



CALIFORNIA HEALTHCARE FOUNDATION

Monitoring Medi-Cal's Performance

Current CHCF
Initiatives

Assembly Health Committee
October 23, 2013



Overview

- Monitoring Access to Care
- Medi-Cal Managed Care Performance Dashboard
- Looking Ahead

Monitoring Goals

- Use data to monitor performance, inform decisions and drive actionable next steps
- Raise questions that may warrant more detailed investigation
- Concisely share critical performance metrics with stakeholders

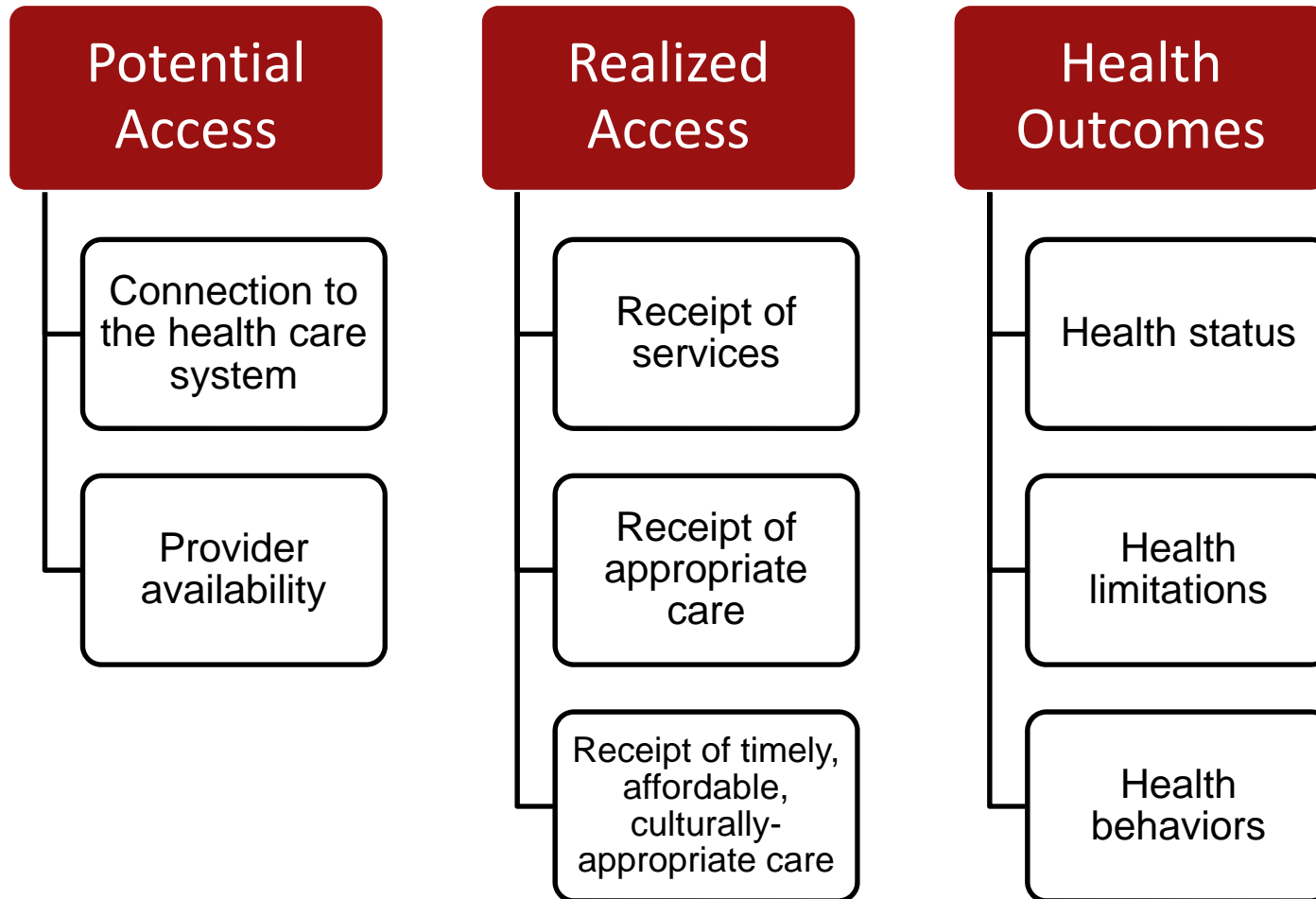
Objectives

- Identify a comprehensive yet parsimonious set of measures for regular monitoring
- Stratify by population subgroup, county, plan
- Compare with other populations
- Use widely accepted measures
- Leverage current investments

