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

Potential Access
- Connection to the health care system
- Provider availability

Realized Access
- Receipt of services
- Receipt of appropriate care
- Receipt of timely, affordable, culturally-appropriate care

Health Outcomes
- Health status
- Health limitations
- Health behaviors
MMC Dashboard Project Overview

- Identify available data
- Prioritize measures
- Analyze data
  - DHCS dashboard
    - Internal monitoring
  - CHCF dashboard
    - Publicly-available snapshot
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

<table>
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<th>Access &amp; Quality</th>
<th>Financial</th>
<th>Other Indicators</th>
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<td>HEDIS (19 measures)</td>
<td>Net Income</td>
<td>Safety Net Participation</td>
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<td>CAHPS (9 measures)</td>
<td>MLR</td>
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<td>ED Rates</td>
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<td>Continuity of Care Requests</td>
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HEDIS Quality Measures

Cumulative scores highlight variation in quality

Total HEDIS Score by Plan

8 plans with majority of HEDIS scores above 75th percentile

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

Cumulative scores highlight variation in quality

Total HEDIS Score by Plan

8 plans with majority of HEDIS scores below 25th percentile

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

Differences persist in several counties

Total HEDIS Score by Plan

Sacramento

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

Differences persist in several counties

Total HEDIS Score by Plan

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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