687</td>
</tr>
<tr>
<td>PacificSource - Marion Polk</td>
<td>$5,386,442</td>
</tr>
<tr>
<td>Trillium South</td>
<td>$2,532,280</td>
</tr>
<tr>
<td>Umpqua Health Alliance</td>
<td>$1,669,066</td>
</tr>
<tr>
<td>Yamhill Community Care</td>
<td>$1,592,280</td>
</tr>
</tbody>
</table>

Percent of total enrollment, by CCO

(December 2020 enrollment) n = 1,197,613

<table>
<thead>
<tr>
<th>CCO</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Health</td>
<td>2.3%</td>
</tr>
<tr>
<td>AllCare CCO</td>
<td>5.5%</td>
</tr>
<tr>
<td>Cascade Health Alliance</td>
<td>2.1%</td>
</tr>
<tr>
<td>Columbia Pacific</td>
<td>2.9%</td>
</tr>
<tr>
<td>Eastern Oregon</td>
<td>5.6%</td>
</tr>
<tr>
<td>Health Share of Oregon</td>
<td>34.7%</td>
</tr>
<tr>
<td>Intercommunity Health Network</td>
<td>6.3%</td>
</tr>
<tr>
<td>Jackson Care Connect</td>
<td>5.1%</td>
</tr>
<tr>
<td>PacificSource - Central</td>
<td>5.7%</td>
</tr>
<tr>
<td>PacificSource - Gorge</td>
<td>1.3%</td>
</tr>
<tr>
<td>PacificSource - Lane</td>
<td>6.5%</td>
</tr>
<tr>
<td>PacificSource - Marion Polk</td>
<td>10.9%</td>
</tr>
<tr>
<td>Trillium</td>
<td>5.1%</td>
</tr>
<tr>
<td>Umpqua Health Alliance</td>
<td>3.0%</td>
</tr>
<tr>
<td>Yamhill Community Care</td>
<td>3.1%</td>
</tr>
</tbody>
</table>
Ordinarily, incentive measure benchmarks are selected by the Metrics and Scoring Committee and are meant to be aspirational goals. To encourage ongoing improvement, CCOs can earn quality pool payment for a) achieving the benchmark or b) achieving their individual improvement target. Improvement targets are based on the Minnesota Department of Health Quality Incentive Payment System (“Minnesota method”), which requires at least a 10 percent reduction in the gap between baseline and the benchmark to qualify for incentive payments.

Suppose CCO A’s performance in 2019 (i.e. baseline) on Measure 1 was 60.0%.

<table>
<thead>
<tr>
<th>Baseline: 60.0%</th>
<th>Benchmark: 100.0%</th>
</tr>
</thead>
<tbody>
<tr>
<td>The gap between baseline and the benchmark is [100-60] = 40%</td>
<td></td>
</tr>
</tbody>
</table>

Ten percent of 40% = 4%. Thus, **CCO A must improve by 4 percentage points in 2019**. Their **improvement target** is [baseline + 4%] = [60% + 4%] = 64%.

**CCO A’s performance in 2020** is 65%; they **achieved their improvement target and will receive quality pool payment** on Measure 1.

<table>
<thead>
<tr>
<th>Baseline: 60.0%</th>
<th>Benchmark: 100.0%</th>
</tr>
</thead>
</table>

In some cases, depending on the difference between the CCO’s baseline and the benchmark, the Minnesota method may result in a very small improvement that may not represent a statistically significant change. Using the example above, suppose the benchmark was only **75 percent**. In this case, CCO A’s improvement target using the formula would be:

\[
\frac{75\% - 60\%}{10} = 1.5\%
\]

\[
60\% + 1.5\% = 61.5\%
\]

Where the Minnesota method results in small improvement targets like this, the Committee has typically establishes a “floor” or minimum level of required improvement before the CCO would meet its improvement target. In this example, suppose the floor is 3 percentage points. The Minnesota method formula results in 1.5% increase. Instead of 61.5%, CCO A’s improvement target with the 3% floor applied would be: [baseline + floor] = [60% + 3%] = 63%.

On the following measure pages, CCO results are arranged in order of greatest percentage improvement to lowest percentage improvement.
Assessments for children in DHS custody

Percentage of children who received age-appropriate mental, physical, and dental health assessments within 60 days of the state notifying CCOs that the children were placed into custody with the Department of Human Services (foster care). For children under age 4 the measure requires physical and dental, but not mental health assessments. Children under age 1 only require a physical health assessment.

Data source:
Administrative (billing) claims + ORKids (state system for tracking and managing children in foster care)

Original 2020 benchmark source: Committee consensus

2020 data (n=997)
- Statewide change since 2019: -9.0%
- Number of CCOs that improved*: 5

*This number excludes the two CCOs new in 2020.

Results prior to 2014 are not directly comparable to later years due to change in methodology.

More details about this metric are available here: https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx

Household language

2019 and 2020, by household language.

- Russian
- Vietnamese
- Other*
- English
- Spanish*
- Unknown/Undetermined
- Chinese languages*

*note small denominator (n<30)
Assessments for children in DHS custody in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.

*note small denominator (n<30)
Childhood immunization status

Percentage of children who received recommended vaccines (Combo 2: DTaP, IPV, MMR, HiB, Hepatitis B, VZV) before their second birthday.

Data source:
Administrative (billing) claims and ALERT immunization data

Original 2020 benchmark source:
2019 national Medicaid 90th percentile

2020 data (n=11,053)
- Statewide change since 2019: **-6.4%**
- Number of CCOs that improved*: 1

*This number excludes the two CCOs new in 2020.

More details about this metric are available here: [https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx](https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx)

Back to table of contents.
Childhood immunization status in **2019** and **2020**, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.

- **Pacific Source Marion Polk**: Original 2020 benchmark 80.8%
- **PacificSource Lane**: 81.7%
- **Cascade Health Alliance**: 79.3%
- **Jackson Care Connect**: 62.4%, 2018: 65.5%
- **Health Share of Oregon**: 80.1%
- **InterCommunity Health Network**: 71.9%, 2018: 65.5%
- **PacificSource Central**: 81.7%
- **Yamhill Community Care**: 71.5%, 2018: 68.9%
- **Trillium South**: 73.5%, 2018: 73.5%
- **Umpqua Health Alliance**: 77.3%
- **Columbia Pacific**: 73.5%
- **Eastern Oregon**: 79.6%
- **Advanced Health**: 66.1%, 2018: 75.6%
- **AllCare CCO**: 60.8%
- **PacificSource Gorge**: 73.8%, 2018: 61.3%
Cigarette smoking prevalence

Percentage of Medicaid members age 13 years and older who were screened for smoking status and identified as current smokers.

Data source:
Electronic Health Records

Original 2020 benchmark source:
Committee consensus and alignment with 1115 demonstration waiver goals

2020 data (n=297,481)

- Statewide change since 2019 (lower is better): **-5.0%**
- Number of CCOs that improved*: **8**

*This number excludes the two CCOs new in 2020.

More details about this metric are available here: [https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx](https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx)

---

Citywide Household language

OHA receives aggregated data for this measure that cannot be stratified by household language.
Cigarette smoking prevalence in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.

Original 2020 benchmark 26.6%

Lower is better

Health Share of Oregon
PacificSource Central
PacificSource Gorge
AllCare CCO
Advanced Health
Yamhill Community Care
Eastern Oregon
Jackson Care Connect
Cascade Health Alliance
InterCommunity Health Network
Columbia Pacific
Trillium South
Umpqua Health Alliance
PacificSource Marion Polk
PacificSource Lane

2020 CCO Metrics Performance Report
October 2021
Oregon Health Authority
Office of Health Analytics
Depression screening and follow-up

Percentage of patients (ages 12 and older) who had appropriate screening and follow-up planning for depression.

**Data source:**
Electronic Health Records

**Original 2020 benchmark source:**
N/A

**2020 data** (n=385,086)

- Statewide change since 2019: **-13.9%**
- Number of CCOs that improved*: **3**

*This number excludes the two CCOs new in 2020.

Results prior to 2019 are not directly comparable to prior years due to changes in methodology.

More details about this metric are available here: [https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx](https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx)

---

**Household language**

OHA receives aggregated data for this measure that cannot be stratified by household language.

---

Back to table of contents.
Depression screening and follow-up plan in 2019 and 2020, by CCO.

PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.

- PacificSource Lane: 55.1%
- PacificSource Marion Polk: 49.8%
- PacificSource Central: 57.1%, 74.5%
- Umpqua Health Alliance: 42.3%, 51.0%
- Eastern Oregon: 65.9%, 72.9%
- Cascade Health Alliance: 47.1%, 47.2%
- Jackson Care Connect: 52.0%, 54.7%
- AllCare CCO: 41.4%, 45.0%
- Columbia Pacific: 49.5%, 59.5%, 64.4%
- Trillium South: 48.9%, 58.7%
- Advanced Health: 48.9%, 58.7%
- InterCommunity Health Network: 51.0%, 54.7%
- Yamhill Community Care: 55.5%, 59.7%
- PacificSource Gorge: 35.1%, 50.6%
- Health Share of Oregon: 47.1%, 67.1%
**Diabetes care: HbA1c poor control**

Percentage of patients 18-75 years of age with diabetes who had hemoglobin A1c > 9.0% during the measurement period. A lower score is better.

**Data source:**
Electronic Health Records

**Original 2020 benchmark source:**
2018 CCO statewide average

**2020 data** (n=44,846)
- Statewide change since 2019 (lower is better): **+34.9%**
- Number of CCOs that improved*: **0**

*This number excludes the two CCOs new in 2020.

OHA receives aggregated data for this measure that cannot be stratified by household language.

More details about this metric are available here: https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx

**Household language**

<table>
<thead>
<tr>
<th>Year</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>21.8%</td>
</tr>
<tr>
<td>2015</td>
<td>26.7%</td>
</tr>
<tr>
<td>2016</td>
<td>25.4%</td>
</tr>
<tr>
<td>2017</td>
<td>23.6%</td>
</tr>
<tr>
<td>2018</td>
<td>23.4%</td>
</tr>
<tr>
<td>2019</td>
<td>21.5%</td>
</tr>
<tr>
<td>2020</td>
<td>29.0%</td>
</tr>
</tbody>
</table>

**Lower is better**

Back to table of contents.
Diabetes care, HbA1c poor control in 2019 and 2020, by CCO.
Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
**Disparity measure**

Rate of ambulatory emergency department utilization for physical health conditions from members who have a history of mental illness. A lower rate is better for this measure.

**Data source:**
Administrative (billing) claims

**Original 2020 benchmark source:**
2018 CCO 90th percentile

**2020 data** (n=2,083,442 member months)
- Statewide change since 2019 (lower is better): **-15.7%**
- Number of CCOs that improved*: **13**

*This number excludes the two CCOs new in 2020.

Rates are shown per 1,000 member months, which means that in one month, there are on average 83.6 visits occurring per 1,000 CCO members who have a history of mental illness.

