

2008-2009 Public Employees' Benefit Board (PEBB) Business Plan

Why We Exist

Under ORS 243.125(2), the goal of the board is to provide a high quality plan of health and other benefits for state employees at a cost affordable to both the employer and the employees.

What We Plan To Do

The table that follows outlines the actions that PEBB will take to pursue the Department of Administrative Services' goals and strategies.

Contact Information

For more information about PEBB planning and performance measurement functions please contact:

Joan M. Kapowich, PEBB Administrator, Phone: 503-378-3899, E-mail: Joan.kapowich @state.or.us

Wendy Edwards, PEBB Director of Operations, Phone: 503-378-2798, E-mail: wendy.j.edwards@state.or.us

DAS Goal	Strategy	Tactic	Action
Goal 1: Excellent Customer Service	Foster excellent customer relations	Use data gathered to improve service delivery to State agencies.	Participate in annual DAS survey of state agencies to determine their satisfaction with PEBB customer services.
Goal 1: Excellent Customer Service	Foster excellent customer relations	Use data gathered to improve service delivery to PEBB members.	Conduct annual member survey to determine satisfaction with benefit packages and with PEBB member services.
Goal 1: Excellent Customer Service	Deliver timely and accurate information	Maintain high standards for responsiveness to member issues.	Monitor turn-around times for PEBB responses to member appeals, phone calls, inquiries, and other correspondence.
Goal 2: Effective Policies with Clear Direction	Involve Key stakeholders in developing policies that affect them	Use forums for including stakeholder input into policy decisions related to pub operations and eligibility design.	Continue agency advisory committee meetings to review PEBB operations and systems. Continue regular communications to agencies.
Goal 2: Effective Policies with Clear Direction	Use information to improve policies	Use performance data to identify potential policy changes to improve quality and minimize increases in healthcare costs.	Conduct analysis of plan data to identify potential actionable policy changes: a. Claims data b. Evidence-based reviews c. Member health risk survey d. Member input e. Health policy research
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Maintain and modify enterprise processes for us by staff, agencies, universities and members	Continue modifications of pebb.benefits to serve as a single source for real-time information available to PEBB staff, agencies/universities and members.
Goal 3: Efficient and Effective Government Infrastructure	Provide appropriate oversight and cost containment processes	Develop and implement performance measures and internal processes to evaluate plan performance and cost	Evaluate PEBB experience with self-insured plans and determine impacts of broader utilization of self-funding arrangement.
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Measure plan performance in improving the quality of health services to members.	Monitor and analyze health plan performance on key health indicators of quality of care
Goal 3: Efficient and Effective Government Infrastructure	Optimize performance	Measure vendor administrative performance as required by contract.	Establish and monitor administrative performance measures for all PEBB vendors.
Goal 4: Adaptable Government for Future Generations	Lead efforts to define and implement statewide visions	Collaborate on changes to the health care delivery system.	Participate with key initiatives to reform the health care system in Oregon.

2008-2009 Public Employees' Benefit Board (PEBB) Business Plan

DAS Goal	Strategy	Tactic	Action
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Lead efforts to further state employee wellness, increasing employee productivity.	Lead collaborative effort involving DHS and health plans to make wellness services available to employees and promote environmental changes to encourage healthy behaviors.
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Provide PEBB employees with feedback and a safe environment.	Provide ongoing performance feedback to PEBB employees.
Goal 4: Adaptable Government for Future Generations	Ensure state government's workforce needs are met	Provide PEBB employees with feedback and a safe environment.	Conduct safety assessments and determine need for employee safety training.
Goal 4: Adaptable Government for Future Generations	Lead efforts to define and implement statewide visions	Promote an awareness of turnover data (resignations only) to be used in recruitment and retention strategies	Utilize DAS (division) comparative Workforce Turnover data (resignations only) to measure against state data. Use this data to stimulate discussion around recruitment and retention strategies.
Goal 4: Adaptable Government for Future Generations	Lead efforts to define and implement statewide visions	Promote DAS diversity in the workforce as a percentage of the total civilian labor force	Create a baseline expectation and awareness of the data based on the current AA goals and objectives
Goal 4: Adaptable Government for Future Generations	Lead efforts to define and implement statewide visions	Promote Sustainability practices in government	Support the strategies, goals and action items as outlined in the Sustainability Plan 2007-13