



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:

Print this chart
Print all HMO Quality Ratings charts

	HMO PROVIDES RECOMMENDED CARE	PATIENTS RATE THEIR EXPERIENCE		
		RATE THEIR HMO	GETTING CARE EASILY	HMO HELPS MEMBERS GET ANSWERS
Aetna Health of California, Inc.	★★★★ GOOD	★★★ FAIR	★ POOR	★★★ FAIR
Anthem Blue Cross - HMO	★★★★ GOOD	★★★★ GOOD	★ POOR	★ POOR
Blue Shield of California - HMO	★★★★ GOOD	★★★★ GOOD	★★★ FAIR	★★★ FAIR
CIGNA HMO	★★★★ GOOD	★★★★ GOOD	★ POOR	★ POOR
Health Net of California, Inc.	★★★★ GOOD	★★★★ GOOD	★ POOR	★★★ FAIR
Kaiser Permanente - Northern California	★★★★★ EXCELLENT	★★★★★ EXCELLENT	★★★ FAIR	★ POOR
Kaiser Permanente - Southern California	★★★★★ EXCELLENT	★★★★★ EXCELLENT	★ POOR	★★★ FAIR
Sharp Health Plan	★★★★ GOOD	★★★★★ EXCELLENT	★ POOR	★★★★ GOOD
UnitedHealthcare of California	★★★★ GOOD	★★★★ GOOD	★ POOR	★ POOR
Western Health Advantage	★★★★ GOOD	★★★★★ EXCELLENT	★★★ FAIR	★★★★ GOOD

Links to scores for 'HMO Provides Recommended Care':

- Asthma and Lung Disease
- Checkin
- Chlamy
- Diabete
- Heart C
- Materni
- Mental
- Treating the Right
- Treating Getting
- Testing Back Pa

Links to scores for 'Patients Rate Their Experience':

- Getting HMO He
- Answers

Two additional Ratings:

- Doctor Member

PPO Quality Ratings Summary 2013 Edition

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

This PPO Report Card shows the quality of health care for over 7 million Californians who get their care through Preferred Provider Organizations (... [read more](#))

Print this chart
Print all PPO Quality Ratings charts

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

	PPO PROVIDES RECOMMENDED CARE	PATIENTS RATE THEIR EXPERIENCE	
		GETTING CARE EASILY	PPO HELPS MEMBERS GET ANSWERS
Aetna PPO	★★★ FAIR	★★★ FAIR	★ POOR

Links to scores for 'PPO Provides Recommended Care':

- Asthma and Lung Disease Care
- Checking for Cancer
- Chlamydia Screening
- Diabetes 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

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](#)

Print this chart
Print all charts for Contra Costa County

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

	MEDICAL GROUP PROVIDES RECOMMENDED CARE
Affinity Medical Group	★★★★ GOOD
Alta Bates Medical Group	★★★★ GOOD
Bay Valley Medical Group	★★★ FAIR
East Bay Physicians Medical Group	★★★★ GOOD
Hill Physicians Medical Group - East Bay	★★★★ GOOD
John Muir Physician Network	★★★★ GOOD
Kaiser Permanente Medical Group - Diablo Service Area	★★★★ GOOD
Kaiser Permanente Medical Group - East Bay Service Area	★★★★ GOOD

Links to scores for 'Medical Group Provides Recommended Care':

- Asthma Care
- Checking for Cancer
- Chlamydia Screening
- Diabetes Care
- Heart Care
- Treating Children: Getting the Right Care
- Treating Bronchitis: Getting the Right Care
- Giving Lab Tests for Patients Taking Medications for a Long Time
- Testing for Cause of Back Pain

Links to scores for 'Patients Rate Their Experience':

- Getting Care Easily
- PPO Helps Members Get Answers
- Three additional Patient Ratings:
- Doctor Communications
- Member Complaints
- Health Plan Highly Rated