More details about this metric are available here: [https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx](https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx)

### Statewide

<table>
<thead>
<tr>
<th>Year</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>106.3</td>
</tr>
<tr>
<td>2018</td>
<td>100.3</td>
</tr>
<tr>
<td>2019</td>
<td>99.2</td>
</tr>
<tr>
<td>2020</td>
<td>99.2</td>
</tr>
</tbody>
</table>

### Household language

**2019 and 2020**, by household language.

<table>
<thead>
<tr>
<th>Language</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>59.8</td>
<td>76.4</td>
</tr>
<tr>
<td>English</td>
<td>84.5</td>
<td>100.2</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>22.8</td>
<td>36.9</td>
</tr>
<tr>
<td>Russian</td>
<td>56.3</td>
<td>66.9</td>
</tr>
<tr>
<td>Other</td>
<td>68.2</td>
<td>77.7</td>
</tr>
<tr>
<td>Unknown/Undetermined</td>
<td>62.2</td>
<td>65.5</td>
</tr>
<tr>
<td>Chinese languages</td>
<td>31.5</td>
<td>37.5</td>
</tr>
</tbody>
</table>

Lower is better
Emergency department utilization among members with mental illness in 2019 and 2020, by CCO.

Original 2020 benchmark 86.5

Lower is better

- PacificSource Gorge
- Advanced Health
- Eastern Oregon
- PacificSource Central
- Yamhill Community Care
- Columbia Pacific
- InterCommunity Health Network
- Health Share of Oregon
- Umpqua Health Alliance
- Trillium South
- Cascade Health Alliance
- Jackson Care Connect
- AllCare CCO
- PacificSource Lane
- PacificSource Marion Polk

DISPARITY MEASURE: ED UTILIZATION AMONG MEMBERS WITH MENTAL ILLNESS
Immunizations for adolescents

Percentage of adolescents who received recommended vaccines (Combo 2: meningococcal, Tdap/TD and HPV) before their 13th birthday.

Data source:
Administrative (billing) claims and ALERT immunization registry data

Original 2020 benchmark source:
2019 national Medicaid 75th percentile

2020 data (n=4,999)

- Statewide change since 2019: +0.8%
- Number of CCOs that improved*: 8

*This number excludes the two CCOs new in 2020.

More details about this metric are available here: https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx

Back to table of contents.
Immunizations for adolescents in **2019** and **2020**, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.

Original 2020 benchmark 40.4%
IET (Initiation)

Percentage of adult members newly diagnosed with alcohol or other drug dependence and who began treatment within 14 days of the initial diagnosis.

Data source:
Administrative (billing) claims

Original 2020 benchmark source:
2019 national Medicaid 75th percentile

2020 data (n=31,985)
- Statewide change since 2019: +2.3%
- Number of CCOs that improved*: 9

*This number excludes the two CCOs new in 2020.

Due to specification changes from the measurement steward and refinements in OHA’s calculation for 2020, the 2019 results have been revised using the latest calculation and are not comparable with prior reports.

More details about this metric are available here: [https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx](https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx)

Back to table of contents.
Initiation of treatment for members newly diagnosed with alcohol or drug dependence in 2019 and 2020, by CCO.

PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.

Original 2020 benchmark 46.8%
The measure specifications for Initiation and engagement of alcohol or other drug treatment include the additional break-outs shown here. For 2020, these break-outs show that among members newly diagnosed, those with Opioid Use Disorder were more likely to initiate treatment.

Initiation of treatment for members newly diagnosed with alcohol or drug dependence in 2019 and 2020, by age group.

- **13-17**
  - 2019: 35.3%
  - 2020: 35.1%

- **18+**
  - 2019: 39.3%
  - 2020: 38.6%

- **All Ages**
  - 2019: 39.2%
  - 2020: 38.4%

Initiation of treatment for members newly diagnosed with alcohol or drug dependence in 2019 and 2020, by cohort.

- **Total**
  - (statewide, all ages)
  - 2019: 39.2%
  - 2020: 38.4%

- **Alcohol**
  - 2019: 37.4%
  - 2020: 37.3%

- **Opioid**
  - 2019: 56.3%
  - 2020: 52.9%

- **Other Drug**
  - 2019: 35.5%
  - 2020: 35.9%
IET (Engagement)

Percentage of adult members newly diagnosed with alcohol or other drug dependence who engaged in ongoing treatment of two or more additional services for alcohol or other drug dependence within 34 days of initial treatment.

Data source:
Administrative (billing) claims

Original 2020 benchmark source: 2019 national Medicaid 75th percentile

2020 data (n=31,985)

- Statewide change since 2019: **-4.7%**
- Number of CCOs that improved* : **4**

*This number excludes the two CCOs new in 2020.

Due to specification changes from the measurement steward and refinements in OHA’s calculation for 2020, the 2019 results have been revised using the latest calculation and are not comparable with prior reports.

More details about this metric are available here: [https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx](https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx)

Back to table of contents.
Engagement in ongoing treatment for members with alcohol or other drug dependence in 2019 and 2020, by CCO.
PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.

Original 2020 benchmark 18.5%

- PacificSource Lane: 17.6%
- PacificSource Marion Polk: 16.5%
- Yamhill Community Care: 17.8%, 21.4%
- PacificSource Central: 16.2%, 17.5%
- PacificSource Gorge: 18.5%, 19.7%
- Columbia Pacific: 16.4%, 16.6%
- Trillium South: 17.5%, 17.5%
- InterCommunity Health Network: 19.5%, 19.8%
- Cascade Health Alliance: 16.5%, 17.2%
- Health Share of Oregon: 16.1%, 16.9%
- Advanced Health: 10.0%, 11.0%
- Umpqua Health Alliance: 15.2%, 16.3%
- Eastern Oregon: 12.9%, 15.3%
- AllCare CCO: 13.2%, 17.1%
- Jackson Care Connect: 15.8%, 21.0%
Engagement of ongoing treatment for members with alcohol or other drug dependence in 2019 and 2020, by age group.

- **13-17**: 21.4% (2020), 22.2% (2019)
- **18+**: 16.2% (2020), 17.0% (2019)
- **All Ages**: 16.4% (2020), 17.2% (2019)

Engagement of ongoing treatment for members with alcohol or other drug dependence in 2019 and 2020, by cohort.

- **Total (statewide, all ages)**: 16.4% (2020), 17.2% (2019)
- **Alcohol**: 15.6% (2020), 16.9% (2019)
- **Opioid**: 28.8% (2020), 27.4% (2019)
- **Other Drug**: 14.3% (2020), 16.3% (2019)
Oral evaluation for diabetes

Percentage of adult CCO members identified as having diabetes who received at least one comprehensive dental evaluation within the reporting year.

Data source:
Administrative (billing) claims

Original 2020 benchmark source:
2018 CCO 75th percentile

2020 data (n=43,970)

- Statewide change since 2019: **-33.9%**
- Number of CCOs that improved*: **0**

*This number excludes the two CCOs new in 2020.

More details about this metric are available here: [https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx](https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx)

Back to table of contents.
Oral evaluations for adults with diabetes in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
Postpartum care rate

Percentage of women who had a postpartum care visit on or between 7 and 84 days after delivery.

Data source:
Administrative (billing) claims and medical record review

Original 2020 benchmark source:
2018 CCO statewide average

2020 data (n=5,402)
- Statewide change since 2019: +8.1%
- Number of CCOs that improved*: 10

*This number excludes the two CCOs new in 2020.

Beginning in 2014, measure specifications were modified to include medical record review. Results prior to 2014 are not directly comparable to later years.

More details about this metric are available here: https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx

Statewide

Results prior to 2014 are not directly comparable to later years due to change in methodology.

Household language

2019 and 2020, by household language.

- Chinese languages*
- Unknown/Undetermined*
- Russian*
- Other*
- English
- Spanish
- Vietnamese*

*note small denominator (n<30)
Percentage of women receiving postpartum care in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.

Original 2020 benchmark 61.3%
Prev. dental/oral health services (1-5)

Percentage of enrolled children ages 1-5 who received a preventive dental or oral health service during the measurement year.

Data source:
Administrative (billing) claims

Original 2020 benchmark source:
2018 CCO 75th percentile

2020 data (n=107,438)
- Statewide change since 2019: -17.0%
- Number of CCOs that improved*: 1

*This number excludes the two CCOs new in 2020.

Due to specification changes from the measurement steward and refinements in OHA’s calculation for 2020, the 2018 and 2019 results have been revised using the latest calculation and are not comparable with prior reports.

More details about this metric are available here: https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx

Back to table of contents.
Preventive dental or oral health services for children ages 1 to 5 in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
The Preventive Dental or Oral Health Services measure includes break-outs by service type, shown here. These break-outs show that the percentage of members ages 1-5 who received a preventive dental or oral health service decreased from 2019 to 2020 across all service types.

Preventive dental or oral health services for children ages 1 to 5 in 2019 and 2020, by service type.

- Preventive dental service utilization: 33.6% (2019) vs. 45.6% (2020)
- Preventive oral health service utilization: 6.1% (2019) vs. 6.5% (2020)
- Preventive dental or oral health service utilization: 37.5% (2019) vs. 49.2% (2020)
Prev. dental/oral health services (6-14)

Percentage of enrolled children ages 6-14 who received a preventive dental or oral health service during the measurement year.

Data source:
Administrative (billing) claims

Original 2020 benchmark source:
2018 CCO 75th percentile

2020 data (n=192,043)
- Statewide change since 2019: **-26.4%**
- Number of CCOs that improved*: **0**

*This number excludes the two CCOs new in 2020.

Due to specification changes from the measurement steward and refinements in OHA’s calculation for 2020, the 2018 and 2019 results have been revised using the latest calculation and are not comparable with prior reports.

More details about this metric are available here: [https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx](https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx)

Back to table of contents.
Preventive dental or oral health services for children ages 6 to 14 in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.

Original 2020 benchmark 65.5%
The Preventive Dental or Oral Health Services measure includes break-outs by service type, shown here. These break-outs show that the percentage of members ages 6-14 who received a preventive dental or oral health service decreased or stayed steady from 2019 to 2020 across all service types.

Preventive dental or oral health services for children ages 6 to 14 in 2019 and 2020, by service type.

- **Preventive dental service utilization**
  - 2019: 46.6%
  - 2020: 61.8%

- **Preventive oral health service utilization**
  - 2019: 0.6%
  - 2020: 0.6%

- **Preventive dental or oral health service utilization** (incentivized rate from previous page)
  - 2019: 46.8%
  - 2020: 62.0%
**SBIRT (Rate 1) - Screening**

Percentage of members 12 years and older who received an age-appropriate screening for alcohol or other substance abuse.

**Data source:**
Electronic Health Records

**Original 2020 benchmark source:**
N/A

**2020 data** (n=307,902)
- Statewide change since 2019: **-20.0%**
- Number of CCOs that improved*: 5

*This number excludes the two CCOs new in 2020.

A claims-based version of this measure was reported in previous years. For 2020, the minimum population threshold to report was 20% of each CCO’s membership as of the end of the measurement year. The actual percentage of members included in each CCO’s reporting varied significantly, from 33.7% to 89.6%.

More details about this metric are available here: [https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx](https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx)

Back to table of contents.
Screening for alcohol and other substance abuse in 2019 and 2020, by CCO. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
SBIRT (Rate 2) - Brief intervention/referral

Percentage of members who screened positive for alcohol or other substance abuse and received a brief intervention or referral to treatment.

Data source:
Electronic Health Records

Original 2020 benchmark source:
N/A

2020 data (n=23,387)
- Statewide change since 2019: **-31.8%**
- Number of CCOs that improved*: **9**

*This number excludes the two CCOs new in 2020.

A claims-based version of this measure was reported in previous years. For 2020, the minimum population threshold to report was 20% of each CCO’s membership as of the end of the measurement year. The actual percentage of members included in each CCO’s reporting varied significantly, from 33.7% to 89.6%.

More details about this metric are available here: https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx

Back to table of contents.
Screening, brief intervention and referral to treatment in 2019 and 2020, by CCO.

PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
Well-care visits 3-6 years

Percentage of children ages 3 to 6 that had one or more well-care visits with a primary care provider during the measurement year.

Data source:
Administrative (billing) claims

Original 2020 benchmark source:
2019 national Medicaid 75th percentile

2020 data (n=75,516)
- Statewide change since 2019: -13.7%
- Number of CCOs that improved*: 1

*This number excludes the two CCOs new in 2020.

More details about this metric are available here: https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx

Back to table of contents.
Well-care visits ages 3-6 in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.

Original 2020 benchmark 78.5%
The Child and Adolescent Well-Care Visits measure includes break-outs by age group, shown here. The 3-6 years old age group is incentivized as part of the CCO incentive program. These break-outs show that the percentage of child and adolescent members who had one or more well-care visits decreased from 2019 to 2020 across all age groups. The combined result of ages 12-17 and 18-21 is equivalent to the legacy Adolescent Well-Care Visits measure, which was retired by the measure steward.

Well-care visits in 2019 and 2020, by age.

- **3-6**: 2019 - 30.8%, 2020 - 18.2%
- **7-11**: 2019 - 41.7%, 2020 - 41.7%
- **12-17**: 2019 - 38.6%, 2020 - 38.6%
- **18-21**: 2019 - 59.2%, 2020 - 30.8%
Appendix B

State Quality and
CMS Core measures
All-cause readmissions—observed

The percent of acute inpatient and observation stays by adult members during the measurement year that were followed by an unplanned readmission within 30 days. A lower Observed Readmission rate is better.

**Data source:**
Administrative (billing) claims

**2020 benchmark source:**
N/A

**2020 data** (n=26,876)
- Statewide change since 2019 (lower is better): +3.7%
- Number of CCOs that improved*: 4

*This number excludes the two CCOs new in 2020.

Due to specification changes from the measurement steward and refinements in OHA’s calculation for 2020, the 2019 results have been revised using the latest calculation and are not comparable with prior reports.

Back to table of contents.
Observed hospital all-cause readmissions in 2019 and 2020, by CCO.

PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.

Lower is better
All-cause readmissions—expected

The expected percent of acute inpatient and observation stays by adult members during the measurement year to be followed by an unplanned readmission within 30 days. The Expected Readmission rate is predicted based on risk factors including the patients’ gender, age and history of comorbidities.

Data source:
Administrative (billing) claims

2020 benchmark source:
N/A

2020 data (n=26,582)
- Statewide change since 2019 (lower is better): -0.9%
- Number of CCOs that improved*: 4

*This number excludes the two CCOs new in 2020.

Household language
2019 and 2020, by household language.

<table>
<thead>
<tr>
<th>Language</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vietnamese</td>
<td>14.6%</td>
<td>12.4%</td>
</tr>
<tr>
<td>Russian</td>
<td>12.8%</td>
<td>10.7%</td>
</tr>
<tr>
<td>Other</td>
<td>12.0%</td>
<td>11.1%</td>
</tr>
<tr>
<td>English</td>
<td>11.3%</td>
<td>11.2%</td>
</tr>
<tr>
<td>Spanish</td>
<td>10.6%</td>
<td>10.5%</td>
</tr>
<tr>
<td>Unknown/Udetermined</td>
<td>9.7%</td>
<td>9.4%</td>
</tr>
<tr>
<td>Chinese languages*</td>
<td>13.8%</td>
<td>11.8%</td>
</tr>
</tbody>
</table>

*note small denominator (n<30)
ALL-CAUSE READMISSIONS—EXPECTED

Expected hospital all-cause readmissions in **2019** and **2020**, by CCO.

PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
All-cause readmissions—O/E

Count of Observed 30-day readmissions divided by count of Expected 30-day readmissions. Lower is better for the Observed-to-Expected ratio. An O/E ratio < 1.0 means the organization had fewer readmissions than expected given the case mix.

Data source:
Administrative (billing) claims

2020 benchmark source:
N/A

2020 data
- Statewide change since 2019 (lower is better): +4.2%
- Number of CCOs that improved*: 5
*This number excludes the two CCOs new in 2020.

Household language

2019 and 2020, by household language.

<table>
<thead>
<tr>
<th>Household Language</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese languages*</td>
<td>0.0</td>
<td>0.94</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>0.2</td>
<td>0.31</td>
</tr>
<tr>
<td>English</td>
<td>0.73</td>
<td>0.75</td>
</tr>
<tr>
<td>Spanish</td>
<td>0.43</td>
<td>0.63</td>
</tr>
<tr>
<td>Other</td>
<td>0.33</td>
<td>0.62</td>
</tr>
<tr>
<td>Unknown/Undetermined</td>
<td>0.59</td>
<td>0.9</td>
</tr>
<tr>
<td>Russian</td>
<td>0.14</td>
<td>1.14</td>
</tr>
</tbody>
</table>

*note small denominator (n<30)

Back to table of contents.
ALL-CAUSE READMISSIONS—OBSERVED TO EXPECTED RATIO

Observed to expected ratio of hospital all-cause readmissions in 2019 and 2020, by CCO.

PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.

PacificSource Gorge: 1.04
Advanced Health: 0.62, 0.71
Trillium South: 0.64, 0.71
Health Share of Oregon: 0.78, 0.81
Cascade Health Alliance: 0.45, 0.47
Jackson Care Connect: 0.63, 0.72
InterCommunity Health Network: 0.67, 0.71
PacificSource Central: 0.67, 0.73
Columbia Pacific: 0.67, 0.77
Umpqua Health Alliance: 0.68, 0.78
Yamhill Community Care: 0.53, 0.69
Eastern Oregon: 0.61, 0.81
AllCare CCO: 0.61, 0.81
PacificSource Marion Polk: 0.69
PacificSource Lane: 0.69, 0.81

Lower is better

2020 CCO Metrics Performance Report
October 2021
Oregon Health Authority
Office of Health Analytics
Avoidable ED utilization

Rate of patient visits to an emergency department for conditions that could have been more appropriately managed by or referred to a primary care provider in an office or clinic setting.

Rates are derived from the Ambulatory care: emergency department utilization measure and are reported per 1,000 member months. A lower number suggests more appropriate emergency department utilization.

Data source:
Administrative (billing) claims

2020 benchmark source:
N/A

2020 data (n=11,474,080 member months)
- Statewide change since 2019 (lower is better): -35.5%
- Number of CCOs that improved*: 13
*This number excludes the two CCOs new in 2020.

Back to table of contents.
Avoidable emergency department utilization in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
Emergency department utilization

Rate of patient visits to an emergency department. Rates are reported per 1,000 member months and a lower number suggests more appropriate use of care.

Data source:
Administrative (billing) claims

2020 benchmark source:
N/A

2020 data
(n=11,474,080 member months)

- Statewide change since 2019: **-22.1%**
- Number of CCOs that improved*: **13**

*This number excludes the two CCOs new in 2020.

Rates are shown per 1,000 member months, which means that in one month, there are on average 36.6 visits occurring per 1,000 CCO members.

This measure was incentivized from 2013-2019.

Back to table of contents.
Emergency department utilization in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.

Lower is better

Yamhill Community Care
PacificSource Gorge
Advanced Health
Eastern Oregon
InterCommunity Health Network
Umpqua Health Alliance
Health Share of Oregon
Columbia Pacific
PacificSource Central
Cascade Health Alliance
Jackson Care Connect
Trillium South
AllCare CCO
PacificSource Marion Polk
PacificSource Lane

2020 CCO Metrics Performance Report
October 2021
Oregon Health Authority
Office of Health Analytics
Outpatient utilization

Rate of outpatient services, such as office visits, home visits, nursing home care, urgent care and counseling or screening services.

Data source:
Administrative (billing) claims

2020 benchmark source:
N/A

2020 data (n=11,474,080 member months)
- Statewide change since 2019: -14.5%
- # of CCOs that improved: N/A

Rates are shown per 1,000 member months, which means that in one month, there are on average 271.7 visits occurring per 1,000 CCO members.
Outpatient utilization in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
Statewide Household language

Percentage of members who received any dental service. This metric was added to state quality measures to enhance dental health service integration.

**Data source:**
Administrative (billing) claims

**2020 benchmark source:**
N/A

**2020 data (n=948,246)**

- Statewide change since 2019: **-24.3%**
- Number of CCOs that improved*: 0

*This number excludes the two CCOs new in 2020.

---

**Household language**

2020, by household language.

- Unknown/Undetermined: 47.2%
- Spanish: 46.4%
- Vietnamese: 40.0%
- Russian: 37.9%
- English: 32.6%
- Other: 32.0%
- Chinese languages: 29.9%
Any dental service in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
The Any Dental Service measure includes break-outs by service type, shown here. These break-outs show that the percentage of members who received a dental service decreased from 2019 to 2020 across all service types.

Any dental service in 2019 and 2020, by service type.

- Preventive dental service: 25.1% in 2019, 35.8% in 2020
- Diagnostic dental service: 31.2% in 2019, 42.6% in 2020
- Dental treatment service: 17.9% in 2019, 23.7% in 2020
Access to care (CAHPS) - Adults

Percentage of adult members who thought they received appointments and care when they needed them.

Data source:
The Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as communication skills of providers and ease of access to health care services.

2020 benchmark source:
N/A

2020 data (n=1,924)
- Statewide change since 2019: +0.1%
- Number of CCOs that improved*: 7

*This number excludes the two CCOs new in 2020.

This measure was incentivized from 2013-2019.

Back to table of contents.
Access to care among adults in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
Access to care (CAHPS) - Children

Percentage of child members whose parents answered that their children received appointments and care when they needed them.

**Data source:**
The Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as communication skills of providers and ease of access to health care services.

**2020 benchmark source:**
N/A

**2020 data (n=1,116)**

- Statewide change since 2019: **+0.3%**
- Number of CCOs that improved*: 8

*This number excludes the two CCOs new in 2020.

This measure was incentivized from 2013-2019.

Back to table of contents.
Access to care among children in **2019** and **2020**, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
CAHPS: Access to dental care—Adults

Percentage of adult members who said they had a regular dentist they would go to for checkups and cleanings or when they have cavity or tooth pain.

**Data source:**
The Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as the communication skills of providers and ease of access to health care services.

**2020 benchmark source:**
N/A

**2020 data (n=2,119)**
- Statewide change since 2019: **-3.8%**
- Number of CCOs that improved*: **4**
*This number excludes the two CCOs new in 2020.

By race/ethnicity

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>African American/Black</td>
<td>56.0%</td>
<td>55.7%</td>
<td>55.0%</td>
</tr>
<tr>
<td>American Indian/Alaska Native</td>
<td>48.3%</td>
<td>48.3%</td>
<td>49.2%</td>
</tr>
<tr>
<td>Asian American</td>
<td>53.1%</td>
<td>53.1%</td>
<td>52.9%</td>
</tr>
<tr>
<td>Native Hawaiian/Pacific Islander*</td>
<td>60.9%</td>
<td>59.5%</td>
<td></td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>59.5%</td>
<td>59.5%</td>
<td></td>
</tr>
<tr>
<td>Middle Eastern/Northern African*</td>
<td>42.9%</td>
<td>42.9%</td>
<td></td>
</tr>
<tr>
<td>White</td>
<td>55.0%</td>
<td>55.0%</td>
<td>55.0%</td>
</tr>
<tr>
<td>Other</td>
<td>49.2%</td>
<td>49.2%</td>
<td>49.2%</td>
</tr>
<tr>
<td>Multi-Race</td>
<td>52.0%</td>
<td>52.0%</td>
<td>52.0%</td>
</tr>
<tr>
<td>Missing</td>
<td>50.6%</td>
<td>50.6%</td>
<td>50.6%</td>
</tr>
</tbody>
</table>

^n data suppressed (n<10)
*note small denominator (n<30)
n = subpopulation denominator

Back to table of contents.
CAHPS: Access to dental care among adults in 2019 and 2020, by CCO.
Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
CAHPS: Access to dental care—Children

Percentage of parents who said their children had a regular dentist they would go to for checkups and cleanings or when they have cavity or tooth pain.