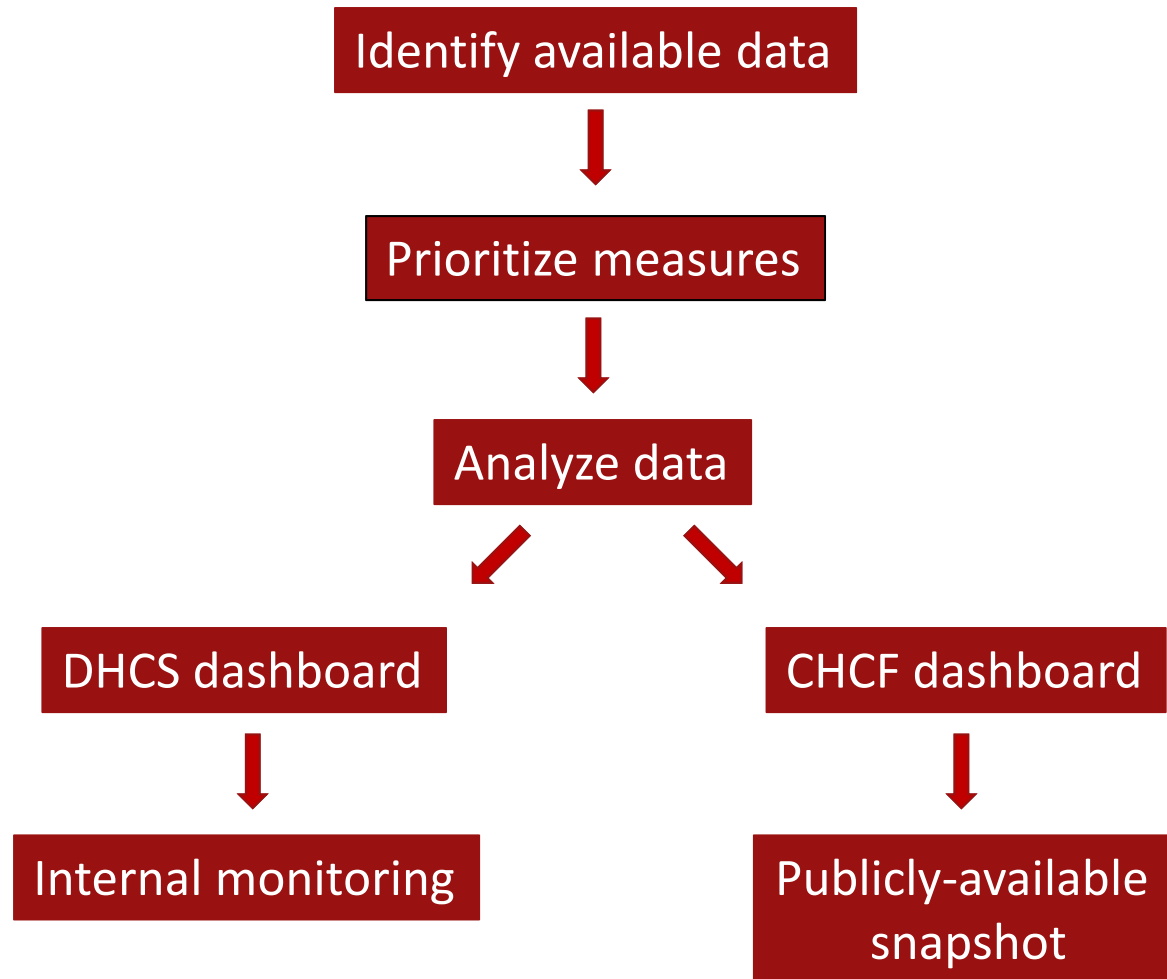
Initiative to Monitor Access

- Establish framework and measures
- Analyze existing administrative and survey data
- Measure specialty access
- Advance understanding of access as new models of care emerge

