

STRATEGIC PRIORITIES



High Performing Organization

Transform operational performance to reflect the priorities of “Government in the 21st Century” included in the Governor’s budget

Develop and achieve a culture of performance, caring, and trust

Improve agency infrastructure through creative use of technology

Achieve consistent interpretation and application of PEBB eligibility rules



Leading the State in Providing Access to Quality, Affordable Health Care

Lead and participate in public and private efforts to improve and reform the state’s health care system

Develop and implement the Governor’s five point health care improvement plan and the Blue Ribbon Commission goals

Obtain and effectively use stimulus funding as a means to support Washington State’s position as a leader in national health policy

Performance Initiatives

Establish organizational structure, business process redesign projects, and cost cutting measures to meet resource limitations in 2009

Identify and implement efficiencies for shared PEBB and DRS customers through 2011

Implement recommendations from HCA’s Performance Management Committee and Washington State Quality Assurance (WSQA) Action Plan by 2010

Implement activities and complete deliverables related to HCA’s Information Technology (IT) Five-Year Strategic Plan by June 2011

Implement new rules and statute revisions regarding PEBB eligibility and complete dependent eligibility audit by December 2010

Leadership Initiatives

Collaborate with the Puget Sound Health Alliance on reimbursement reform to support medical homes in 2013

Educate consumers regarding their health care through Washington Wellness initiatives during 2009–2011 biennium. Develop a public/private partnership to pilot patient decision aids by December 2009

Incorporate evidence based medicine in medical practice and coverage, via the Health Technology Assessment program, preferred drug list, and other agency efforts through June 2011

Reduce prescription drug costs for Washington residents through the discount prescription drug card and increase participation level over prior year’s membership through June 2011

Lead state efforts to facilitate the movement of secure, electronic health information with consumer consent, through evaluation of current pilots, expansion, and re-evaluation of health record banks by December 2011

HEALTH CARE AUTHORITY 2009-2011 STRATEGIC PLAN



Achieving Quality and Cost Effective Health Care for PEBB

Establish PEBB as a exemplary employer-based health program

Achieve a PEBB cost trend that is at or below budgeted allocation

Promote healthier outcomes and lifestyles for PEBB enrollees

Utilizing contracted PEBB plans, reduce barriers to accessing appropriate care, increase quality of care delivered, and increase customer satisfaction at point of service

PEBB Quality and Cost Initiatives

Implement a new third party administrator for UMP which supports a high-quality network and state health care purchasing objectives

Improve PEBB's position as an employer-sponsored benefits program which attracts and retains quality employees (ongoing)

Increase member participation in wellness activities and preventative screening by December 2011

Implement a PEBB plan design and offerings to meet 2010–2013 Blue Ribbon Quality Purchasing objectives

Advance strategic purchasing priorities and perform benefit design, procurement, and contract management for the PEBB portfolio in 2009



Achieving Quality and Cost Effective Health Care for BH

Maximize Basic Health (BH) enrollment within budget allocations and at affordable cost sharing for participants

Improve quality of care delivered to BH members through contracted vendors and increase customer satisfaction at point of service

Achieve BH purchasing objectives while maintaining access to high quality health insurance throughout all Washington counties by 2010

BH Quality and Cost Initiatives

Successfully redesign BH portfolio to achieve greater savings in plan design, benefit offerings, and enrollee cost sharing for the 2010 plan year

Evaluate and implement revised BH member eligibility criteria and streamline administrative processes to achieve program savings by December 2009

Improve BH carrier performance through revised clinical quality review process beginning in 2010 contract year

Advance strategic purchasing priorities and perform benefit design, procurement, and contract management for the BH portfolio in 2009

Renew BH health plan contract(s) for the 2010 policy year which achieve purchasing goals while ensuring 100% county coverage