Data source:
The Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as the communication skills of providers and ease of access to health care services.

2020 benchmark source:
N/A

2020 data (n=3,302)
- Statewide change since 2019: -6.9%
- Number of CCOs that improved*: 1

*This number excludes the two CCOs new in 2020.

Back to table of contents.

### Statewide

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>82.1%</td>
</tr>
<tr>
<td>2019</td>
<td>81.0%</td>
</tr>
<tr>
<td>2020</td>
<td>75.4%</td>
</tr>
</tbody>
</table>

### By race/ethnicity

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>African American/Black</td>
<td>74.6% (n=114)</td>
</tr>
<tr>
<td>American Indian/Alaska Native</td>
<td>75.0% (n=176)</td>
</tr>
<tr>
<td>Asian American</td>
<td>72.0% (n=225)</td>
</tr>
<tr>
<td>Native Hawaiian/Pacific Islander*</td>
<td>75.0% (n=20)</td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>79.9% (n=959)</td>
</tr>
<tr>
<td>Middle Eastern/Northern African*</td>
<td>72.7% (n=11)</td>
</tr>
<tr>
<td>White</td>
<td>72.9% (n=1,283)</td>
</tr>
<tr>
<td>Other</td>
<td>73.8% (n=65)</td>
</tr>
<tr>
<td>Multi-Race</td>
<td>77.5% (n=316)</td>
</tr>
<tr>
<td>Missing</td>
<td>73.7% (n=714)</td>
</tr>
</tbody>
</table>

^ data suppressed (n<10)
*note small denominator (n<30)

n = subpopulation denominator
CAHPS: Access to dental care among children in 2019 and 2020, by CCO.
Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
CAHPS: Getting needed care—Adults

Percentage of adult members who said it was easy to get the care, tests or treatment they needed and that they could get an appointment to see a specialist as soon as they needed.

Data source:
The Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as the communication skills of providers and ease of access to health care services.

2020 benchmark source:
N/A

2020 data (n=2,202)

- Statewide change since 2019: -0.8%
- Number of CCOs that improved*: 6

*This number excludes the two CCOs new in 2020.

Back to table of contents.
CAHPS: Adults getting needed care in 2019 and 2020, by CCO.
Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
CAHPS: Getting needed care—Children

Percentage of parents who said it was easy to get their children the care, tests or treatment they needed and that they could get an appointment to see a specialist as soon as they needed.

Data source:
The Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as the communication skills of providers and ease of access to health care services.

2020 benchmark source:
N/A

2020 data (n=1,141)

- Statewide change since 2019: -10.9%
- Number of CCOs that improved*: 2

*This number excludes the two CCOs new in 2020.

By race/ethnicity

- African American/Black: 79.6% (n=45)
- American Indian/Alaska Native: 82.3% (n=51)
- Asian American: 68.8% (n=66)
- Native Hawaiian/Pacific Islander^: 82.5% (n=289)
- Hispanic/Latino: 82.5% (n=289)
- Middle Eastern/Northern African^: 84.3% (n=509)
- White: 82.3% (n=19)
- Other*: 85.2% (n=123)
- Multi-Race: 83.1% (n=266)
- Missing: 88.7% (n=19)

^ data suppressed (n<10)
*note small denominator (n<30)

n = subpopulation denominator

Back to table of contents.
CAHPS: Children getting needed care in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.

- PacificSource Marion Polk: 84.8%
- PacificSource Lane: 83.9%
- Trillium South: 84.0% - 91.1%
- Eastern Oregon: 85.2% - 91.4%
- InterCommunity Health Network: 85.9% - 86.8%
- Cascade Health Alliance: 80.2% - 86.0%
- Jackson Care Connect: 83.0% - 89.0%
- Advanced Health: 82.6% - 89.6%
- PacificSource Central: 83.7% - 91.0%
- Health Share of Oregon: 78.9% - 86.4%
- PacificSource Gorge: 82.9% - 90.5%
- Columbia Pacific: 79.6% - 87.8%
- Yamhill Community Care: 82.3% - 91.8%
- AllCare CCO: 79.1% - 90.6%
- Umpqua Health Alliance: 76.3% - 88.8%
CAHPS: Health status—Adults

Percentage of adult members who would rate their overall health as good, very good or excellent.

Data source:
The Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as the communication skills of providers and ease of access to health care services.

2020 benchmark source:
N/A

2020 data (n=2,673)

- Statewide change since 2019: +1.5%
- Number of CCOs that improved*: 10

*This number excludes the two CCOs new in 2020.

Back to table of contents.
CAHPS: Health status among adults in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
CAHPS: Health status—Children

Percentage of parents who would rate their child’s overall health as good, very good or excellent.

Data source:
The Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as the communication skills of providers and ease of access to health care services.

2020 benchmark source:
N/A

2020 data (n=3,301)
- Statewide change since 2019: +0.7%
- Number of CCOs that improved*: 8

*This number excludes the two CCOs new in 2020.

Back to table of contents.
CAHPS: Health status among children in **2019** and **2020**, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.

<table>
<thead>
<tr>
<th>CCO</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>PacificSource Lane</td>
<td>96.4%</td>
<td></td>
</tr>
<tr>
<td>PacificSource Marion Polk</td>
<td>96.1%</td>
<td></td>
</tr>
<tr>
<td>Advanced Health</td>
<td>94.3%</td>
<td>97.4%</td>
</tr>
<tr>
<td>Eastern Oregon</td>
<td>93.3%</td>
<td>96.3%</td>
</tr>
<tr>
<td>PacificSource Gorge</td>
<td>92.9%</td>
<td>95.2%</td>
</tr>
<tr>
<td>PacificSource Central</td>
<td>95.2%</td>
<td>96.8%</td>
</tr>
<tr>
<td>AllCare CCO</td>
<td>96.3%</td>
<td>97.6%</td>
</tr>
<tr>
<td>InterCommunity Health Network</td>
<td>94.3%</td>
<td>95.2%</td>
</tr>
<tr>
<td>Cascade Health Alliance</td>
<td></td>
<td>96.8%</td>
</tr>
<tr>
<td>Columbia Pacific</td>
<td></td>
<td>95.2%</td>
</tr>
<tr>
<td>Jackson Care Connect</td>
<td>96.5%</td>
<td>96.7%</td>
</tr>
<tr>
<td>Yamhill Community Care</td>
<td>95.5%</td>
<td>96.0%</td>
</tr>
<tr>
<td>Health Share of Oregon</td>
<td>94.8%</td>
<td>95.5%</td>
</tr>
<tr>
<td>Trillium South</td>
<td>93.9%</td>
<td>96.0%</td>
</tr>
<tr>
<td>Umpqua Health Alliance</td>
<td>94.7%</td>
<td>97.7%</td>
</tr>
</tbody>
</table>
CAHPS: Doctors communicate—Adults

Percentage of adult members who thought their personal doctor explained things in a way that was easy to understand, listened carefully to them, showed respect for what they had to say, and spent enough time with them.

Data source:
The Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as the communication skills of providers and ease of access to health care services.

2020 benchmark source:
N/A

2020 data (n=2,439)
• Statewide change since 2019: -0.4%
• Number of CCOs that improved*: 6
*This number excludes the two CCOs new in 2020.

By race/ethnicity

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>African American/Black</td>
<td></td>
<td></td>
<td>90.2% (n=72)</td>
</tr>
<tr>
<td>American Indian/Alaska Native</td>
<td></td>
<td></td>
<td>89.8% (n=133)</td>
</tr>
<tr>
<td>Asian American</td>
<td></td>
<td></td>
<td>91.2% (n=88)</td>
</tr>
<tr>
<td>Native Hawaiian/Pacific Islander*</td>
<td></td>
<td></td>
<td>82.7% (n=15)</td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td></td>
<td></td>
<td>93.0% (n=157)</td>
</tr>
<tr>
<td>Middle Eastern/Northern African^</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>White</td>
<td></td>
<td></td>
<td>93.1% (n=1,501)</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td>88.1% (n=76)</td>
</tr>
<tr>
<td>Multi-Race</td>
<td></td>
<td></td>
<td>89.6% (n=156)</td>
</tr>
<tr>
<td>Missing</td>
<td></td>
<td></td>
<td>89.7% (n=505)</td>
</tr>
</tbody>
</table>

^ data suppressed (n<10)
*note small denominator (n<30)
### CAHPS: How well doctors communicate among adults in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.

<table>
<thead>
<tr>
<th>CCO</th>
<th>2019 Score</th>
<th>2020 Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>PacificSource Lane</td>
<td>92.6%</td>
<td></td>
</tr>
<tr>
<td>PacificSource Marion Polk</td>
<td>92.3%</td>
<td></td>
</tr>
<tr>
<td>Trillium South</td>
<td>87.4%</td>
<td>91.0%</td>
</tr>
<tr>
<td>Eastern Oregon</td>
<td></td>
<td>90.7%</td>
</tr>
<tr>
<td>Advanced Health</td>
<td></td>
<td>86.9%</td>
</tr>
<tr>
<td>PacificSource Central</td>
<td>88.9%</td>
<td>94.7%</td>
</tr>
<tr>
<td>Umpqua Health Alliance</td>
<td>91.5%</td>
<td>92.0%</td>
</tr>
<tr>
<td>Yamhill Community Care</td>
<td>91.3%</td>
<td>91.9%</td>
</tr>
<tr>
<td>Columbia Pacific</td>
<td>92.1%</td>
<td>92.8%</td>
</tr>
<tr>
<td>InterCommunity Health Network</td>
<td>91.5%</td>
<td>92.4%</td>
</tr>
<tr>
<td>AllCare CCO</td>
<td>91.7%</td>
<td>92.6%</td>
</tr>
<tr>
<td>Health Share of Oregon</td>
<td>92.5%</td>
<td>94.1%</td>
</tr>
<tr>
<td>Jackson Care Connect</td>
<td>92.2%</td>
<td>94.7%</td>
</tr>
<tr>
<td>Cascade Health Alliance</td>
<td>90.7%</td>
<td>93.2%</td>
</tr>
<tr>
<td>PacificSource Gorge</td>
<td>90.7%</td>
<td>93.8%</td>
</tr>
</tbody>
</table>

CAHPS: HOW WELL DOCTORS COMMUNICATE—ADULTS
CAHPS: Doctors communicate—Children

Percentage of parents who thought their child’s personal doctor explained things in a way that was easy to understand, listened carefully to them, showed respect for what they had to say, and spent enough time with them.

Data source:
The Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as the communication skills of providers and ease of access to health care services.

2020 benchmark source:
N/A

2020 data (n=1,686)

- Statewide change since 2019: +0.1%
- Number of CCOs that improved*: 6
  *This number excludes the two CCOs new in 2020.

Back to table of contents.
CAHPS: How well doctors communicate among children in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
CAHPS: MEDICAL ASSISTANCE WITH SMOKING AND TOBACCO USE CESSATION: ADVISED TO QUIT

Med cessation: Advised to quit

Percentage of adult members who said their doctor or other health provider advised them to quit smoking or using tobacco.