Overview of Access Framework



MMC Dashboard Project Overview



Data Limitations

- Some data not collected or not collected in a consistent, reliable or timely manner
- Some promising measures have not been calculated despite available data
- Several measures are new: lack benchmarks or trends
- Very few measures stratified by subgroup

Overview of Measures

Access & Quality

HEDIS (19 measures)

CAHPS (9 measures)

ED Rates

Readmissions

Financial

Net Income

MLR

Current Ratio

TNE

Other Indicators

Safety Net Participation

Choice/Default Rates

State Fair Hearings

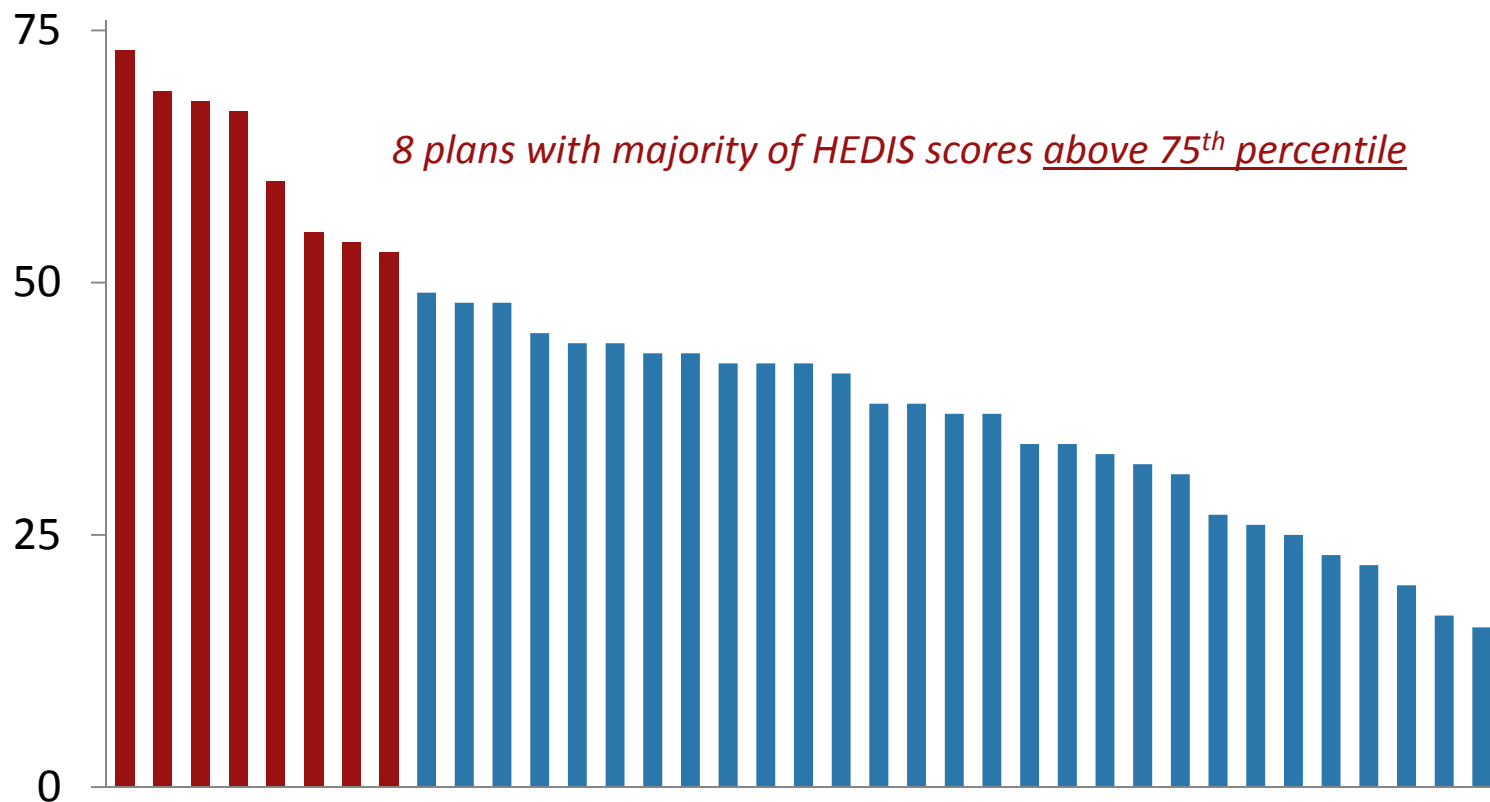
Grievances

Continuity of Care
Requests

HEDIS Quality Measures

Cumulative scores highlight variation in quality

Total HEDIS Score by Plan

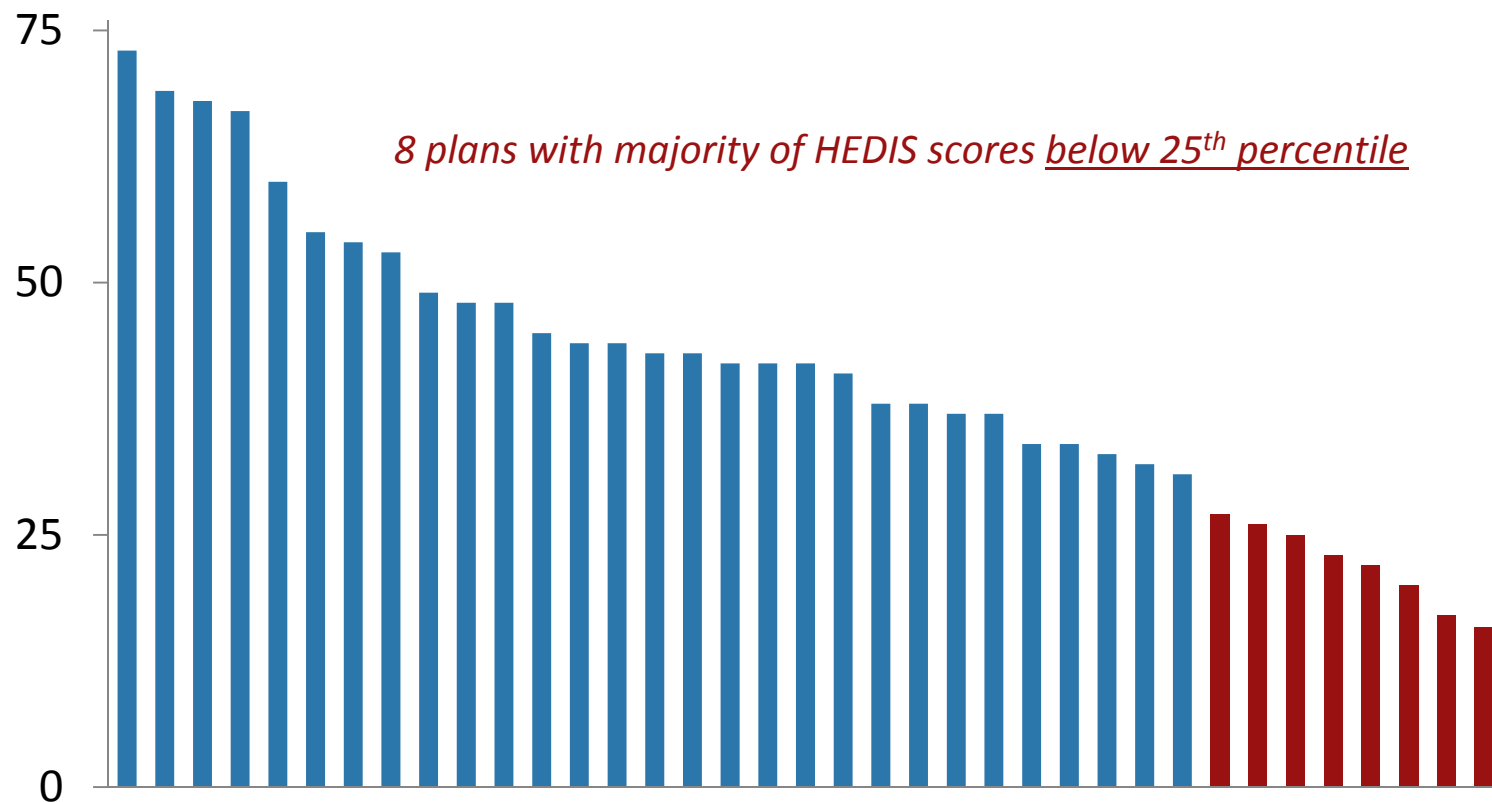


Scoring based on DHCS quality awards methodology. Maximum possible is 76 points.
Percentiles based on national HEDIS average.

