

# California Office of the Patient Advocate

## **Preview of the 2015-16 Edition of the Health Care Quality Report Cards**

**Stakeholder Briefing**

**August 25, 2015**

Webinar August 25, 2015 at 10 AM (PT)

Call-in: 1-855-205-7930  
Conference ID: 17944182

Go to:

<https://ncqaevents.webex.com/ncqaevents/j.php?MTID=ma5370a2d8855395ea9218f1edbfab2e1>

# Outline

## ❖ OPA's Charge & New Deputy Director

## ❖ California Health Care Quality Report Cards

- Partners
- Three Report Cards: HMOs, PPOs and Medical Groups
- Who uses the Report Cards
- Advisory Process
- Data and Displays
- Methodology Standards and Thresholds

## ❖ 2015-16 Edition

- Retired Measures
- New and Revised Measures
- Key Dates

## ❖ 2016 and Beyond

- Complaint Data
- Timely Access
- Total Cost of Care Rating
- Medicare Physician Group Report Card

**OPA's major deliverables include the following:**

- ❖ **Health Care Quality Report Cards**
- ❖ **Complaint Data Reports and Baseline Review of State Consumer Assistance Call Centers**
  - **Health care consumer complaint data submitted annually to OPA from the Department of Managed Health Care, Department of Insurance, Department of Health Care Services, and Covered California. Legislative report due annually.**
  - **Model Protocols for State Consumer Assistance Call Centers with recommendations for responding to and referring calls outside of their jurisdiction.**

# New Deputy Director



## **Monisha Avery**

- **16 years state service**
  - **Department of Social Services**
    - **Office of Legislation – Federal Legislation Coordinator**
    - **Child Welfare Programs – Title IV Waiver Demonstration**
- **11 years direct practice in social work**
  - **County District Attorney’s Office**
  - **Foster Care/Adoptions Agency**
  - **Hospital Medical Social Worker**

# Report Card Partners



**The HMO, PPO and Medical Group Report Cards are produced annually in partnership with:**

- **Integrated Healthcare Association**
- **California Healthcare Performance Information System**
- **California Dept. of Insurance**
- **California Dept. of Managed Health Care**
- **National Committee for Quality Assurance**
- **American Institutes of Research**

# Three Report Cards: HMO, PPO & Medical Groups



- **2015-16 Edition Report Cards:**
  - ✓ **Contain MY 2014 clinical performance and patient experience scores and ratings displayed in more than 3,000 charts**
  - ✓ **Updated profile pages for 16 health plans and 207 medical groups**
  - ✓ **Represent care for 16 million commercially-covered residents**
- **To be released October 8, 2015**
- **Accessible to millions of Californians during the Fall 2015 open enrollment**

# Online Report Cards

[www.opa.ca.gov](http://www.opa.ca.gov)



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## HMO Quality Ratings Summary 2014-15 Edition

Quality health care is getting the right care at the right time.

This Report Card shows the quality of health care for millions of Californians who get their care through Health Maintenance Organizations (HMOs). The 10 largest HMOs in the state are included in this Report Card.

The HMO Report Card includes health care quality scores for two major areas:

- ▶ **Clinical Performance Scores** – See the "HMO Provides Recommended Care" column below. To find more information on 10 health conditions/topics go to the dark blue box in the right column.
- ▶ **Patient Experience Scores** – See the 3 columns below under "Patients Rate their Experience." Additional information is found in the light blue box in the right column.

The Report Card also provides other helpful information on each HMO, including the number of members, service area, website and more.

Click on plan name for plan's star ratings and information:	HMO PROVIDES RECOMMENDED CARE	PATIENTS RATE THEIR EXPERIENCE	
		RATE THEIR HMO	GETTING CARE EASILY
Aetna Health of California, Inc.	GOOD	GOOD	POOR
Anthem Blue Cross - HMO	GOOD	GOOD	POOR
Blue Shield of California - HMO	GOOD	EXCELLENT	POOR
CIGNA HMO	GOOD	GOOD	POOR
Health Net of California	GOOD	GOOD	POOR

## PPO Quality Ratings Summary 2014-15 Edition

Quality health care is getting the right care at the right time.