Data source:
The Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as the communication skills of providers and ease of access to health care services.

2020 benchmark source:
N/A

2020 data (n=1,063)

- Statewide change since 2019: -14.3%
- Number of CCOs that improved*: 3

*This number excludes the two CCOs new in 2020.

By race/ethnicity

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>African American/Black</td>
<td>36.7%</td>
<td>37.9%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>American Indian/Alaska Native</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Asian American*</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Native Hawaiian/Pacific Islander^</td>
<td>28.1%(n=32)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Middle Eastern/Northern African^</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>White</td>
<td>43.9%(n=624)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Multi-Race</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Missing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

^ data suppressed (n<10)
*note small denominator (n<30)

n = subpopulation denominator

Back to table of contents.
Med cessation: Advised to quit in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
**CAHPS: MEDICAL ASSISTANCE WITH SMOKING AND TOBACCO USE CESSATION: ADVISED MEDICATION**

**Med cessation: Advised medication**

Percentage of adult members who said their doctor or other health provider recommended or discussed medication to assist with quitting smoking or using tobacco.

**Data source:**
The Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as the communication skills of providers and ease of access to health care services.

**2020 benchmark source:**
N/A

**2020 data** (n=1,055)

- Statewide change since 2019: **-10.7%**
- Number of CCOs that improved*: 5

*This number excludes the two CCOs new in 2020.

**Back to table of contents.**
Med assistance: Advised medication in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
Med assistance: Advised strategies

Percentage of adult members who said their doctor or other health provider recommended or discussed strategies other than medication to assist with quitting smoking or using tobacco.

Data source:
The Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as the communication skills of providers and ease of access to health care services.

2020 benchmark source:
N/A

2020 data (n=1,046)

- Statewide change since 2019: **-7.0%**
- Number of CCOs that improved*: **6**

*This number excludes the two CCOs new in 2020.

By race/ethnicity

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>African American/Black*</td>
<td>17.2%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>American Indian/Alaska Native</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Asian American*</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Native Hawaiian/Pacific Islander</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Middle Eastern/Northern African^</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>White</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Multi-Race</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Missing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

^ data suppressed (n<10)
*note small denominator (n<30)

n = subpopulation denominator
### Med assistance: Advised strategies in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.

<table>
<thead>
<tr>
<th>CCO</th>
<th>2019</th>
<th>2020</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>PacificSource Marion Polk</td>
<td>13.4%</td>
<td>32.4%</td>
<td>19.0%</td>
</tr>
<tr>
<td>PacificSource Lane</td>
<td>21.2%</td>
<td>29.6%</td>
<td>8.4%</td>
</tr>
<tr>
<td>PacificSource Gorge</td>
<td>24.4%</td>
<td>38.5%</td>
<td>14.1%</td>
</tr>
<tr>
<td>Health Share of Oregon</td>
<td>25.5%</td>
<td>29.4%</td>
<td>3.9%</td>
</tr>
<tr>
<td>AllCare CCO</td>
<td>24.1%</td>
<td>31.2%</td>
<td>7.1%</td>
</tr>
<tr>
<td>Columbia Pacific</td>
<td>25.8%</td>
<td>30.6%</td>
<td>4.8%</td>
</tr>
<tr>
<td>Advanced Health</td>
<td>23.5%</td>
<td>28.8%</td>
<td>5.3%</td>
</tr>
<tr>
<td>InterCommunity Health Network</td>
<td>24.6%</td>
<td>25.8%</td>
<td>1.2%</td>
</tr>
<tr>
<td>Cascade Health Alliance</td>
<td>23.2%</td>
<td>25.6%</td>
<td>2.4%</td>
</tr>
<tr>
<td>Jackson Care Connect</td>
<td>22.2%</td>
<td>27.3%</td>
<td>5.1%</td>
</tr>
<tr>
<td>Umpqua Health Alliance</td>
<td>21.1%</td>
<td>26.5%</td>
<td>5.4%</td>
</tr>
<tr>
<td>Trillium South</td>
<td>18.1%</td>
<td>27.8%</td>
<td>9.7%</td>
</tr>
<tr>
<td>Yamhill Community Care</td>
<td>23.9%</td>
<td>29.3%</td>
<td>5.4%</td>
</tr>
<tr>
<td>Eastern Oregon</td>
<td>22.6%</td>
<td>29.3%</td>
<td>6.7%</td>
</tr>
<tr>
<td>PacificSource Central</td>
<td>19.6%</td>
<td>35.1%</td>
<td>15.5%</td>
</tr>
</tbody>
</table>
CAHPS: OVERALL RATINGS—ADULTS

CAHPS: Overall ratings—Adults

Percentage of adult members who rated their overall health care as at least 8 out of 10.

Data source:
The Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as the communication skills of providers and ease of access to health care services.

2020 benchmark source:
N/A

2020 data (n=1,941)

- Statewide change since 2019: +0.4%
- Number of CCOs that improved*: 7
  *This number excludes the two CCOs new in 2020.

Statewide

<table>
<thead>
<tr>
<th>Year</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>70.6%</td>
</tr>
<tr>
<td>2019</td>
<td>72.3%</td>
</tr>
<tr>
<td>2020</td>
<td>72.6%</td>
</tr>
</tbody>
</table>

By race/ethnicity

- African American/Black: 59.0% (n=78)
- American Indian/Alaska Native: 65.3% (n=150)
- Asian American: 79.8% (n=94)
- Native Hawaiian/Pacific Islander*: 75.0% (n=16)
- Hispanic/Latino: 75.6% (n=160)
- Middle Eastern/Northern African^: 70.6%
- White: 74.6% (n=1,687)
- Other: 68.5% (n=73)
- Multi-Race: 67.6% (n=170)
- Missing: 70.4% (n=538)

^ data suppressed (n<10)
*note small denominator (n<30)

n = subpopulation denominator
CAHPS: Overall ratings among adults in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
CAHPS: OVERALL RATINGS—CHILDREN

CAHPS: Overall ratings—Children

Percentage of parents who rated their child’s overall health care as at least 8 out of 10.

Data source:
The Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as the communication skills of providers and ease of access to health care services.

2020 benchmark source:
N/A

2020 data (n=1,775)

- Statewide change since 2019: +0.2%
- Number of CCOs that improved*: 6

*This number excludes the two CCOs new in 2020.

Statewide

![Graph showing overall ratings from 2018 to 2020 with percentages: 84.1%, 85.9%, 86.1%]

By race/ethnicity

- African American/Black: 80.9% (n=68)
- American Indian/Alaska Native: 83.3% (n=84)
- Asian American: 85.7% (n=105)
- Native Hawaiian/Pacific Islander^: data suppressed (n<10)
- Hispanic/Latino: 90.8% (n=446)
- Middle Eastern/Northern African^: data suppressed (n<10)
- White: 86.2% (n=782)
- Other*: 82.8% (n=29)
- Multi-Race: 81.8% (n=187)
- Missing: 84.2% (n=404)

^ data suppressed (n<10)
*note small denominator (n<30)

n = subpopulation denominator

Back to table of contents.
CAHPS: Overall ratings among children in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.

<table>
<thead>
<tr>
<th>CCO</th>
<th>2019 Rating</th>
<th>2020 Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>PacificSource Marion Polk</td>
<td></td>
<td>91.0%</td>
</tr>
<tr>
<td>PacificSource Lane</td>
<td>86.7%</td>
<td></td>
</tr>
<tr>
<td>Trillium South</td>
<td>79.3%</td>
<td>88.1%</td>
</tr>
<tr>
<td>InterCommunity Health Network</td>
<td>82.6%</td>
<td>90.8%</td>
</tr>
<tr>
<td>Cascade Health Alliance</td>
<td>82.9%</td>
<td>99.3%</td>
</tr>
<tr>
<td>Eastern Oregon</td>
<td>84.8%</td>
<td>87.4%</td>
</tr>
<tr>
<td>Columbia Pacific</td>
<td>77.4%</td>
<td>79.8%</td>
</tr>
<tr>
<td>Jackson Care Connect</td>
<td></td>
<td>87.9%</td>
</tr>
<tr>
<td>AllCare CCO</td>
<td>85.0%</td>
<td>85.3%</td>
</tr>
<tr>
<td>PacificSource Central</td>
<td></td>
<td>37.4%</td>
</tr>
<tr>
<td>Health Share of Oregon</td>
<td>88.5%</td>
<td>90.5%</td>
</tr>
<tr>
<td>PacificSource Gorge</td>
<td>39.8%</td>
<td>92.1%</td>
</tr>
<tr>
<td>Umpqua Health Alliance</td>
<td>75.2%</td>
<td>80.5%</td>
</tr>
<tr>
<td>Advanced Health</td>
<td>77.1%</td>
<td>83.3%</td>
</tr>
<tr>
<td>Yamhill Community Care</td>
<td>84.5%</td>
<td>93.2%</td>
</tr>
</tbody>
</table>
**CAHPS: Satisfaction with care—Adults**

Percentage of adult members who received needed information or help and thought they were treated with courtesy and respect by customer service staff.

**Data source:**
The Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as the communication skills of providers and ease of access to health care services.

**2020 benchmark source:**
N/A

**2020 data** (n=1,161)
- Statewide change since 2019: **+0.1%**
- Number of CCOs that improved*: 7

*This number excludes the two CCOs new in 2020.

Back to table of contents.
CAHPS: Satisfaction with care among adults in 2019 and 2020, by CCO.
Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.

<table>
<thead>
<tr>
<th>CCO</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>PacificSource Marion Polk</td>
<td></td>
<td>95.3%</td>
</tr>
<tr>
<td>PacificSource Lane</td>
<td></td>
<td>85.7%</td>
</tr>
<tr>
<td>Cascade Health Alliance</td>
<td>79.3%</td>
<td>85.8%</td>
</tr>
<tr>
<td>PacificSource Gorge</td>
<td>87.4%</td>
<td>92.1%</td>
</tr>
<tr>
<td>Jackson Care Connect</td>
<td>88.9%</td>
<td>91.7%</td>
</tr>
<tr>
<td>Health Share of Oregon</td>
<td>89.8%</td>
<td>92.4%</td>
</tr>
<tr>
<td>Trillium South</td>
<td>85.2%</td>
<td>87.5%</td>
</tr>
<tr>
<td>InterCommunity Health Network</td>
<td>87.0%</td>
<td>88.1%</td>
</tr>
<tr>
<td>Yamhill Community Care</td>
<td>82.0%</td>
<td>92.2%</td>
</tr>
<tr>
<td>PacificSource Central</td>
<td></td>
<td>92.8%</td>
</tr>
<tr>
<td>Eastern Oregon</td>
<td></td>
<td>99.0%</td>
</tr>
<tr>
<td>Umpqua Health Alliance</td>
<td></td>
<td>88.0%</td>
</tr>
<tr>
<td>Advanced Health</td>
<td></td>
<td>86.2%</td>
</tr>
<tr>
<td>Columbia Pacific</td>
<td></td>
<td>88.5%</td>
</tr>
<tr>
<td>AllCare CCO</td>
<td></td>
<td>87.3%</td>
</tr>
</tbody>
</table>
CAHPS: Satisfaction with care—Children

Percentage of parents who said their children received needed information or help and thought they were treated with courtesy and respect by customer service staff.

Data source:
The Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as the communication skills of providers and ease of access to health care services.

