California Office of the Patient Advocate
Health Care Quality Report Cards

Stakeholder Briefing
November 6, 2013

Webinar November 6, 2013 at 10 AM (PT)
Call-in: 1-888-729-1244
https://ncqaevents.webex.com/ncqaevents/j.php?ED=108629397&UID=481668207&PW=NMDExODMzMWI1&RT=MiM0
Outline

❖ OPA Overview

❖ California Health Care Quality Report Cards
  • Three Report Cards: HMOs, PPOs and Medical Groups
  • Who uses the Report Cards
  • Advisory Process
  • Data and Displays

❖ 2014 Edition
  • New/Revised Measures and Methodology
  • Consumer Testing and New Features

❖ 2014 and Beyond
Office of the Patient Advocate

Overview

• Established in 2000 along with Dept. of Managed Health Care
• In July 2012, OPA became a separate office under the California Health and Human Services Agency
• OPA is responsible for:
  ✓ Helping all Californians understand their health care services and how to secure services.
  ✓ Compiling the annual quality of care report cards.
  ✓ Tracking, analyzing and publicly reporting data on problems and complaints by consumers about their health care coverage.

Authority: California Health & Safety Code §136000-136030
Three Online Report Cards
www.opa.ca.gov

HMO Quality Ratings Summary 2013 Edition
Health Care Quality is getting the right care at the right time.

This Report Card shows the quality of health care for over 9 million Californians who get their care through Health Maintenance Organizations (HMO)... read more

Click on plan name for plan’s star ratings and information:

<table>
<thead>
<tr>
<th>Plan Name</th>
<th>HMO PROVIDES RECOMMENDED CARE</th>
<th>PATIENTS RATE THEIR EXPERIENCE</th>
<th>Links to scores for “HMO Provides Recommended Care”:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health of California, Inc.</td>
<td>GOOD</td>
<td>FAIR</td>
<td>Good</td>
</tr>
<tr>
<td>Anthem Blue Cross - HMO</td>
<td>GOOD</td>
<td>FAIR</td>
<td>FAIR</td>
</tr>
<tr>
<td>Blue Shield of California - HMO</td>
<td>GOOD</td>
<td>POOR</td>
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<tr>
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<tr>
<td>Western Health Advantage</td>
<td>GOOD</td>
<td>EXCELLENT</td>
<td>FAIR</td>
</tr>
</tbody>
</table>

Contra Costa
Choose a different county
Health Care Quality is getting the right care at the right time.

The OPA Report Card on Medical Groups shows the clinical care quality scores provided by over 200 medical groups serving over 9 million... read more

Click on medical group for group’s star ratings and information:

<table>
<thead>
<tr>
<th>Medical Group</th>
<th>MEDICAL GROUP PROVIDES RECOMMENDED CARE</th>
<th>Links to scores for “Medical Group Provides Recommended Care”:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Affinity Medical Group</td>
<td>GOOD</td>
<td>Asthma Care</td>
</tr>
<tr>
<td>Alta Bates Medical Group</td>
<td>GOOD</td>
<td>Asthma Care</td>
</tr>
<tr>
<td>Bay Valley Medical Group</td>
<td>GOOD</td>
<td>Asthma Care</td>
</tr>
<tr>
<td>East Bay Physicians Medical Group</td>
<td>GOOD</td>
<td>Asthma Care</td>
</tr>
<tr>
<td>Hill Physicians Medical Group - East Bay</td>
<td>GOOD</td>
<td>Asthma Care</td>
</tr>
<tr>
<td>John Muir Physician Network</td>
<td>GOOD</td>
<td>Asthma Care</td>
</tr>
<tr>
<td>Kaiser Permanente Medical Group - Diablo Service Area</td>
<td>GOOD</td>
<td>Asthma Care</td>
</tr>
<tr>
<td>Kaiser Permanente Medical Group - East Bay Service Area</td>
<td>GOOD</td>
<td>Asthma Care</td>
</tr>
</tbody>
</table>
Three Report Cards: HMO, PPO & Medical Groups

• **Online Report Cards:**
  - ✓ Contain clinical performance and patient experience scores and ratings displayed in more than 1,800 charts
  - ✓ Profile 16 health plans and ~200 medical groups
  - ✓ Represent care for 22 million commercially-covered residents

• **Produced in partnership with:**
  - ✓ Dept. of Insurance, Dept. of Managed Health Care, Dept. of Health Care Services, Integrated Healthcare Association (IHA), National Committee on Quality Assessment (NCQA), and California Healthcare Performance Information System

• **Links on the CalPERS and Covered California websites:**
  - ✓ Accessible to millions of Californians during open enrollment
Who Uses Report Cards?

