

2024 Operating Plan

Contra Costa County Joint Conference Committee

July 22, 2024



CONTRA COSTA
HEALTH



FY 24/25 MAJOR INITIATIVES

- ✓ Equity
- ✓ Behavioral Health Modernization
- ✓ Medi-Cal Transformation
- ✓ Housing & Homelessness
- ✓ Access to Care & Services

CCRMC Aligned with Contra Costa Health Goals

- Quality
- Care experience
- Access to care
- Financial strength



Quality

Leapfrog A
CMS 4-5 stars
QIP top performer

- **Safety: Reduce hospital acquired harm**
Post-op respiratory failure: 0
Perioperative PE&DVT: 0
Abdominal SSI: 0
Perinatal harm: pre-eclampsia with severe features <6%
- **Care transitions: follow-up care after hospitalization**
% Inpatient discharges with follow-up visit within 7 days: TBD QIP
- **QIP: preventive care**
Cervical Cancer Screening: 63.6%
Colorectal Cancer Screening: 56.2%
- **Equity**
Primary c-section rate: Black women <22%



Care Experience

Top box rating

- Inpatient experience: top box rating (90th percentile)
Overall hospital rating: 85%
Nurse and MD communication: 88% (Nurse), 89% (MD)
Education about medicines: 72%
Transition in care :64%
- Ambulatory experience: provider and messaging
Provider rating (9-10) :82%
Messaging response time : <= 2 business days



Access to care

- **Access: improve access to care**
Primary care third next available: <14d
Clinic no-show rates: <17%
- **Caring for managed population**
Improve repatriation rate by 5% over 2023
- **Inpatient bed availability**
Improve available bed capacity (blocked beds) by 5% over 2023



Financial strength

- Inpatient length of stay
Overall hospital LOS <5 days (excluding Psych, NICU)
LLOS: total bed days LLOS decrease by 5%
Increase total patient discharges by 5%
- QIP performance
QIP incentive payment: 100%
- Provider productivity