2020 benchmark source:
N/A

2020 data (n=630)
- Statewide change since 2019: **-1.6%**
- Number of CCOs that improved*: 3
*This number excludes the two CCOs new in 2020.

By race/ethnicity

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Percentage (n)</th>
</tr>
</thead>
<tbody>
<tr>
<td>African American/Black*</td>
<td>84.0% (n=25)</td>
</tr>
<tr>
<td>American Indian/Alaska Native*</td>
<td>96.6% (n=29)</td>
</tr>
<tr>
<td>Asian American</td>
<td>77.6% (n=49)</td>
</tr>
<tr>
<td>Native Hawaiian/Pacific Islander^</td>
<td>87.4% (n=242)</td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>87.4% (n=242)</td>
</tr>
<tr>
<td>Middle Eastern/Northern African^</td>
<td></td>
</tr>
<tr>
<td>White</td>
<td>88.7% (n=191)</td>
</tr>
<tr>
<td>Other*</td>
<td>86.4% (n=11)</td>
</tr>
<tr>
<td>Multi-Race</td>
<td></td>
</tr>
<tr>
<td>Missing</td>
<td>89.8% (n=132)</td>
</tr>
</tbody>
</table>

^ data suppressed (n<10)
*note small denominator (n<30)

n = subpopulation denominator
CAHPS: Satisfaction with care among children in 2019 and 2020, by CCO.
Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
Child and adolescent access to PCP

Percentage of children and adolescents (ages 12 months—19 years) who had a visit with a primary care provider.

Data source:
Administrative (billing) claims

2020 benchmark source:
N/A

2020 data (n=248,896)

- Statewide change since 2019: -5.8%
- Number of CCOs that improved*: 0

*This number excludes the two CCOs new in 2020.

Back to table of contents.
Childhood and adolescent access to primary care providers in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
### CHLAMYDIA SCREENING

#### Chlamydia screening

Percentage of sexually active women (ages 16-24) who had a test for chlamydia infection.

**Data source:**
Administrative (billing) claims

**2020 benchmark source:**
N/A

**2020 data** (n=32,037)

- Statewide change since 2019: **-19.3%**
- Number of CCOs that improved*: **0**

*This number excludes the two CCOs new in 2020.

#### Statewide

![Graph showing the percentage of sexually active women who had a test for chlamydia infection from 2011 to 2020.](chart)

#### Household language

**2019 and 2020, by household language.**

<table>
<thead>
<tr>
<th>Language</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other</td>
<td>30.2%</td>
<td>30.2%</td>
</tr>
<tr>
<td>Chinese languages</td>
<td>34.8%</td>
<td>35.3%</td>
</tr>
<tr>
<td>Russian</td>
<td>30.0%</td>
<td>35.8%</td>
</tr>
<tr>
<td>Spanish</td>
<td>34.6%</td>
<td>43.5%</td>
</tr>
<tr>
<td>Unknown/Undetermined</td>
<td>35.5%</td>
<td>45.1%</td>
</tr>
<tr>
<td>English</td>
<td>42.0%</td>
<td>51.9%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>23.4%</td>
<td>38.4%</td>
</tr>
</tbody>
</table>

Back to table of contents.
Chlamydia screening in 2019 and 2020, by CCO.
Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
Colorectal cancer screening

Percentage of adult members (ages 50-75) who had appropriate screening for colorectal cancer. OHA is advocating for the screening age to start at age 45, which could improve health equity. For 2020, this non-incentivized measure is reported with the age range set by the measure steward.

Data source:
Administrative (billing) claims and medical record review

2020 benchmark source: N/A

2020 data (n=5,341)

• Statewide change since 2019: -14.9%
• Number of CCOs that improved*: 1

*This number excludes the two CCOs new in 2020.

This measure was incentivized from 2013-2019.

Back to table of contents.
Colorectal cancer screening in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane did not have a sufficient amount of members meeting specification requirements to report 2020 results.

<table>
<thead>
<tr>
<th>CCO</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Health</td>
<td>58.3%</td>
<td>56.2%</td>
</tr>
<tr>
<td>InterCommunity Health Network</td>
<td>55.0%</td>
<td>58.2%</td>
</tr>
<tr>
<td>PacificSource Central</td>
<td>59.1%</td>
<td>62.3%</td>
</tr>
<tr>
<td>Cascade Health Alliance</td>
<td>46.2%</td>
<td>51.8%</td>
</tr>
<tr>
<td>Health Share of Oregon</td>
<td>53.8%</td>
<td>60.8%</td>
</tr>
<tr>
<td>Columbia Pacific</td>
<td>51.1%</td>
<td>58.2%</td>
</tr>
<tr>
<td>Jackson Care Connect</td>
<td>52.1%</td>
<td>59.6%</td>
</tr>
<tr>
<td>AllCare CCO</td>
<td>47.6%</td>
<td>57.5%</td>
</tr>
<tr>
<td>Eastern Oregon</td>
<td>40.9%</td>
<td>51.1%</td>
</tr>
<tr>
<td>Yamhill Community Care</td>
<td>42.3%</td>
<td>52.8%</td>
</tr>
<tr>
<td>Trillium South</td>
<td>41.7%</td>
<td>54.4%</td>
</tr>
<tr>
<td>PacificSource Gorge</td>
<td>61.1%</td>
<td>62.3%</td>
</tr>
<tr>
<td>Umpqua Health Alliance</td>
<td>41.8%</td>
<td>58.3%</td>
</tr>
<tr>
<td>PacificSource Marion Polk</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PacificSource Lane</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
HbA1c testing

Percentage of adult patients (ages 18-75) with diabetes who received at least one HbA1c blood sugar test.

Data source:
Administrative (billing) claims

2020 benchmark source:
N/A

2020 data (n=40,956)

- Statewide change since 2019: **-8.3%**
- Number of CCOs that improved*: **0**

*This number excludes the two CCOs new in 2020.

Household language

2019 and 2020, by household language.

<table>
<thead>
<tr>
<th>Language</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vietnamese</td>
<td>90.8%</td>
<td>96.4%</td>
</tr>
<tr>
<td>Unknown/Udetermined</td>
<td>87.5%</td>
<td>93.6%</td>
</tr>
<tr>
<td>English</td>
<td>91.0%</td>
<td>88.1%</td>
</tr>
<tr>
<td>Russian</td>
<td>87.3%</td>
<td>95.9%</td>
</tr>
<tr>
<td>Other</td>
<td>86.8%</td>
<td>95.8%</td>
</tr>
<tr>
<td>Spanish</td>
<td>84.2%</td>
<td>94.4%</td>
</tr>
<tr>
<td>Chinese languages</td>
<td>84.0%</td>
<td>95.8%</td>
</tr>
</tbody>
</table>

End of document.
HbA1c testing for members with diabetes in 2019 and 2020, by CCO.
Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
CONTROLLING HIGH BLOOD PRESSURE

Controlling hypertension

Percentage of adult patients (ages 18–85) with a diagnosis of hypertension (high blood pressure) whose condition was adequately controlled.

Data source:
Electronic Health Records

2020 benchmark source:
N/A

2020 data (n=120,593)

- Statewide change since 2019: -7.2%
- Number of CCOs that improved*: 0

*This number excludes the two CCOs new in 2020.

This measure was incentivized from 2013-2019.

Statewide

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>64.6%</td>
</tr>
<tr>
<td>2015</td>
<td>64.7%</td>
</tr>
<tr>
<td>2016</td>
<td>65.9%</td>
</tr>
<tr>
<td>2017</td>
<td>68.3%</td>
</tr>
<tr>
<td>2018</td>
<td>71.1%</td>
</tr>
<tr>
<td>2019</td>
<td>72.7%</td>
</tr>
<tr>
<td>2020</td>
<td>67.5%</td>
</tr>
</tbody>
</table>

Benchmark, 71.0%

Household language

OHA receives aggregated data for this measure that cannot be stratified by household language.

Back to table of contents.
CONTROLLING HIGH BLOOD PRESSURE

Controlling hypertension in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
Dental sealants for children

Percentage of children ages 6-14 who received a dental sealant during the measurement year.

Data source:
Administrative (billing) claims

2020 benchmark source:
N/A

2020 data (n=168,670)
- Statewide change since 2019: -54.1%
- Number of CCOs that improved*: 0

*This number excludes the two CCOs new in 2020.

This measure was incentivized from 2015-2019.

Back to table of contents.
Dental sealants on permanent molars for children in **2019** and **2020**, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.

<table>
<thead>
<tr>
<th>CCO</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>PacificSource Marion Polk</td>
<td>13.8%</td>
<td>13.8%</td>
<td></td>
</tr>
<tr>
<td>PacificSource Lane</td>
<td>13.7%</td>
<td>13.7%</td>
<td></td>
</tr>
<tr>
<td>PacificSource Central</td>
<td>14.2%</td>
<td>26.8%</td>
<td></td>
</tr>
<tr>
<td>AllCare CCO</td>
<td>12.0%</td>
<td>25.7%</td>
<td></td>
</tr>
<tr>
<td>Jackson Care Connect</td>
<td>13.7%</td>
<td>27.7%</td>
<td></td>
</tr>
<tr>
<td>InterCommunity Health Network</td>
<td>10.7%</td>
<td>24.9%</td>
<td></td>
</tr>
<tr>
<td>Trillium South</td>
<td>11.9%</td>
<td>26.5%</td>
<td></td>
</tr>
<tr>
<td>Health Share of Oregon</td>
<td>12.1%</td>
<td>27.0%</td>
<td></td>
</tr>
<tr>
<td>Eastern Oregon</td>
<td>10.8%</td>
<td>25.9%</td>
<td></td>
</tr>
<tr>
<td>Yamhill Community Care</td>
<td>10.1%</td>
<td>27.3%</td>
<td></td>
</tr>
<tr>
<td>Cascade Health Alliance</td>
<td>12.3%</td>
<td>30.0%</td>
<td></td>
</tr>
<tr>
<td>Advanced Health</td>
<td>12.8%</td>
<td>31.7%</td>
<td></td>
</tr>
<tr>
<td>Columbia Pacific</td>
<td>8.1%</td>
<td>27.3%</td>
<td></td>
</tr>
<tr>
<td>PacificSource Gorge</td>
<td>10.5%</td>
<td>30.0%</td>
<td></td>
</tr>
<tr>
<td>Umpqua Health Alliance</td>
<td>11.2%</td>
<td>31.2%</td>
<td></td>
</tr>
</tbody>
</table>
DEVELOPMENTAL SCREENINGS IN THE FIRST 36 MONTHS OF LIFE

Developmental screenings

Percentage of children who were screened for risks of developmental, behavioral and social delays using standardized screening tools in the 12 months preceding their first, second or third birthday.

Data source:
Administrative (billing) claims

2020 benchmark source:
N/A

2020 data (n=38,012)

- Statewide change since 2019: -6.3%
- Number of CCOs that improved*: 2

*This number excludes the two CCOs new in 2020.

This measure was incentivized from 2013-2019.

Statewide

Household language

2019 and 2020, by household language.