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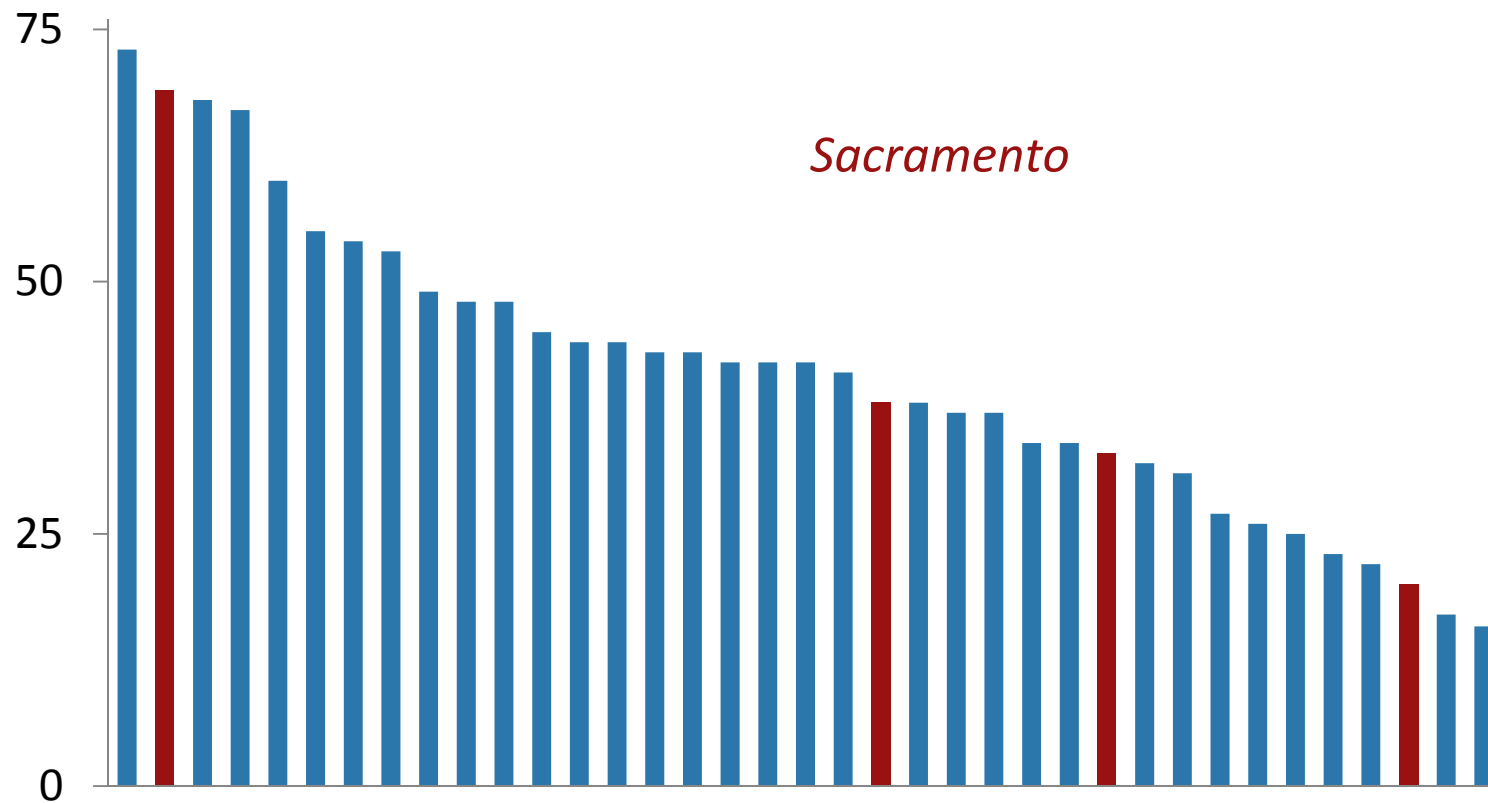


