# Consumer Confidence Project

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# WHAT is a CCO?



Better
health

Triple
Aim

Better
care

Lower
costs

1/4
of Oregonians

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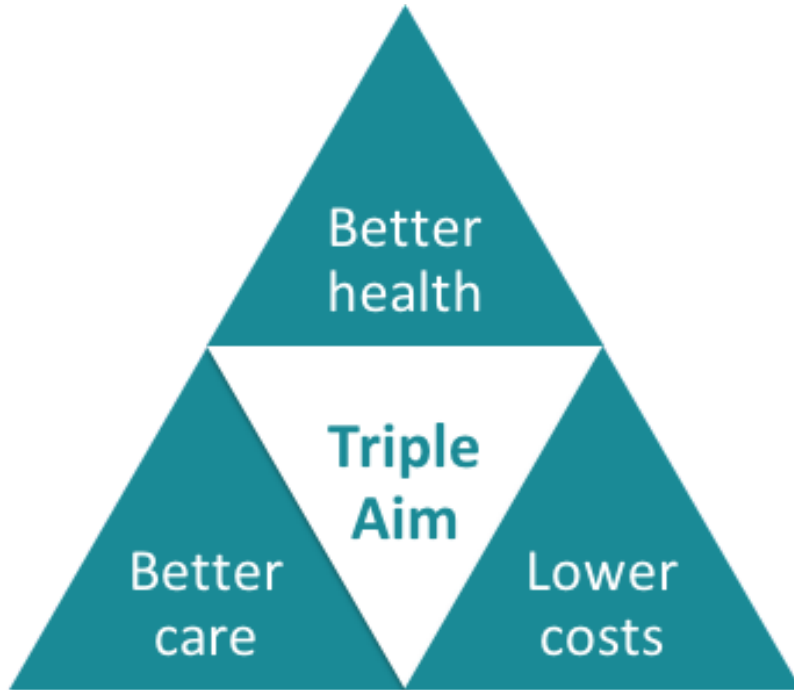
# HOW will we know if CCOs are effective?

**33** The state uses 33 metrics to track CCOs' progress toward achieving the Triple Aim. Of these 33:

**17** are Oregon's incentive metrics.

**16** are required by the federal government.

**0** examine whether consumers have the information they need to effectively navigate this new system of care.

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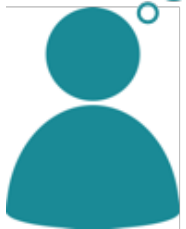
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# Why does Oregon need the CCP?

What about consumer experience?

These metrics provide important information, but they leave some key questions

## UNANSWERED.

What about transparency?

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# How did the CCP evaluate CCOs?

- 11 volunteers
- CCO websites and handbooks
- 81 indicators in 4 domains

# CCP domains: Person-Centered Services

**Sample indicators:**

- CCO provides an explanation of what to do during a health emergency.
- Provider directory indicates if providers are accepting new OHP patients.

# CCP domains: Responsiveness to Members and Community

**Sample indicators:**

- CCO provides phone number for customer service department.
- CCO website provides a link to community health improvement plan.

# CCP domains: Transparency of Governance

**Sample indicators:**

- CCO provides list of board member names.
- CCO indicates whether CAC meetings are open to the public.

# CCP domains: Accessibility of Information

**Sample indicators:**
- CCO provides an explanation of covered versus non-covered services.
- CCO provides map of CCO office location or directions to CCO office.

# CCP General Findings

CCO members must consult **both** websites **and** handbooks to find comprehensive information about their CCOs.

Many CCO consumers and communities have **little information about the governance** of their CCOs.

All indicators were achieved by at least one CCO, suggesting that indicators included in this pilot are **feasible for CCOs.**

**Half** of the CCOs in Oregon participated in the CCP's data verification process.

# CCP recommendations

- Ensure that websites and handbooks are comprehensive, **stand-alone** information sources.

- Provide more information about **governance structures and processes**, including opportunities for consumer and community involvement.

- Use the indicators included in this report as **a checklist** for creating consumer-oriented materials.

- Meaningfully **engage** with evaluations like the CCP.

# Post-publication and closing thoughts

- Published August 2015 at www.ophi.org
- Some press coverage
- Advocacy conversations
- OHA response neutral
- CCO responses vary
- Improvements in CCP materials
- Transformation takes time
- Looking ahead: Truth-testing and possible second round

Full report at
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