• **Consumers**
  - To select a health plan and medical group
  - In using benefits and making other health care decisions

• **Health Care Industry**
  - For stimulating competition
  - To improve health care quality
The California Health Care Report Cards Mobile App

- Free Android and iPhone mobile apps developed in partnership with the California Department of Health Care Services.
  - Mobile apps designed to make Report Cards more accessible
  - Additional information including “Questions to ask the doctor”
Advisory Process

Transparency  ●  Collaboration  ●  Alignment

1. IHA’s Technical Measurement Committee reviews and advises on HEDIS and CAHPS methodology changes during its quarterly meetings

2. Independent academic and clinical expert consultant

3. Medical group and health plan representatives annually review their data and presentation as part of quality assurance

4. Work with the independent methodology decision-making process related to PAS data
Data Sources

OPA Report Cards use four data sets

1. Healthcare Effectiveness Data and Information Set (HEDIS®) (NCQA and Integrated Healthcare Association)

2. Medical Group Clinical Care Measures HEDIS-based and non-HEDIS clinical (Integrated Healthcare Association)

3. Consumer Assessment Health Plan Survey (CAHPS®) (NCQA)

4. Patient Assessment Survey (PAS) (California Healthcare Performance Information System)
Standards and Thresholds

• OPA sets high standard for quality star ratings by using national percentile cutpoints
  ✓ 90th percentile for 4 stars or Excellent
  ✓ 50th percentile for 3 stars or Good
  ✓ 25th percentile for 2 stars or Fair
  ✓ Below 25th percentile for 1 star or Poor

• Compares to the previous year’s data
Types of Data Display Pages

Display both aggregate ratings and individual measures

- **Clinical Care Ratings**
  - 1 overall summary page for each Report Card
  - Up to 9 condition summary pages
    - Heart Care, Diabetes, Treating Adults, Treating Children, Checking for Cancer, Asthma and Lung Disease, Chlamydia, Maternity Care, Mental Health Care
  - Up to 46 measures

- **Patient Experience Ratings**
  - 1 overall summary rating for the Medical Group Report Card
  - 3 summary ratings for the HMO Report Card
    - Rate my HMO, Getting Care Easily and Helps Members Get Answers
  - 2 summary ratings for the PPO Report Card
    - Getting Care Easily and Helps Members Get Answers
  - Up to 15 measures
# HMO Quality Ratings Summary

**2013 Edition**

Health Care Quality is getting the right care at the right time.

This Report Card shows the quality of health care for over 9 million Californians who get their care through Health Maintenance Organizations (HMO). [read more]

<table>
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</thead>
</table>
| Click on plan name for plan’s star ratings and information: | | ◦ Asthma and Lung Disease Care  
◦ Checking for Cancer  
◦ Chlamydia Screening  
◦ Diabetic Care  
◦ Heart Care  
◦ Maternity Care  
◦ Mental Health Care  
◦ Treating Adults: Getting the Right Care  
◦ Treating Children: Getting the Right Care  
◦ Testing for Cause of Back Pain |
| Aetna Health of California, Inc. | GOOD | FAIR | POOR | GOOD | [Print this chart] [Print all HMO Quality Ratings charts] |
| Anthem Blue Cross - HMO | GOOD | GOOD | POOR | FAIR |
| Blue Shield of California - HMO | GOOD | GOOD | POOR | FAIR |
| CIGNA HMO | GOOD | GOOD | POOR | POOR |
| Health Net of California, Inc. | GOOD | GOOD | POOR | POOR |
| Kaiser Permanente - Northern California | EXCELLENT | EXCELLENT | FAIR | POOR |
| Kaiser Permanente - Southern California | EXCELLENT | EXCELLENT | FAIR | POOR |
| Sharp Health Plan | GOOD | EXCELLENT | POOR | GOOD |
| UnitedHealthcare of California | GOOD | EXCELLENT | POOR | GOOD |
| Western Health Advantage | GOOD | EXCELLENT | FAIR | GOOD | [Print this chart] [Print all HMO Quality Ratings charts] |