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HEDIS Quality Measures

Differences persist in several counties

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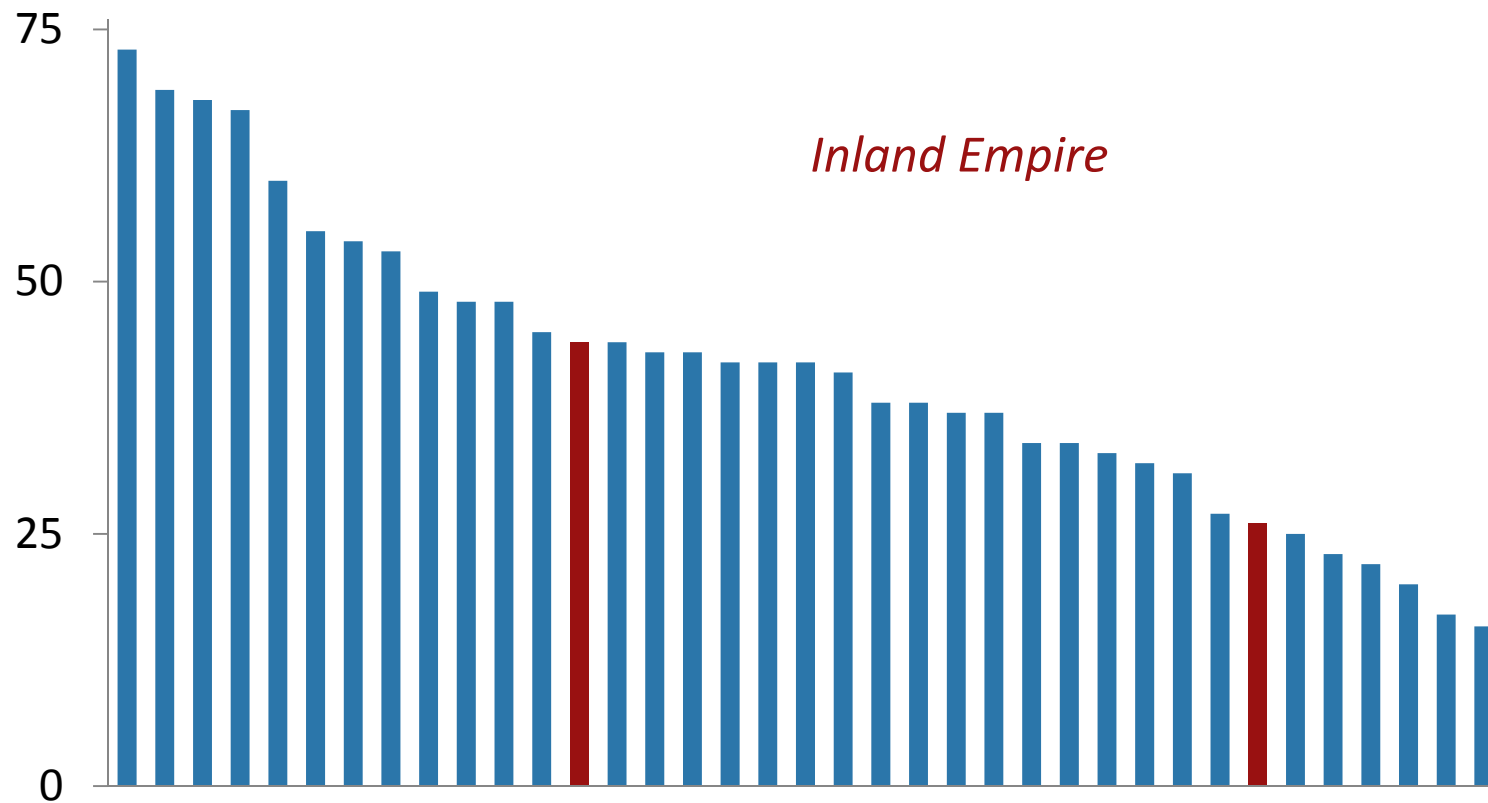


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Looking Ahead

- Present findings on December 17
- Version 2.0?
- Interactive Tool?
- Program-wide Dashboard?
 - Medi-Cal services and populations not covered through managed care
 - Other functions such as:
 - Eligibility determination/enrollment
 - Program integrity
 - Spending