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**

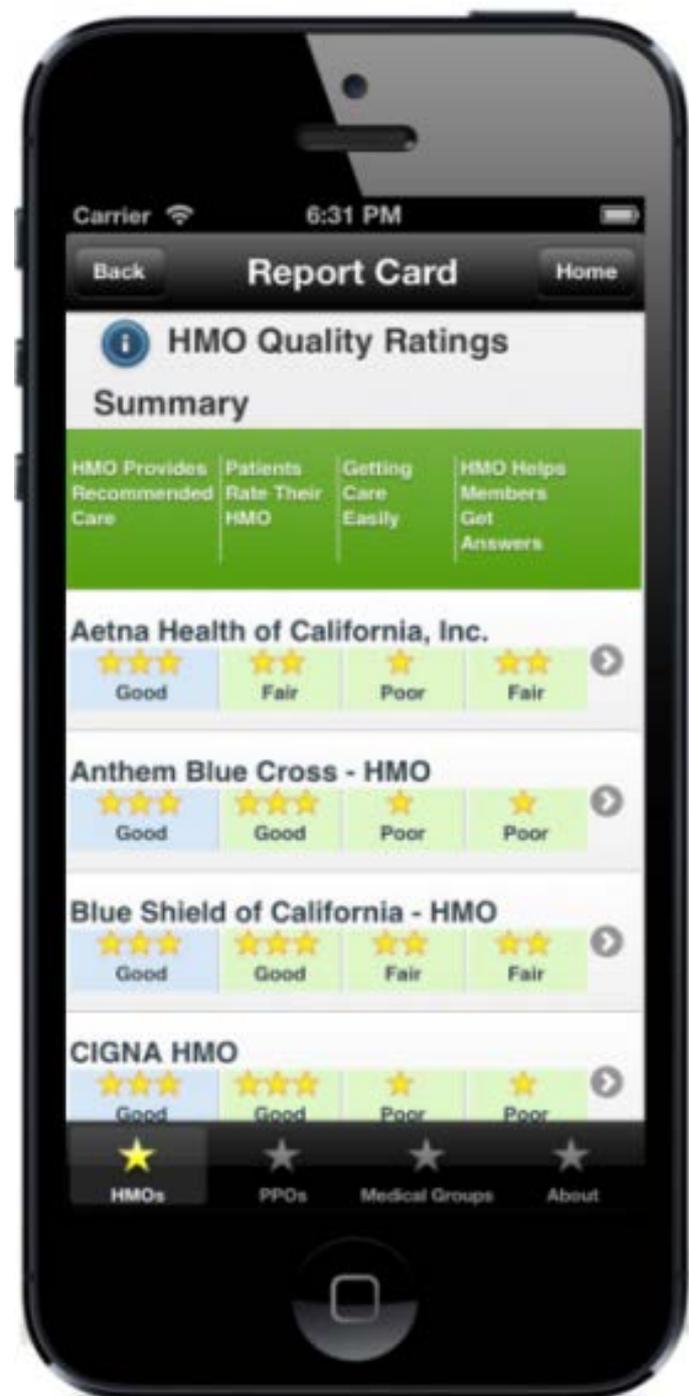
- ✓ To select a health plan and medical group
- ✓ In using benefits and making other health care decisions

- **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

Overall Summary Page

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](#)

 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			Links to scores for 'HMO Provides Recommended Care':
		RATE THEIR HMO	GETTING CARE EASILY	HMO HELPS MEMBERS GET ANSWERS	
Aetna Health of California, Inc.	★★★★ GOOD	★★★ FAIR	★ POOR	★★★ FAIR	<ul style="list-style-type: none"> Asthma and Lung Disease Care Checking for Cancer Chlamydia Screening Diabetes 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
Anthem Blue Cross - HMO	★★★★ GOOD	★★★★ GOOD	★ POOR	★ POOR	
Blue Shield of California - HMO	★★★★ GOOD	★★★★ GOOD	★★★ FAIR	★★★ FAIR	
CIGNA HMO	★★★★ GOOD	★★★★ GOOD	★ POOR	★ POOR	
Health Net of California, Inc.	★★★★ GOOD	★★★★ GOOD	★ POOR	★★★ FAIR	
Kaiser Permanente - Northern California	★★★★★ EXCELLENT	★★★★★ EXCELLENT	★★★ FAIR	★ POOR	
Kaiser Permanente - Southern California	★★★★★ EXCELLENT	★★★★★ EXCELLENT	★ POOR	★★★ FAIR	
Sharp Health Plan	★★★★ GOOD	★★★★★ EXCELLENT	★ POOR	★★★★ GOOD	
UnitedHealthcare of California	★★★★ GOOD	★★★★ GOOD	★ POOR	★ POOR	
Western Health Advantage	★★★★ GOOD	★★★★★ EXCELLENT	★★★ FAIR	★★★★ GOOD	

Links to scores for 'Patients Rate Their Experience':

- Getting Care Easily
- HMO Helps Members Get Answers

Two additional Patient Ratings:

- Doctor Communications
- Member Complaints



Condition Summary Page

Heart Care Summary 2013 Edition

Why is it important to get good heart care?

