



# Oregon

Kate Brown, Governor

**Department of Human Services**

*Safety, Oversight and Quality*

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September 10, 2020



**To:** Director of Operations,

**From:** Safety, Oversight and Quality Unit, Community Based Care Team

**Re:** Your REQUIRED participation in Oregon's Quality Metrics Program

In 2017, the Oregon Legislative Assembly passed House Bill 3359 (codified as ORS 443.446 and 443.447). This law requires that a uniform quality metrics reporting system be developed to measure and compare the performance of residential care and assisted living facilities across the state. This reporting system is overseen by the Quality Measurement Council (Council).

During the Covid-19 pandemic, all RCFs and ALFs are still required to report in the quality metric application (QMA). However, due to the additional workload created by the pandemic, the Council made the decision to have facilities report in a yes and no format as to whether they have been tracking each metric during 2020. Revisions to the QMA have been completed. For facilities that do not report, it will be noted in the annual report.

To report in the QMA, at least one staff member from each facility must be registered to enter the information. Our records indicate that a facility you own or manage has not yet had a staff member register. The quality metrics application can be accessed at: <https://ltcfacilityportal.oregon.gov/>.

If there have been changes as to who should enter information for your facility(ies), (such as a change of administrators for a facility) please email us at [QualityMetrics.Acuity@dhsosha.state.or.us](mailto:QualityMetrics.Acuity@dhsosha.state.or.us) and provide us with the name of the person that should be removed from the QMA for your facility.

To learn more about Oregon's Quality Measurement Program, please visit: <https://www.oregon.gov/DHS/PROVIDERS-PARTNERS/LICENSING/CBC/Pages/Quality-Metrics.aspx>

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To access a variety of provider resources, including Quality Metrics Provider Instruction Guide with step-by-step including instructions for how to register for the Quality Metrics Application and track and report required data, please visit:

<https://www.oregon.gov/DHS/PROVIDERS-PARTNERS/LICENSING/CBC/Pages/QM-Program-Provider-Resources.aspx>

If you have any questions, please contact your assigned CBC policy analyst or send your questions to [QualityMetrics.Acuity@dhsosha.state.or.us](mailto:QualityMetrics.Acuity@dhsosha.state.or.us).

**NOTE:** A webinar “*What Providers Need to Know for 2020*”, will be held on the dates below. The webinar will explain the changes to reporting in the QMA and will review the registration process.

**Wednesday, September 9, 2020 – 3:00 – 4:00 pm**

[Join Skype Meeting](#) or choose one of these phone numbers:

- 1 (971) 673-8888, Conference ID 36225684# OR
- 1 (503) 934-1400, Conference ID 36225684#

**Thursday, September 10, 2020 – 10:30 – 11:30 am**

[Join Skype Meeting](#) or choose one of these phone numbers:

- 1 (971) 673-8888, Conference ID, 87446562# OR
- (503) 934-1400, Conference ID, 87446562#

**Tuesday, September 22, 2020 – 9:30 – 10:30 am**

[Join Skype Meeting](#) or choose one of these phone numbers:

- 1 (971) 673-8888, Conference ID, 87446562# OR
- (503) 934-1400, Conference ID, 87446562#

**Thursday, October 15, 2020 – 10:30 – 11:30 am**

- [Join Skype Meeting](#) or choose one of these phone numbers

- 1 (971) 673-8888, Conference ID, 844961# OR
- 1 (503) 934-1400, Conference ID, 844961#

**Thursday, November 17, 2020 – 10:30 – 11:30 am**

- [Join Skype Meeting](#) or choose one of these phone numbers

- 1 (971) 673-8888, Conference ID, 81824451# OR
- 1 (503) 934-1400, Conference ID, 81824451#