This Report Card shows the quality of health care for millions of Californians who get their care through commercial insurance provided by Preferred Provider Organizations (PPOs). The 6 largest PPOs in the state are included in this Report Card.

The PPO Report Card includes health care quality scores for two major areas:

- ▶ **Clinical Performance Scores** – See the "PPO Provides Recommended Care" column below. To find more information on 10 health conditions/topics go to the dark blue box in the right column.
- ▶ **Patient Experience Scores** – See the 2 columns below under "Patients Rate their Experience." Additional information is found in the light blue box in the right column.

## Sacramento

Choose a different county

Quality health care is getting the right care at the right time.

The Medical Group Report Card includes quality health care scores for two major areas:

- ▶ **Clinical Performance Scores** – See the "Medical Group Provides Recommended Care" column below. This star rating combines scores for the first 6 of the 9 health conditions/topics listed in the dark blue box in the right column. To see star ratings for each health condition/topic, click on the health condition. To learn how the star ratings are calculated, click on the "About the Medical Group Ratings" link at the bottom of this page.
- ▶ **Patient Experience Scores** – See the column below under "Patients Rate Their Medical Group." This star rating is based on one question that asked a sample of medical group patients to rate their overall care in 2013. Five additional patient experience topics can be found in the light blue box in the right column. Click on a specific topic to see more patient experience star ratings. To learn how the star ratings are calculated, click on the "About the Medical Group Ratings" link at the bottom of this page.

The Report Card also provides other helpful information on each medical group. Click on each medical group name to find its consumer assistance number, service area, website and more.

Click on medical group for group's star ratings and information:	MEDICAL GROUP PROVIDES RECOMMENDED CARE	PATIENTS RATE THEIR MEDICAL GROUP	MEDICAL GROUP PROVIDES RECOMMENDED CARE
Hill Physicians Medical Group - Sacramento Region	GOOD	FAIR	<ul style="list-style-type: none"> <li>▶ Asthma Care</li> <li>▶ Checking for Cancer</li> <li>▶ Chlamydia Screening</li> <li>▶ Diabetes Care</li> <li>▶ Heart Care</li> <li>▶ Treating Children: Getting the Right Care</li> <li>▶ Treating Bronchitis: Getting the Right Care</li> <li>▶ Giving Lab Tests for Patients Taking Medications for a Long Time</li> <li>▶ Testing for Cause of Back Pain</li> <li>▶ Preventing Hospital Readmission After Discharge</li> </ul>
Kaiser Permanente - The Permanente Medical Group - Roseville/Sacramento Medical Centers	GOOD	GOOD	
Kaiser Permanente - The Permanente Medical Group - South Sacramento Medical Center	GOOD	GOOD	

Print this chart  
Print all PPO Quality Ratings charts

**PPO PROVIDES RECOMMENDED CARE**

- ▶ Asthma and Lung Disease Care
- ▶ Behavioral and Mental Health Care
- ▶ Checking for Cancer
- ▶ Chlamydia Screening
- ▶ Diabetes Care
- ▶ Heart Care
- ▶ Maternity Care
- ▶ Treating Adults: Getting the Right Care
- ▶ Treating Children: Getting the Right Care
- ▶ Testing for Cause of Back Pain
- ▶ Preventing Hospital Readmission After Discharge