<table>
<thead>
<tr>
<th>Language</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese languages</td>
<td>67.6%</td>
<td>69.1%</td>
</tr>
<tr>
<td>Russian</td>
<td>49.1%</td>
<td>53.0%</td>
</tr>
<tr>
<td>English</td>
<td>70.2%</td>
<td>74.6%</td>
</tr>
<tr>
<td>Unknown/Ungrounded</td>
<td>71.3%</td>
<td>78.0%</td>
</tr>
<tr>
<td>Spanish</td>
<td>74.2%</td>
<td>81.4%</td>
</tr>
<tr>
<td>Other</td>
<td>57.7%</td>
<td>57.7%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>61.5%</td>
<td>76.3%</td>
</tr>
</tbody>
</table>

Back to table of contents.
Developmental screenings in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
Effective contraceptive use

Percentage of women (ages 15-50) with evidence of one of the most effective or moderately effective contraceptive methods during the measurement year: IUD, implant, contraception injection, contraceptive pills, sterilization, patch, ring, or diaphragm.

Data source:
Administrative (billing) claims

2020 benchmark source: N/A

2020 data (n=176,235)
- Statewide change since 2019: **-15.0%**
- Number of CCOs that improved*: 0

*This number excludes the two CCOs new in 2020.

This measure was incentivized from 2015-2019.

Back to table of contents.
Effective contraceptive use among women at risk of unintended pregnancy in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
Seven day follow-up ED mental illness

Percentage of emergency department (ED) visits for members age 6 and older with a principal diagnosis of mental illness, for which the patient received a follow-up visit within seven days.

Data source:
Administrative (billing) claims

2020 benchmark source:
N/A

2020 data (n=8,319)

- Statewide change since 2019: -9.4%
- Number of CCOs that improved*: 6

*This number excludes the two CCOs new in 2020.

Household language

2019 and 2020, by household language.

<table>
<thead>
<tr>
<th>Language</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unknown/Undetermined</td>
<td>40.0%</td>
<td>57.1%</td>
<td>73.0%</td>
</tr>
<tr>
<td>Other</td>
<td>42.6%</td>
<td>53.9%</td>
<td></td>
</tr>
<tr>
<td>Spanish</td>
<td>33.3%</td>
<td>50.0%</td>
<td>66.7%</td>
</tr>
<tr>
<td>Chinese languages*</td>
<td>57.0%</td>
<td>60.7%</td>
<td></td>
</tr>
<tr>
<td>Vietnamese*</td>
<td>57.0%</td>
<td>60.7%</td>
<td></td>
</tr>
<tr>
<td>Russian*</td>
<td>16.7%</td>
<td>50.0%</td>
<td>62.5%</td>
</tr>
</tbody>
</table>

*note small denominator (n<30)
Seven day follow-up after emergency department visit for mental illness in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
FOLLOW-UP AFTER EMERGENCY DEPARTMENT VISIT FOR MENTAL ILLNESS (30 DAY)

30 day follow-up ED mental illness

Percentage of emergency department (ED) visits for members age 6 and older with a principal diagnosis of mental illness, for which the patient received a follow-up visit within 30 days.

Data source:
Administrative (billing) claims

2020 benchmark source:
N/A

2020 data (n=8,319)

- Statewide change since 2019: **-6.1%**
- Number of CCOs that improved*: **6**

*This number excludes the two CCOs new in 2020.

Household language

2019 and 2020, by household language.

- Other
- Unknown/Undetermined
- Spanish
- Chinese languages*
- English
- Vietnamese*
- Russian*

*note small denominator (n<30)
30 day follow-up after emergency department visit for mental illness in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
FOLLOW-UP AFTER ED VISIT FOR NON-TRAUMATIC DENTAL REASONS (7 DAY)

Seven day follow-up ED dental

Percentage of ambulatory care sensitive non-traumatic dental condition emergency department visits among adults aged 18 years and older in the reporting period for which the member visited a dentist within seven days of the ED visit.

Data source:
Administrative (billing) claims

2020 benchmark source:
N/A

2020 data (n=7,568)

- Statewide change since 2019: -7.3%
- Number of CCOs that improved*: 2

*This number excludes the two CCOs new in 2020.

Back to table of contents.
Seven day follow-up after emergency department visit for non-traumatic dental reasons in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
30 day follow-up ED dental

Percentage of ambulatory care sensitive non-traumatic dental condition emergency department visits among adults aged 18 years and older in the reporting period for which the member visited a dentist within 30 days of the ED visit.

Data source:
Administrative (billing) claims

2020 benchmark source:
N/A

2020 data (n=7,568)

- Statewide change since 2019: -9.6%
- Number of CCOs that improved*: 2

*This number excludes the two CCOs new in 2020.

Back to table of contents.
### FOLLOW-UP AFTER ED VISIT FOR NON-TRAUMATIC DENTAL REASONS (30 DAY)

30 day follow-up after emergency department visit for non-traumatic dental reasons in **2019** and **2020**, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.

<table>
<thead>
<tr>
<th>CCO</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>PacificSource Lane</td>
<td>36.2%</td>
<td></td>
</tr>
<tr>
<td>PacificSource Marion Polk</td>
<td></td>
<td>30.3%</td>
</tr>
<tr>
<td>Eastern Oregon</td>
<td></td>
<td>36.3%</td>
</tr>
<tr>
<td>Advanced Health</td>
<td>30.6%</td>
<td>30.8%</td>
</tr>
<tr>
<td>Cascade Health Alliance</td>
<td></td>
<td>35.7%</td>
</tr>
<tr>
<td>Columbia Pacific</td>
<td>29.5%</td>
<td>31.5%</td>
</tr>
<tr>
<td>Health Share of Oregon</td>
<td></td>
<td>34.2%</td>
</tr>
<tr>
<td>PacificSource Gorge</td>
<td></td>
<td>32.6%</td>
</tr>
<tr>
<td>AllCare CCO</td>
<td>30.5%</td>
<td>34.0%</td>
</tr>
<tr>
<td>Jackson Care Connect</td>
<td></td>
<td>34.7%</td>
</tr>
<tr>
<td>InterCommunity Health Network</td>
<td>35.1%</td>
<td>40.3%</td>
</tr>
<tr>
<td>Yamhill Community Care</td>
<td>30.9%</td>
<td>36.7%</td>
</tr>
<tr>
<td>PacificSource Central</td>
<td></td>
<td>33.9%</td>
</tr>
<tr>
<td>Umpqua Health Alliance</td>
<td>27.7%</td>
<td>35.8%</td>
</tr>
<tr>
<td>Trillium South</td>
<td>26.2%</td>
<td>36.4%</td>
</tr>
</tbody>
</table>
FOLLOW-UP AFTER HOSPITALIZATION FOR MENTAL ILLNESS

Follow-up mental illness

Percentage of mental illness-related hospitalizations (for members 6 years and older) for which the patient received a follow-up visit within seven days.

Data source:
Administrative (billing) claims

2020 benchmark source:
N/A

2020 data (n=4,324)
- Statewide change since 2019: -1.1%
- Number of CCOs that improved*: 6

*This number excludes the two CCOs new in 2020.

Results prior to 2014 are not directly comparable to later years due to change in methodology (same-day follow-up was included in the measure numerator).

This measure was incentivized from 2013-2017.

Household language

2019 and 2020, by household language.

Chinese languages* 66.7%
Other* 40.0% 63.6%
Vietnamese* 60.0% 80.0%
Spanish 71.6% 78.6%
Unknown/Undetermined 69.7% 70.4%
English 75.0% 75.8%
Russian* 80.0% 100.0%

*note small denominator (n<30)

Back to table of contents.
Follow-up after hospitalization for mental illness in **2019** and **2020**, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020. * note small denominator (n<30)

<table>
<thead>
<tr>
<th>CCO</th>
<th>2019</th>
<th>2020</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>PacificSource Lane</td>
<td></td>
<td></td>
<td>83.8%</td>
<td></td>
</tr>
<tr>
<td>PacificSource Marion Polk</td>
<td></td>
<td></td>
<td>71.0%</td>
<td></td>
</tr>
<tr>
<td>Cascade Health Alliance*</td>
<td></td>
<td></td>
<td>91.3%</td>
<td>88.9%</td>
</tr>
<tr>
<td>Umpqua Health Alliance</td>
<td></td>
<td></td>
<td>77.1%</td>
<td>80.5%</td>
</tr>
<tr>
<td>Yamhill Community Care</td>
<td></td>
<td></td>
<td>74.4%</td>
<td>77.3%</td>
</tr>
<tr>
<td>InterCommunity Health Network</td>
<td></td>
<td></td>
<td>74.0%</td>
<td>76.2%</td>
</tr>
<tr>
<td>PacificSource Central</td>
<td></td>
<td></td>
<td>82.6%</td>
<td>84.2%</td>
</tr>
<tr>
<td>Columbia Pacific</td>
<td></td>
<td></td>
<td>73.0%</td>
<td>73.7%</td>
</tr>
<tr>
<td>Health Share of Oregon</td>
<td></td>
<td></td>
<td>71.7%</td>
<td>71.8%</td>
</tr>
<tr>
<td>Trillium South</td>
<td></td>
<td></td>
<td>79.2%</td>
<td>81.2%</td>
</tr>
<tr>
<td>Jackson Care Connect</td>
<td></td>
<td></td>
<td>93.9%</td>
<td>86.2%</td>
</tr>
<tr>
<td>Eastern Oregon</td>
<td></td>
<td></td>
<td>71.4%</td>
<td>78.0%</td>
</tr>
<tr>
<td>Advanced Health</td>
<td></td>
<td></td>
<td>69.5%</td>
<td>77.7%</td>
</tr>
<tr>
<td>AllCare CCO</td>
<td></td>
<td></td>
<td>94.0%</td>
<td>93.9%</td>
</tr>
<tr>
<td>PacificSource Gorge*</td>
<td></td>
<td></td>
<td>79.2%</td>
<td>90.9%</td>
</tr>
</tbody>
</table>

*note small denominator (n<30)
ADHD (Initiation)

Percentage of children (ages 6-12) who had one follow-up visit with a provider during the 30 days after receiving a new prescription for ADHD medication.

Data source:
Administrative (billing) claims

2020 benchmark source:
N/A

2020 data (n=1,987)
- Statewide change since 2019: +3.1%
- Number of CCOs that improved*: 9

*This number excludes the two CCOs new in 2020.

This measure was incentivized from 2013-2014.

Back to table of contents.
Follow-up care for children prescribed ADHD medication in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane did not have a sufficient amount of members meeting specification requirements to report 2020 results. *note small denominator (n<30)
ADHD (Continuation & maintenance)

Percentage of children (ages 6-12) who remained on attention deficit hyperactivity disorder (ADHD) medication for 210 days after receiving a new prescription and who had at least two follow-up visits with a provider within 270 days after the initiation phase.

Data source:
Administrative (billing) claims

2020 benchmark source:
N/A

2020 data (n=686)
- Statewide change since 2019: **+3.8%**
- Number of CCOs that improved*: **10**

*This number excludes the two CCOs new in 2020.

This measure was incentivized from 2013-2014.
Continuing follow-up for children prescribed ADHD medication in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane did not have a sufficient amount of members meeting specification requirements to report 2020 results. *note small denominator (n<30)
Immunizations for adolescents

Percentage of adolescents who received recommended vaccines (meningococcal and Tdap/TD) before their 13th birthday.

Data source:
Administrative (billing) claims and ALERT immunization data

2020 benchmark source:
N/A

2020 data (n=13,772)

- Statewide change since 2019: -1.3%
- Number of CCOs that improved*: 5

*This number excludes the two CCOs new in 2020.

Statewide

<table>
<thead>
<tr>
<th>Year</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>66.3%</td>
<td>68.5%</td>
<td>71.0%</td>
<td>70.1%</td>
</tr>
</tbody>
</table>

Household language

2019 and 2020, by household language.

