

CHAPTER 9

OUTCOME ANALYSIS

Outcome analyses evaluate the performance, clinical and financial outcomes of HPP to ensure total quality managed medical care for Ohio's injured workers. In accordance with the provisions of *4121.44(H)* and *OAC 4123-6-18*, BWC develops all reporting requirements for the measurement of the efficiency and effectiveness of HPP: analyzing cost, quality, appropriateness of treatment and the HPP outcomes.

A. PERFORMANCE MEASURES

BWC will evaluate the MCOs' performances based upon performance measures in several key categories:

- Quality of service measures;
- Cost of service measures;
- Customer satisfaction measures.

B. REPORTING REQUIREMENTS

As provided by law and contractual agreement, MCOs must comply with BWC reporting requirements and submit required data to BWC for analysis, as determined by BWC. The bureau will use this collected data to measure and perform analyses of cost, quality and appropriateness of medical care, and the effectiveness of the managed-care program.

These analyses will result in published report cards and outcome analyses. In accordance with the provisions of *OAC 4123-6-18*, BWC is required to publish a report card detailing individual MCO performance annually.