**PATIENTS RATE THEIR EXPERIENCE**

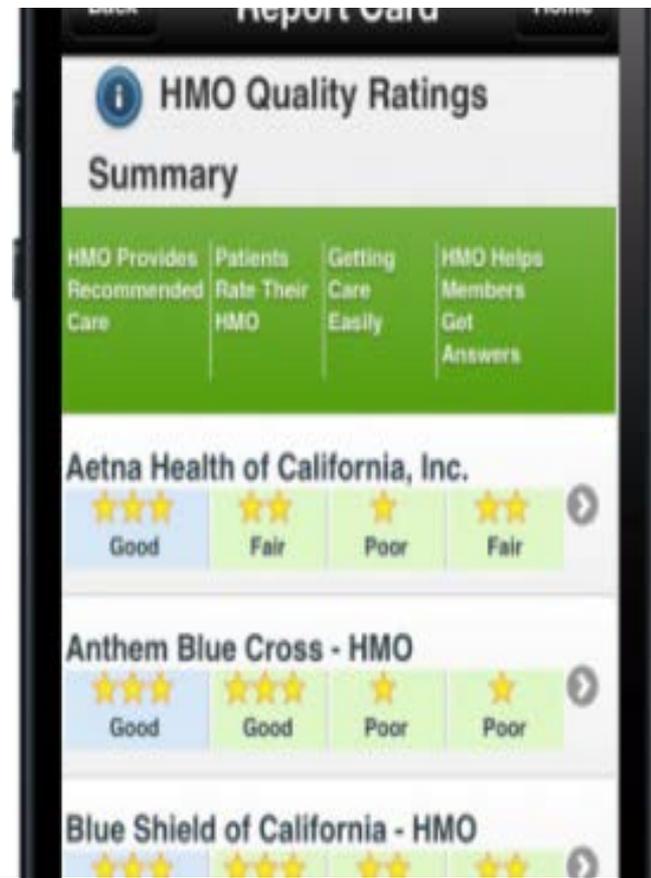
- ▶ Getting Care Easily
- ▶ PPO Helps Members Get Answers

Three additional Patient Ratings:

- ▶ Member Complaints
- ▶ Doctor Communications
- ▶ Health Plan Highly Rated

# The California Health Care Report Cards Mobile Apps

- **Free Android and iPhone mobile apps developed in partnership with the California Department of Health Care Services.**
  - ✓ Make Report Cards more accessible
  - ✓ Apps being updated to be more interactive



# Who Uses Report Cards?

## •Consumers

- ✓ Selecting a health plan and medical group
- ✓ Using benefits and making other health care decisions

## •Employers/purchasers

- ✓ Selecting plans and provider networks

## •Health Care Industry

- ✓ Improving health care quality
- ✓ Stimulating competition



2014-15 EDITION

## Quality Matters When You Choose a Health Plan or Medical Group

*California Health Care Quality  
Report Cards*



EXCELLENT



GOOD



FAIR



POOR

STATE OF CALIFORNIA  
OFFICE OF



## **OPA Report Cards use four data sets – Measurement Year 2014**

### **Clinical Care Data:**

- 1. Health Plans: Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup> from NCQA's Quality Compass)**
- 2. Medical Groups: HEDIS and non-HEDIS (from Integrated Healthcare Association P4P Program)**

### **Patient Experience Data:**

- 3. Consumer Assessment Health Plan Survey (CAHPS<sup>®</sup> from NCQA's Quality Compass)**
- 4. Patient Assessment Survey (PAS from California Healthcare Performance Information System)**

## **Transparency • Collaboration • Alignment**

- 1. IHA's Technical Measurement Committee reviews and advises on HEDIS, non-HEDIS and CAHPS methodology changes during its three meetings each year. Member roster online.**
- 2. OPA works with CHPI and their independent decision-making process related to medical group PAS patient experience data.**
- 3. OPA consults with an independent academic and clinical expert, Dr. Patrick Romano.**
- 4. Medical group and health plan representatives annually review their star ratings and organization information as part of quality assurance. Preview scheduled for September 23 at 10 am.**
- 5. OPA works to align Report Cards with Covered CA.**

