

## **Community-driven approaches to addressing CCO incentive metrics: An investment in the future**

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**TOPIC/TARGET AUDIENCE:** Coordinated Care Organization staff and advisory councils

**ABSTRACT:** Every year, Coordinated Care Organizations (CCOs) strive to meet a list of clinical incentive metrics that gauge CCO ability to meet challenging health needs across Oregon. When targets are met, CCOs primarily re-invest into their clinical partners, yet with restrained resources and challenges that vary based on the region and CCO, both clinical innovation and member behavior change are necessary in order to sustainably meet many of the metrics. To work towards long-term member health improvement we used community-based participatory guidance to develop a lay-friendly guide to the incentive metrics and a process by which local Community Advisory Councils (CACs) can reinvest in "out of the box" yet evidence-informed community partnerships and projects for metrics they determine are the most vital to their community's needs and. CAC members have reported satisfaction with the guide and the processes, expressed an increased sense of ownership of community health, and have successfully invested in 3 active projects with desire for policy and approach to continue to allow for investment in health improvement from both inside and outside a clinic setting.

### **OBJECTIVE(S):**

- Identify a strategy for engaging community members in meeting CCO incentive metrics.
- Discuss how community-friendly and community-led approaches can sustain long-term health improvement.

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