

**HCMO Notice Question 13 - Exhibit 2:  
Tertiary Quaternary Complex Care (TQCC) Management OHSU Mission Control**



# TQCC Capacity Management OHSU Mission Control

8/21/2024

# Strategic Goal

Increase access to OHSU for patients needing OHSU Academic Health Center-specific care with [REDACTED] [REDACTED] needs only available at OHSU Marquam Hill campus for our health system and the state of Oregon



# Tactics (high level approach)



Prioritize TC patients waitlisted for OHSU AHC specific needs

Re-design approach to OHSU AHC ED boarder patient population as a health system opportunity

# Approach to all Admission Requests – 5 types of patient's inpatient care needs

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## 1. TYPE 1:

- not needing OHSU-specific tertiary-quaternary cancer & complex care specialist in our services/service lines

## 2. TYPE 2:

- need consultative input from OHSU specialist in our tertiary-quaternary cancer & complex care service lines

## 3. TYPE 3:

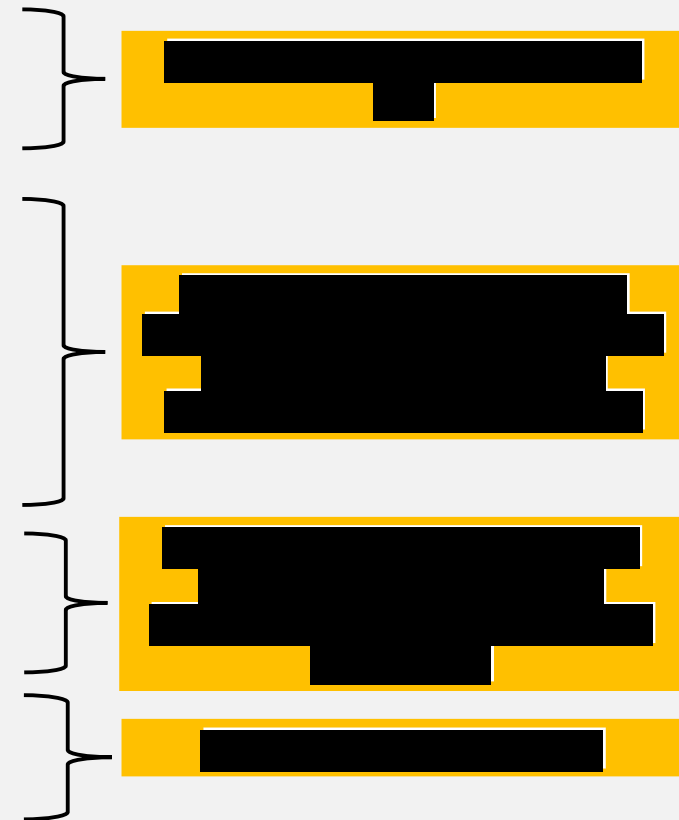
- historically on service/service lines with tertiary-quaternary patient population, but doesn't need OHSU-specific tertiary-quaternary procedure/surgery/treatment resources

## 4. TYPE 4:

- may need OHSU-specific specialist with tertiary-quaternary resource needs related to procedure/surgery/treatment

