

Department: Health Department

Program Contact: Dawn Shatzel

Program Offer Type: Support

Program Offer Stage: As Requested

Related Programs:
Program Characteristics: In Target

Executive Summary

The Clinical Infrastructure (Quality and Support) Program provides pivotal oversight by managing the Bureau of Primary Health Care (BPHC) grant, developing and implementing fiscal accountability programs and access to health care, initiating and sustaining clinical and administrative quality and safety activities and improvements, and coordinating adherence to health care standards and regulations.

Program Summary

This program supports services within the project scope of the BPHC grant, which supports the mission of increasing access to needed health services to the County's most vulnerable. BPHC funding requires strict adherence to federal laws mandating which services must be provided as a Federally Qualified Health Center (FQHC) which results in additional Medicaid revenue for Oregon Health Plan clients. This funding requires quality services, performance audits and responsiveness to new methods of delivering safe and quality care. Infrastructure and support assures that these efforts are maintained at acceptable thresholds.

This program measures clinical standards/outcomes, quality, safety and fiscal accountability with other similar health delivery systems. The BPHC, JCAHO and NCCHC are our primary external benchmarking organizations relative to performance indicators. Program includes work with the Community Health Council, client feedback results, and collaborations with other health care delivery systems.

This program supports Person Centered Primary Care Health Home programs and represents an opportunity for new healthcare funding based on performance and outcomes. These programs, implemented to meet goals of the State of Oregon's 1115 Medicaid Demonstration Accountability Plan and local Coordinated Care Organizations Pay-for-Performance, may have payments tied to achieving specific health outcomes or state metrics for quality. The Quality Assurance program is tasked with testing, data collection and reporting, designing and implementing the wide array of system improvements needed to meet these new benchmarks.

Quality project management staff manage the 14 member Coalition of Community Health Clinics (CCHC) contract. CCHC is comprised of community-based clinics uniquely able to respond to changing demographics and offer culturally appropriate care while fulfilling their mission of improving and providing health care to the county's most vulnerable populations. The Coalition clinics provide free or low-cost health care to uninsured people. The County extends Federal Tort Claims coverage, licensing and credentialing to the volunteer providers at the Coalition of Community Health Clinics' (CCHC).

Performance Measures

Measure Type	Primary Measure	FY16 Actual	FY17 Purchased	FY17 Estimate	FY18 Offer
Output	Number of volunteer hours	60,356	55,000	55,000	55,000
Outcome	Maintain compliance with BPHC, JCAHO, and NCCHC standards.	100%	100%	100%	100%
Outcome	BPHC grant renewed annually	100%	100%	100%	100%

Performance Measures Descriptions

1) Number of hours, includes licensed health care volunteers who work at CCHC clinic sites; 2) Good standing as a fully accredited organization under the Joint Commission's standards for health organizations as well as maintenance of NCCHC accreditation in Corrections Health; 3) Maintenance of FQHC grantee by meeting all federal rules/requirements; evaluated annually through the grant continuation application process.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2017	2017	2018	2018
Personnel	\$4,848,219	\$638,625	\$2,416,413	\$1,354,230
Contractual Services	\$74,140	\$0	\$54,280	\$43,650
Materials & Supplies	\$160,875	\$240	\$103,347	\$30,191
Internal Services	\$932,078	\$64,141	\$753,402	\$407,391
Total GF/non-GF	\$6,015,312	\$703,006	\$3,327,442	\$1,835,462
Program Total:	\$6,718,318		\$5,162,904	
Program FTE	49.00	6.80	21.10	11.10

Program Revenues				
Indirect for Dept. Admin	\$514,611	\$0	\$336,853	\$0
Intergovernmental	\$0	\$688,006	\$0	\$1,383,006
Other / Miscellaneous	\$3,875,482	\$15,000	\$2,230,000	\$7,550
Beginning Working Capital	\$1,800,000	\$0	\$0	\$0
Service Charges	\$250,000	\$0	\$999,443	\$444,906
Total Revenue	\$6,440,093	\$703,006	\$3,566,296	\$1,835,462

Explanation of Revenues

Quality Assurance and Quality Improvement activities are funded with County General Fund and HRSA grant revenue. In past years this program received funding through the State's Patient Centered Medical Home and CareOregon's Primary Care Renewal Innovation funding. Program leadership are working with CCO's to support quality payments that can support this program long-term.

Medical Fees: \$3,674,349

Federal Primary Care grant: \$1,138,006

Kaiser Permanente Center for Health Research CHR-Stop Colorectal Cancer grant: \$7,550

State Safety Net Capacity grant: \$245,000

Significant Program Changes

Last Year this program was: FY 2017: 40034 Quality Assurance