

Technical Assistance Bank Overview

What is the purpose of the Technical Assistance Bank for CCOs?

The Transformation Center is excited to work with coordinated care organizations (CCOs) and their community advisory councils (CACs) to identify and provide the right supports that will move the dial on health reform. As a result of requests from CCOs and their CACs, the OHA Transformation Center offers CCOs and their CACs the opportunity to receive technical assistance in key areas that can help foster health system transformation toward reaching the triple aim of better health, better care and lower costs. The Technical Assistance Bank will provide support for the most requested topic areas. Specifically, CCOs have asked for technical assistance in areas such as implementing alternate payment methods and patient engagement strategies, which will help further innovation in their CCOs and beyond. In addition, CACs have requested resources that can add to the CAC members' skills, knowledge, and provide them with the proper support to help in building stronger partnerships within their CCOs and broader communities.

How much technical assistance is available to each CCO?

- In year two of the TA Bank, CCOs were designated 50 hours of free consultation from outside consultants on contract with the Transformation Center, in addition to support that can be provided from other parts of OHA. We recommend that the CCO considers using 10 of those consultation hours to support CCO community advisory councils and other community-based work.
- Requests for technical assistance must be submitted to the Transformation Center by October 1, 2016, and hours must be completed by December 31, 2016.
- Hours provided by consultants from other parts of OHA (for example, technical assistance through the Office of Health Information Technology) will not count against the designated set of hours.
- CCOs may jointly request technical assistance. For example, multiple CCOs could request technical assistance to host a regional training. The consulting hours would be divided accordingly across the requesting CCOs.
- Each CCO may decide how to best allocate their technical assistance hours, and Innovator Agents are available to help throughout the technical assistance process.
- If CCOs have needs beyond this initial allocation, we will do our best to ensure additional support is made available.

Who provides the technical assistance?

Technical assistance resources in many topic areas are currently available through the Transformation Center's contracts with outside consultants or connections with other OHA resources. For other topic areas, supports will be added once we identify the CCO's or CAC's needs. CCOs are able to review the list of currently available consultants on the TA Bank website (www.transformationcenter.org/tabank) and may request a specific consultant. The Transformation Center will coordinate the allocation of consultants and OHA support for each request on a case-by-case basis to ensure that the needs of CCOs and CACs are met in a timely manner.

When is this technical assistance available?

All requests to use year two technical assistance hours must be submitted to the Transformation Center (transformation.center@state.or.us) by October 1, 2016, with technical assistance hours completed by December 31, 2016. A CCO could request assistance in one topic area early in the year, then another topic later in the year, or could request support in multiple areas all at once.

How do CCOs request technical assistance?

Please visit www.transformationcenter.org/tabank to review the Technical Assistance Bank topic descriptions, currently available consultants, flow chart and request form. We ask that CCOs work with their Innovator Agents to coordinate requests and to complete the Technical Assistance Request Form. Please email the form to transformation.center@state.or.us by October 1, 2016, and copy your Innovator Agent on the email.

What is the technical assistance process?

1. Contact your Innovator Agent to discuss your technical assistance request and to complete the Technical Assistance Request Form. Please email the form to transformation.center@state.or.us and copy your Innovator Agent on the email.
2. After we receive your request, a Transformation Analyst from the Transformation Center will contact you (the requestor) within three business days to review your request.
3. The Transformation Analyst will assess the availability of a requested consultant or will identify appropriate resources within two weeks. Please note that while the Transformation Center may not be able to fulfill all requests immediately, we will do our best to identify supports to meet your needs in a timely manner.
4. The technical assistance provider will work with you, the Transformation Analyst and your Innovator Agent to develop a draft work plan to establish goals, objectives, hours and a timeline. The technical assistance provider will submit the work plan for approval to the Transformation Center. The Transformation Analyst will notify you, the technical assistance provider and the Innovator Agent that the plan has been approved and the contractual paperwork is complete. This approval will confirm the start and end dates for the technical assistance hours.
5. The technical assistance provider will convene a kick-off meeting with you, the Innovator Agent and the Transformation Analyst to review the work plan and discuss next steps.
6. The Transformation Analyst and Innovator Agent will make sure the technical assistance is delivered on time and meets your needs. The technical assistance provider will submit monthly status updates to the Transformation Analyst.
7. Within one week after the technical assistance is completed, the technical assistance provider will conduct an evaluation with participants to identify whether the support met project goals. The Transformation Center will share the results of the evaluation with the requestor.
8. Within four weeks after technical assistance is completed, the technical assistance provider will submit a final report (summary description of services provided, outcomes and a list of resources and recommendations) and an evaluation report (spreadsheet of raw data and summary report) to the Transformation Analyst. You will also be asked to submit a brief summary for reporting purposes.
9. The technical assistance provider will convene a wrap-up meeting with you, the Innovator Agent and the Transformation Analyst to debrief the experience and discuss next steps.
10. If additional technical assistance is needed, the Transformation Analyst will help you identify next steps.

If you have questions, contact Sarah Wetherson at 503-793-1920 or Sarah.E.Wetherson@state.or.us.