## 5. TYPE 5:

- Requiring tertiary-quaternary care only available at OHSU in our health system

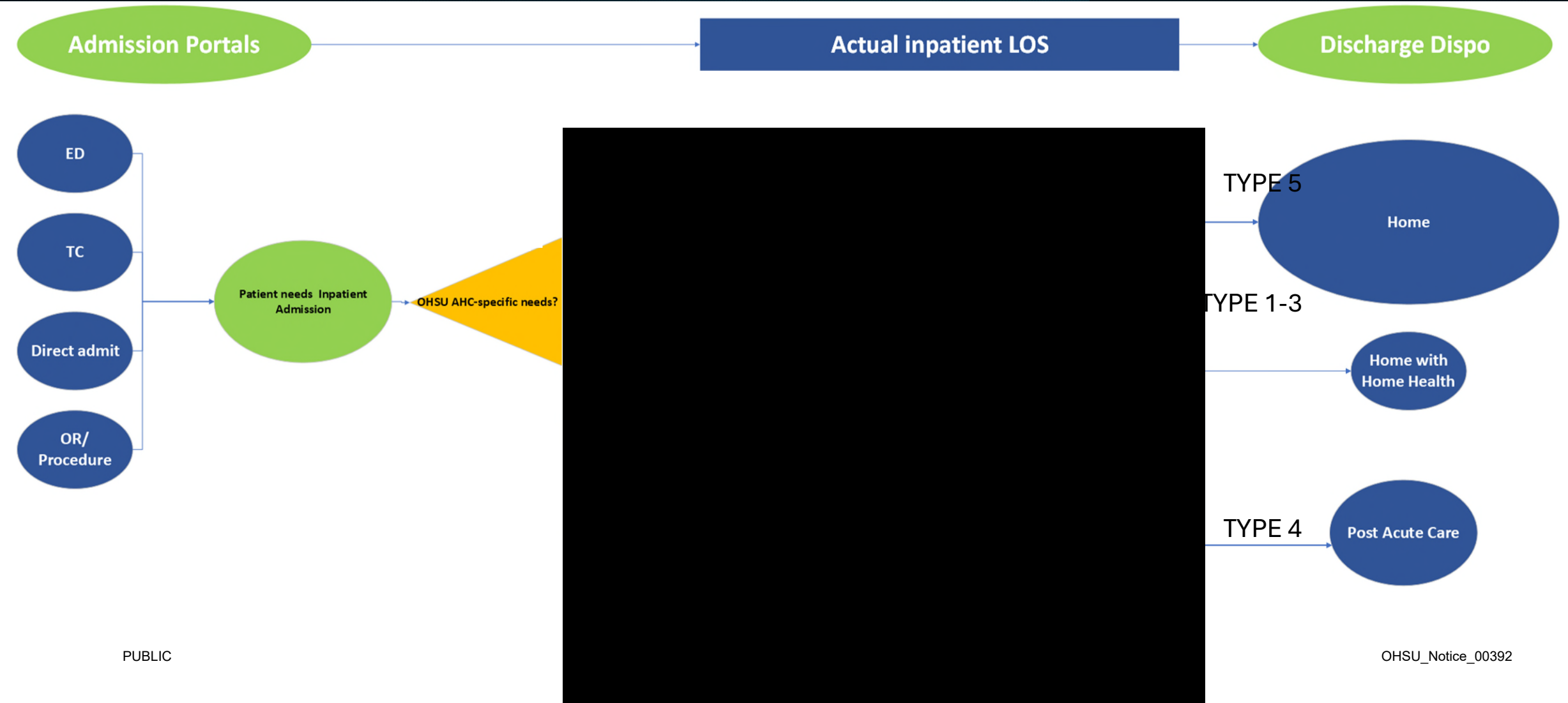


# The patient behind the wait to access TQCC at OHSU Academic Health Center...



- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

# Re-Designing our Health System Approach Starting in the admission request to Inpatient Care





Innovation to  
provide access  
– why focusing  
on TQCC  
helps our  
mission?

- **INCREASE ACCESS THROUGH TRANSFER CENTER**

[REDACTED]

- **COORDINATE INPATIENT CARE AS A SYSTEM**

[REDACTED]

- Transfer back to referring facility after the OHSU AHC specific task is completed (in system and out of system)

- **INCREASE SCHEDULED SURGERY & PROCEDURES NEEDING TQCC RESOURCES**

- Patients needing resources and teams not available elsewhere in our system or the state

- **EXPAND OUR VOICE BY DRIVING CARE VIA OMCC**

- Faster access
- Less travel
- Amplify the voice for the underserved, small community hospitals across OR

# OHSU Operational Service Lines (mandatory 7/1/24)



[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
<b>General Hospital Care</b> PUBLIC	•All patients not uniquely identified by any of the above SL attribution admitted to OHSU Marquam Hill

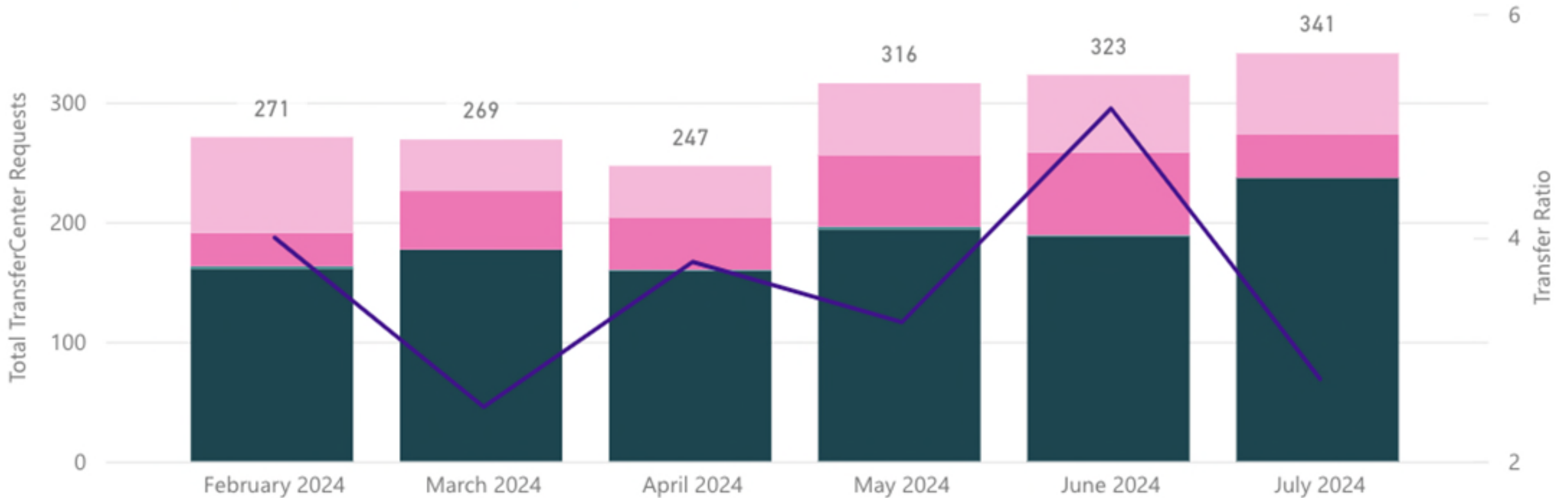
# Census by Serviceline Attribution 8/13/24 8AM

## Current Provider Team Status

Provider Team	#of Patients	Expected Transfers Out	EDD Entered	Has Discharge Order
[REDACTED]	87	0	87	1
[REDACTED]	117	0	116	4
[REDACTED]	113	0	113	1
[REDACTED]	68	0	68	1
[REDACTED]	39	0	39	1
[REDACTED]	154	0	152	6

# Transfer Center Trends (last 6 months)

DestinationHospital ● OHSU ● DCH ● HMC ● AHP ● Transfer Ratio





# Thank You

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