# Types of Data Display Pages



## Display both aggregate star ratings and individual measures

- Clinical Care Ratings

- ✓ 1 overall summary rating page for each Report Card

- Up to 9 condition summary rating pages – Heart Care, Diabetes Care, Treating Adults, Treating Children, Checking for Cancer, Asthma and Lung Disease, Chlamydia, Maternity Care, Behavioral Health Care

- Up to 47 measure displays

- Patient Experience Ratings

- ✓ 1 overall summary star rating for the Medical Group Report Card

- 5 summary star ratings for the Medical Group Report Card

- ✓ 3 summary star ratings for the HMO and PPO Report Cards – Rate my HMO/PPO, Getting Care Easily and Helps Members Get Answers

- Up to 11 measures for health plan report cards

# Overall Summary Pages

Home ▶

## HMO Quality Ratings Summary 2014-15 Edition

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- ▶ **Patient Experience Scores** – See the 3 columns below under “Patients Rate their Experience.” Additional information is found in the light blue box in the right column.

The Report Card also provides other helpful information on each HMO. Click on each health plan name to find its consumer assistance number, service area, website and more.

Print this chart  
Print all HMO Quality Ratings charts

Click on plan name for plan's star ratings and information:	HMO PROVIDES RECOMMENDED CARE	PATIENTS RATE THEIR EXPERIENCE			HMO PROVIDES RECOMMENDED CARE
		RATE THEIR HMO	GETTING CARE EASILY	HMO HELPS MEMBERS GET ANSWERS	
Aetna Health of California, Inc.	GOOD	GOOD	POOR	FAIR	<ul style="list-style-type: none"> <li>▶ Asthma and Lung Disease Care</li> <li>▶ Behavioral and Mental Health Care</li> <li>▶ Checking for Cancer</li> <li>▶ Chlamydia Screening</li> <li>▶ Diabetes Care</li> <li>▶ Heart Care</li> <li>▶ Maternity Care</li> <li>▶ Treating Adults: Getting the Right Care</li> <li>▶ Treating Children: Getting the Right Care</li> <li>▶ Testing for Cause of Back Pain</li> <li>▶ Preventing Hospital Readmission After Discharge</li> </ul>
Anthem Blue Cross - HMO	GOOD	GOOD	POOR	FAIR	
Blue Shield of California - HMO	GOOD	EXCELLENT	POOR	GOOD	
CIGNA HMO	GOOD	GOOD	POOR	FAIR	
Health Net of California, Inc.	GOOD	GOOD	POOR	POOR	
Kaiser Permanente - Northern California	EXCELLENT	EXCELLENT	GOOD	FAIR	
Kaiser Permanente - Southern California	EXCELLENT	EXCELLENT	FAIR	FAIR	
Sharp Health Plan	GOOD	EXCELLENT	POOR	EXCELLENT	
UnitedHealthcare of California	GOOD	GOOD	POOR	FAIR	
Western Health Advantage	GOOD	GOOD	POOR	GOOD	

Two additional Patient Ratings:

- ▶ Member Complaints
- ▶ Doctor Communications

# Condition Summary Pages

## Asthma and Lung Disease Care Summary 2014-15 Edition

Why is it important to get good care for asthma and lung disease?

Highly rated HMOs make sure that patients with asthma or other lung diseases get the right medicines and know when and how to take their medicine. If you have asthma or lung disease, you can experience difficulty breathing. These attacks are frightening and weaken your body's defenses. Getting the right medicines can relieve these attacks and prevent repeat attacks. HMOs and their doctors should make sure you get medicines that work.

What do the scores mean?

The stars tell you how successful each HMO was at helping patients get the care they needed. More stars are better.



Print this chart



Print all Asthma and Lung Disease Care charts

### ASTHMA AND LUNG DISEASE CARE

Aetna Health of California, Inc.



FAIR

Anthem Blue Cross - HMO



FAIR

Blue Shield of California - HMO



FAIR

CIGNA HMO



FAIR

Health Net of California, Inc.