Links to scores for ‘Patients Rate Their Experience’:

◦ Getting Care Easily  
◦ HMO Helps Members Get Answers

Two additional Patient Ratings:

◦ Doctor Communications  
◦ Member Complaints
## Heart Care Summary

**Why is it important to get good heart care?**

<table>
<thead>
<tr>
<th>Health Plan</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health of California, Inc.</td>
<td>FAIR</td>
</tr>
<tr>
<td>Anthem Blue Cross - HMO</td>
<td>GOOD</td>
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<td>Blue Shield of California - HMO</td>
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</table>

**Themes:**
- Controlling High Blood Pressure
- Testing Cholesterol
- Controlling Cholesterol
- Heart Attack Medication
- Aspirin Use Counseling
Successfully Controlling Diabetes 2013 Edition

**Merced**

Choose a different county

Why is it important to successfully control your diabetes?

When you have diabetes, the... read more

| Health Plan                                      | Successfully Controlling Diabetes (Worse) | Successfully Controlling Diabetes (%)
<table>
<thead>
<tr>
<th></th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Kaiser Permanente Medical Group - Modesto/Manteca Medical Centers</td>
<td>46%</td>
<td></td>
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<tr>
<td>Kaiser Permanente Medical Group - Fresno Medical Center</td>
<td>44%</td>
<td></td>
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<tr>
<td>Sutter Gould Medical Foundation</td>
<td>41%</td>
<td></td>
</tr>
<tr>
<td>All Care IPA</td>
<td>38%</td>
<td></td>
</tr>
</tbody>
</table>

| Controlling Cholesterol 2013 Edition |

Why is it important to control cholesterol if you have heart disease?

Bad cholesterol (low density lipid or LDL cholesterol) harms the blood vessels... read more

| Health Plan                                      | Controlling Cholesterol (Worse) | Controlling Cholesterol (%)
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Kaiser Permanente - Southern California</td>
<td>70%</td>
<td>100%</td>
</tr>
<tr>
<td>Kaiser Permanente - Northern California</td>
<td>78%</td>
<td>100%</td>
</tr>
<tr>
<td>Western Health Advantage</td>
<td>68%</td>
<td>100%</td>
</tr>
<tr>
<td>Health Net of California, Inc.</td>
<td>67%</td>
<td>100%</td>
</tr>
<tr>
<td>UnitedHealthcare of California</td>
<td>65%</td>
<td>100%</td>
</tr>
<tr>
<td>Anthem Blue Cross - HMO</td>
<td>65%</td>
<td>100%</td>
</tr>
<tr>
<td>CIGNA HMO</td>
<td>62%</td>
<td>100%</td>
</tr>
<tr>
<td>Blue Shield of California - HMO</td>
<td>60%</td>
<td>100%</td>
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<tr>
<td>Sharp Health Plan</td>
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<td>100%</td>
</tr>
<tr>
<td>Aetna Health of California, Inc.</td>
<td>47%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Score for top health plans nationwide 73%*
Controlling Cholesterol

**Why is it important to control cholesterol if you have heart disease?**

Bad cholesterol (low density lipid or LDL cholesterol) harms the blood vessels. If you have heart disease, controlling the level of bad cholesterol in your blood helps to lower your chance for a heart attack or another complication such as stroke. To have good control, your LDL cholesterol level should be less than 100mg/dL.

**How should doctors treat high cholesterol?**

Doctors should work with you to help control the level of bad cholesterol in your blood. The doctor can help you in many ways. They can help you plan to eat food with less saturated fat and to stay physically active. And when needed, the doctor can also order medicine that lowers the level of bad cholesterol in your blood.