<table>
<thead>
<tr>
<th>Language</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese languages</td>
<td>73.1%</td>
<td>78.6%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>71.0%</td>
<td>76.3%</td>
</tr>
<tr>
<td>Spanish</td>
<td>85.5%</td>
<td>86.8%</td>
</tr>
<tr>
<td>Unknown/Undetermined</td>
<td>70.0%</td>
<td>70.1%</td>
</tr>
<tr>
<td>English</td>
<td>66.8%</td>
<td>68.1%</td>
</tr>
<tr>
<td>Other</td>
<td>59.9%</td>
<td>63.6%</td>
</tr>
<tr>
<td>Russian</td>
<td>28.9%</td>
<td>34.7%</td>
</tr>
</tbody>
</table>

Back to table of contents.
Immunizations for adolescents in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
Statewide in 2020, 92 percent of CCO members were enrolled in a PCPCH, resulting in a weighted score of 76.3 percent.

The Patient-Centered Primary Care Home (PCPCH) enrollment measure uses a weighted methodology to ensure members are not just enrolled in a PCPCH, but are enrolled in the higher PCPCH tiers.

Beginning in 2017, the PCPCH program launched 5 STAR recognition. CCOs now receive credit for this measure according to a tiered formula which provides greater weight for members enrolled in clinics that are recognized at higher tiers of the PCPCH program. The graphs below show member enrollment by CCO across the PCPCH tiers. The next page shows each CCO’s PCPCH “score” using the weighted methodology for the incentive measure. This measure was previously incentivized from 2013—2019.

PCPCH weighted score formula: \(\frac{(# \text{ of members in Tier 1 clinics} \times 1) + (# \text{ of members in Tier 2 clinics} \times 2) + (# \text{ of members in Tier 3 clinics} \times 3) + (# \text{ of members in Tier 4 clinics} \times 4) + (# \text{ members in 5 STAR clinics} \times 5)}{\text{(total # of CCO members} \times 5)}\)
Patient-Centered Primary Care Home enrollment score in 2019 and 2020, by CCO.
Grey dots represent 2018. PacificSource Marion Polk and Lane are new CCOs and do not have comparable data prior to 2020.
PQI 01: DIABETES SHORT-TERM COMPLICATION ADMISSION RATE

PQI 1

Rate of adult members (ages 18 and older) with diabetes who had a hospital stay because of a short-term problem from their disease. A lower score is better.

PQI stands for Prevention Quality Indicator, which is a set of indicators developed by the Agency for Healthcare Research and Quality to track avoidable hospitalizations.

Data source:
Administrative (billing) claims

2020 benchmark source:
N/A

2020 data (n=7,130,728 member years)

- Statewide change since 2019 (lower is better): **-10.0%**
- Number of CCOs that improved*: **6**

*This number excludes the two CCOs new in 2020.

Rates are shown per 100,000 member years which means that in one year, there are on average 191.7 visits occurring per 100,000 CCO members.

Back to table of contents.
Hospital admissions for short-term diabetes complications in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and Lane are new CCOs and do not have comparable data prior to 2020.

2020 CCO Metrics Performance Report
October 2021
Oregon Health Authority
Office of Health Analytics
PQI 05: COPD OR ASTHMA IN OLDER ADULTS ADMISSION RATE

Rate of adult members (ages 40 and older) who had hospital stay because of chronic obstructive pulmonary disease or asthma. A lower score is better.

PQI stands for Prevention Quality Indicator, which is a set of indicators developed by the Agency for Healthcare Research and Quality to track avoidable hospitalizations.

Data source:
Administrative (billing) claims

2020 benchmark source:
N/A

2020 data (n= 3,388,543 member years)
- Statewide change since 2019 (lower is better): **-25.8%**
- Number of CCOs that improved*: **10**

*This number excludes the two CCOs new in 2020.

Rates are shown per 100,000 member years which means that in one year, there are on average 325.8 visits occurring per 100,000 CCO members.

Back to table of contents.
Hospital admissions for COPD or asthma in older adults in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.

Lower is better

Jackson Care Connect
PacificSource Gorge
Yamhill Community Care
PacificSource Central
Eastern Oregon
Cascade Health Alliance
Health Share of Oregon
Columbia Pacific
Umpqua Health Alliance
InterCommunity Health Network
Advanced Health
Trillium South
AllCare CCO
PacificSource Lane
PacificSource Marion Polk

2020 CCO Metrics Performance Report
October 2021
Oregon Health Authority
Office of Health Analytics
PQI 08: CONGESTIVE HEART FAILURE ADMISSION RATE

PQI 8

Rate of adult members (ages 18 and older) who had a hospital stay because of congestive heart failure. A lower score is better.

PQI stands for Prevention Quality Indicator, which is a set of indicators developed by the Agency for Healthcare Research and Quality to track avoidable hospitalizations.

Data source:
Administrative (billing) claims

2020 benchmark source:
N/A

2020 data (n=7,130,728 member years)
• Statewide change since 2019 (lower is better): +9.2%
• Number of CCOs that improved*: 3

*This number excludes the two CCOs new in 2020.

Rates are shown per 100,000 member years which means that in one year, there are on average 432.5 visits occurring per 100,000 CCO members.

Back to table of contents.
Hospital admissions for congestive heart failure in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.

Lower is better

PQI 08: CONGESTIVE HEART FAILURE ADMISSION RATE
PQI 15: ASTHMA IN YOUNGER ADULTS ADMISSION RATE

PQI 15

Rate of adult members (ages 18-39) who had a hospital stay because of asthma. A lower score is better.

PQI stands for Prevention Quality Indicator, which is a set of indicators developed by the Agency for Healthcare Research and Quality to track avoidable hospitalizations.

Data source:
Administrative (billing) claims

2020 benchmark source:
N/A

2020 data (n=3,742,185 member years)
- Statewide change since 2019 (lower is better): -7.8%
- Number of CCOs that improved*: 10

*This number excludes the two CCOs new in 2020.

Rates are shown per 100,000 member years which means that in one year, there are on average 39.1 visits occurring per 100,000 CCO members.

Back to table of contents.
Hospital admissions for asthma in younger adults in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
### Timeliness of prenatal care

Percentage of pregnant women who received a prenatal care visit within the first trimester or within 42 days of enrollment in Medicaid.

**Data source:**
Administrative (billing) claims and medical record review

**2020 benchmark source:**
N/A

**2020 data** (n=5,402)
- Statewide change since 2019: **0.1%**
- Number of CCOs that improved*: **6**

*This number excludes the two CCOs new in 2020.

This measure was incentivized from 2013-2018.

### Household language

**2019 and 2020, by household language.**

<table>
<thead>
<tr>
<th>Language</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other*</td>
<td>71.4</td>
<td>88.9</td>
</tr>
<tr>
<td>Unknown/Undetermined*</td>
<td>84.2</td>
<td>88.5</td>
</tr>
<tr>
<td>Russian*</td>
<td>64.7</td>
<td>66.7</td>
</tr>
<tr>
<td>English</td>
<td>80.6</td>
<td>80.9</td>
</tr>
<tr>
<td>Chinese languages*</td>
<td>100.0</td>
<td>100.0</td>
</tr>
<tr>
<td>Vietnamese*</td>
<td>100.0</td>
<td>100.0</td>
</tr>
<tr>
<td>Spanish</td>
<td>73.5</td>
<td>79.9</td>
</tr>
</tbody>
</table>

*note small denominator (n<30)
Timeliness of prenatal care in 2019 and 2020, by CCO.
Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
Topical fluoride varnish—full pop.

Percentage of CCO members age 1-20 at who received at least two topical fluoride applications within the reporting year. Although the measure can be stratified to members with an elevated risk of dental caries, reporting without the stratification allows a more complete view of Medicaid members.

Data source:
Administrative (billing) claims

2020 benchmark source:
N/A

2020 data (n=353,134)

- Statewide change since 2019: -46.7%
- Number of CCOs that improved*: 0

*This number excludes the two CCOs new in 2020.

Household language

2019 and 2020, by household language.

<table>
<thead>
<tr>
<th>Language</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>10.7%</td>
<td>19.6%</td>
<td></td>
</tr>
<tr>
<td>Unknown/Undetermined</td>
<td>15.3%</td>
<td>25.6%</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>8.0%</td>
<td>21.5%</td>
<td></td>
</tr>
<tr>
<td>Russian</td>
<td>10.6%</td>
<td>24.4%</td>
<td></td>
</tr>
<tr>
<td>Spanish</td>
<td>15.2%</td>
<td>29.7%</td>
<td></td>
</tr>
<tr>
<td>Vietnamese</td>
<td>15.0%</td>
<td>33.0%</td>
<td></td>
</tr>
<tr>
<td>Chinese languages</td>
<td>9.2%</td>
<td>32.6%</td>
<td></td>
</tr>
</tbody>
</table>
Topical fluoride varnish in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
The Topical Fluoride Varnish measure includes break-outs by caries risk, shown here. These break-outs show that the percentage of members ages 1-20 who received at least two topical fluoride applications decreased from 2019 to 2020 for members both with and without an elevated risk of caries.

Topical fluoride varnish in 2019 and 2020, by risk of caries.

<table>
<thead>
<tr>
<th>Risk of Caries</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>With elevated risk of caries</td>
<td>18.6%</td>
<td>31.5%</td>
</tr>
<tr>
<td>Without elevated risk of caries</td>
<td>4.6%</td>
<td>11.3%</td>
</tr>
</tbody>
</table>
Weight assessment and counseling

Percentage of patients 3-17 years of age who had evidence of the following during the measurement period. Three rates are reported and averaged:

1) % of patients with height, weight and BMI documentation
2) % of patients with counseling for nutrition
3) % of patients with counseling for physical activity

Data source:
Electronic Health Records

2020 benchmark source: N/A

2020 data (n=155,631)

- Statewide change since 2019: -10.3%
- Number of CCOs that improved*: 3

*This number excludes the two CCOs new in 2020.
This measure was incentivized from 2018-2019.

Back to table of contents.
Weight assessment, nutrition, and activity counseling for children and adolescents in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane are new CCOs and do not have comparable data prior to 2020.
Well-child visits
Percentage of children who had six or more visits with their health care provider prior to reaching 15 months of age.

Data source:
Administrative (billing) claims

2020 benchmark source:
N/A

2020 data (n=13,164)
- Statewide change since 2019: **-11.7%**
- Number of CCOs that improved*: **0**

*This number excludes the two CCOs new in 2020.

2011 and 2013 statewide data are not available for this measure. Results published in earlier reports for these years cannot be directly compared due to changes in methodology.

Back to table of contents.
Well-child visits in the first 15 months of life in 2019 and 2020, by CCO.

Grey dots represent 2018. PacificSource Marion Polk and PacificSource Lane did not have a sufficient amount of members meeting specification requirements to report 2020 results.
Well-child visits

Percentage of children who had two or more visits with their health care provider between age 15 months to 30 months.

Data source:
Administrative (billing) claims

2020 benchmark source:
N/A

2020 data (n=9,920)

- Statewide change since 2019: N/A
- Number of CCOs that improved: N/A

Household language

2020, by household language.

- Spanish: 83.4%
- Chinese languages*: 78.9%
- Unknown/Undetermined: 78.3%
- English: 74.9%
- Other: 70.7%
- Vietnamese*: 68.8%
- Russian*: 57.1%

*note small denominator (n<30)
Well-child visits age 15 months to 30 months in 2020, by CCO.

PacificSource Marion Polk and PacificSource Lane did not have a sufficient amount of members meeting specification requirements to report 2020 results.