GOOD

Kaiser Permanente - Northern California



EXCELLENT

Kaiser Permanente - Southern California



EXCELLENT

Sharp Health Plan



GOOD

UnitedHealthcare of California



POOR

Western Health Advantage



GOOD

- ▶ Asthma Medicine for Adults/Adolescents
- ▶ Asthma Medicine for Children
- ▶ Testing Lung Disease
- ▶ Treating Lung Disease - Corticosteroid Medication
- ▶ Treating Lung Disease - Bronchodilator Medication
- ▶ Treating Bronchitis: Getting the Right Care

# Measure Pages



## Immunizations for Children 2014-15 Edition

### San Diego

Choose a different county

Why is it important for your child to be vaccinated?

Vaccines, also called shots or... [read more](#)

Print this chart

When comparing medical groups, small differences between scores are expected. The larger differences are important.

### IMMUNIZATIONS FOR CHILDREN

(Worse)  
0%

(Better)  
100%

Sharp Rees-Stealy Medical Group	90%	
Kaiser Permanente - Southern California Permanente Medical Group - San Diego	89%	
Scripps Clinic Medical Group	89%	
UC San Diego Medical Group	85%	
Primary Care Associates Medical Group	83%	
Scripps Coastal Medical Center	82%	
Arch Health Partners	70%	
Children's Physicians Medical Group	68%	
Sharp Community Medical Group IPA	55%	
Greater Tri-Cities IPA	30%	
Encompass Medical Group	Too few patients in sample	
Mercy Physicians Medical Group	Too few patients in sample	
Mid-County Physicians Medical Group	Too few patients in sample	
Multi-Cultural Primary Care Medical Group	Too few patients in sample	

## Breast Cancer Screening 2014-15 Edition

Why is it important to screen for breast cancer?

Mammograms are one way to screen for breast cancer. Mammograms can find breast cancer before you... [read more](#)

Print this chart

When comparing plans, small differences between scores are expected. The larger differences are important.

### BREAST CANCER SCREENING

(Worse)  
0%

(Better)  
100%

Aetna PPO	71%	
Anthem Blue Cross PPO	71%	
Blue Shield of California/Blue Shield Life PPO	70%	
CIGNA PPO	70%	
Health Net PPO	70%	
UnitedHealthcare Insurance Co., Inc.	65%	

Score for top health plans nationwide 76%

# Updated Measure Page Description



## **Asthma Medicine for Adults/Adolescents 2015-16 Edition**

### ***Why is it important to get the right types and amounts of asthma medicines?***

**Asthma is a lifelong disease that causes wheezing, shortness of breath, chest tightness, and coughing. Asthma attacks can be painful and frightening. To prevent these attacks, your doctor should make sure that you get the right combination of medications for your asthma and that you know when and how to use them properly.**

### ***How should doctors treat asthma?***

**If you have asthma, you and your doctor should develop an asthma action plan that includes a combination of prescription medicines. Your doctor will prescribe medicines—called anti-inflammatories or controller drugs— that help reduce swelling in your lungs that may lead to asthma attacks. You should also be prescribed reliever drugs to use when you are having an asthma attack. Relievers help reduce wheezing, coughing and shortness of breath. The plan should also help you learn how to avoid triggers that can bring on an asthma attack such as tobacco smoke, mold, pet dander, and outdoor air pollution.**

**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 with asthma. These additional services may be educational materials (online and in print), classes or support groups, or phone counseling.**

### ***What do the scores mean?***

**The scores show how well each health plan did at making sure members, ages 12 through 64 who experienced frequent asthma symptoms, got the right combination of medicines — called controllers and relievers — for their asthma and knew when and how to use them properly. The higher score means more patients got the right care at the right time.**