Talk with your doctor and health plan to find out about what other services are available. Many health plans offer additional support and resources for patients who want to better control their cholesterol levels. These additional services may be educational materials (online and in print), classes or support groups, to phone counseling.

**What do the scores mean?**

The scores show how well each health plan did at making sure patients with heart disease had an LDL cholesterol level of less than 100mg/dl, indicating good control for people with heart disease or for those who have had a heart attack or heart surgery. The higher the number, the more patients got the right care at the right time.

The scores are based on information from HMO member administrative records in 2012. Some plans also use patient medical records which are often more complete and result in higher scores. Plans that decide not to include medical records likely have lower scores.
Next Edition to be Released in January 2014

1. New measures
2. Revised measure displays
3. New features (draft) based on consumer testing
New Measures

• Three new measures
  ✓ HPV Vaccine for Female Adolescents – HMO, PPO, Medical Groups
  ✓ 2 Asthma Medication Ratios (Adults/Adolescents and Children) replace previous Asthma Medicine measures – HMO and PPO now align with Medical Groups

• Six existing hybrid measures added to the PPO Report Card for first time
  ✓ Colorectal Cancer Screening
  ✓ Childhood Vaccinations
  ✓ Adolescent Immunizations
  ✓ 3 Body Mass Index Assessments (Adults, Adolescents, Children)
Revised Measures

Revised HMO/PPO measures will be reported as first year measures because new or due to major specification changes. Will use current year score thresholds.

• Asthma Medication Ratio Measures for Adult/Adolescent - new
• Asthma Medication Ratio Measures for Child - new
• Anti-Depressant Medication Management Measure – specification change
Revised Measure Displays

Two-component measures – both rates now displayed individually

- Alcohol/Drug Dependent Treatment: Initiation and Engagement phases
- Chronic Obstructive Pulmonary Disease Exacerbation Care – Cortico-steriod and Bronchodilator Prescriptions
- Care for ADHD - Initiation and Continuation phases
- Anti-depressant Medication Management – Acute and Continuation phases
- Follow-up After Hospitalization for Mental Illness – Seven and Thirty Day follow-up
To make the Report Cards more useful, consumer testing was designed by the American Institutes of Research to determine:

1. **Usability** – What do consumers want to know? Can viewers find what they are looking for?
2. **New Feature or Information** – Does it add value?
3. **Various Components of the Report Cards** – Do consumers understand it?
4. **Revisions to Profile Pages and Measure Ratings** – What to include? How to describe and display it?
5. **Text Descriptions** – Are they written at an appropriate health literacy level?
New Features and Updates for 2014

Revised Report Card Landing Page (draft)
New Features and Updates for 2014

New Report Card Wizard *(draft)*

What health condition are you looking for? Choose one.

- Asthma and Lung Disease Care
- Checking for Cancer
- Chlamydia Screening
- Diabetes Care
- Heart Care
- Maternity Care
- Behavioral and Mental Health Care

Why were these topics selected?

Which Report Card do you want to look at?

- I want the HMO Report Card
- I want the PPO Report Card
New Features and Updates for 2014

Updated Health Plan Profile Page (draft)
New Features and Updates for 2014

Updated Medical Group Profile Page (draft)
New Features and Updates for 2014

New star displays (draft)
Important Key Dates

- Health Plan and Medical Group Preview planned for early December 2013
2014 and Forward

As a pioneer in public reporting, OPA remains committed to the following principles:

• **Usability**: Further engage with the public on the value and use of quality health care data

• **Accessibility**: Enhance the availability of consumer-friendly data displays via multiple modalities

• **Transparency**: Work openly in the development of data methodologies, labeling and scoring

• **Collaboration**: Partner with different entities in the use of the data to improve the quality of health care in California
OPA Contacts
For More Information

Amy Krause, OPA Director & Patient Advocate
Barbara Marquez, Deputy Director
Barbara Mendenhall, Research Program Specialist

contactopa@opa.ca.gov
1-866-466-8900

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For More Information

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