**The scores are based on information from at least 30 PPO member administrative records in 2014.** <sup>16</sup>

# Star Rating Thresholds – See Methodology Descriptions for Details



- **OPA sets high standard for quality star ratings by using national all lines of business percentile cutpoints for health plans and all California participating provider groups for medical groups:**
  - ✓ **90<sup>th</sup> percentile for 4 stars or Excellent**
  - ✓ **50<sup>th</sup> percentile for 3 stars or Good**
  - ✓ **25<sup>th</sup> percentile for 2 stars or Fair (per CHPI – 10<sup>th</sup> percentile for Medical Group Patient Ratings)**
  - ✓ **Below 25<sup>th</sup> percentile for 1 star or Poor (CHPI uses below 10<sup>th</sup> percentile for Medical Group Patient Ratings)**



# Methodology Standards



- Reporting Year data are compared to all lines of business data, or all Medical Groups for the previous Reporting Year data.
- Typically, when a measure has major changes, same year data is compared. For this edition, this applies to:
  - ✓ *Giving Lab Tests for Patients Taking Medications for a Long Time* - part of the Treating Adults topic rating for HMO and PPO Report Cards
- See 2014-15 Edition Methodology descriptions for details:
  - ✓ Medical Group: <http://reportcard.opa.ca.gov/rc/medicalgroupabout.aspx>
  - ✓ HMO: <http://reportcard.opa.ca.gov/rc/hmoabout.aspx>
  - ✓ PPO: <http://reportcard.opa.ca.gov/rc/ppoabout.aspx>
- 2015-16 Edition Methodology documents will be updated and shared prior to the September 23-29 industry preview period.

# Changes for 2015-16 Edition to be Released in October 2015



## 1. Measures retired

- Cholesterol testing and outcomes measurement
- Supplemental CAHPS measures

## 2. New measures added

- CAHPS measure on HMO/PPO Report Cards

## 3. Scoring changes for CAHPS measures

# Retired Measures

1. **Cholesterol measures retired from HMO, PPO and Medical Group Report Cards, due to revised cholesterol guidelines**
  - ***Testing Cholesterol*** (Heart Care topic)
  - ***Controlling Cholesterol*** (Heart Care topic)
  - ***Testing Cholesterol for People with Diabetes*** (Diabetes Care topic)
  - ***Controlling Cholesterol for People with Diabetes*** (Diabetes Care topic)
  
2. **Supplemental CAHPS measures retired from HMO and PPO Report Cards (previously optional reporting)**
  - ***Finding a Personal Doctor***
  - ***Rating of Plan Website***
  - ***Member Complaints***

# New Measures



- 1. HMO and PPO Report Cards - New CAHPS measure and rating**
  - ***Members Rate Their HMO/Members Rate Their PPO***
  - **Previously was reported only as a star rating for HMO, and only has a measure rate for PPO. Now reported as a star rating and measure rating for both HMO and PPO.**

# Scoring Change



**HMO and PPO Report Cards – move from “8,9,10” scoring to “9,10” scoring**

- ***Members Rate Their HMO/Members Rate Their PPO*** (star rating and measure rating)
- ***Health Care Highly Rated*** (measure rating only)

# Important Key Dates



- ❖ **Health Plan and Medical Group star rating and profile page preview planned for September 23-29, 2015**
  - **Webinar scheduled for Sept. 23 at 10 am**
  
- ❖ **2015-16 Edition Report Cards Release planned for October 8, 2015**

# 2016 and Forward



- 1. Reporting health care complaint data from Dept. of Managed Health Care, Dept. of Insurance, Covered California and Dept. of Health Care Services with report to legislature in process.**
- 2. Timely Access Compliance Rate reporting for HMO health plans.**
- 3. Improving OPA's Health Care Quality Report Cards with filtering and sorting of plans and medical groups.**
- 4. Adding "total cost of care" measure to Medical Group Report Card.**
- 5. OPA publishing the Medicare Physician Group Report Card previously prepared by IHA.**

# OPA Contacts



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# For More Information

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