-  Print this chart
-  Print all Heart Care charts

HEART CARE

Aetna Health of California, Inc.



FAIR

Anthem Blue Cross - HMO



GOOD

Blue Shield of California - HMO



GOOD

CIGNA HMO



GOOD

Health Net of California, Inc.



GOOD

Kaiser Permanente - Northern California



EXCELLENT

Kaiser Permanente - Southern California



EXCELLENT

Sharp Health Plan



GOOD

UnitedHealthcare of California



GOOD

Western Health Advantage



GOOD

- ▶ Controlling High Blood Pressure
- ▶ Testing Cholesterol
- ▶ Controlling Cholesterol
- ▶ Heart Attack Medication
- ▶ Aspirin Use Counseling

Measure Page

Successfully Controlling Diabetes 2013 Edition

Merced

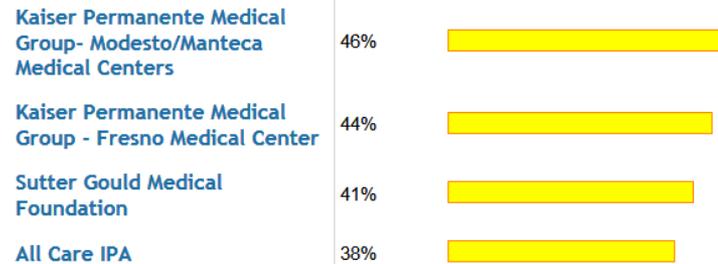
Choose a different county

Why is it important to successfully control your diabetes?

When you have diabetes, the... [read more](#)

Look for differences of at least 4%. Smaller differences usually are not significant.

SUCCESSFULLY CONTROLLING DIA
(Worse)
0%



Controlling Cholesterol 2013 Edition

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

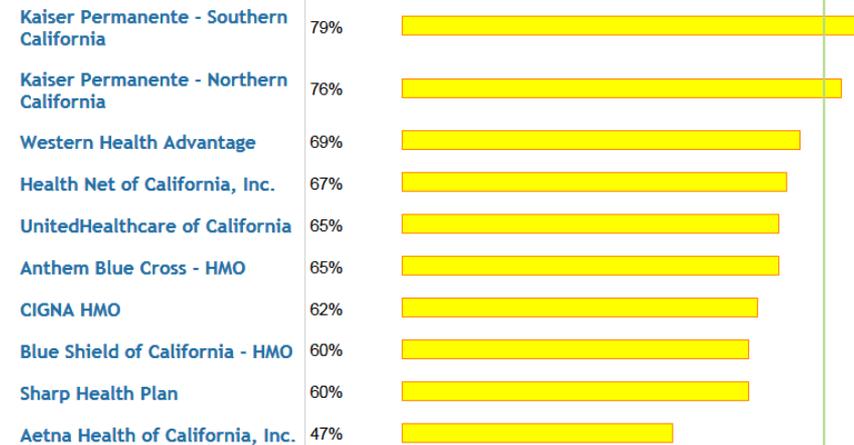
Bad cholesterol (low density lipid or LDL cholesterol) harms the blood vessels.... [read more](#)

Print this chart

Look for differences of at least 4%. Smaller differences usually are not significant.

CONTROLLING CHOLESTEROL
(Worse)
0%

(Better)
100%



Score for top health plans nationwide 73%*

Measure Page Description

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-steroid 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

New Features Based on Consumer Testing

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)

State of California
Office of the Patient Advocate

CA.gov News & Media Free Health Materials Contact Us

View Site: English | 中文 | Other Languages | SHARC | 11/13

HEALTH INSURANCE BASICS USING YOUR HEALTH PLAN QUALITY REPORT CARDS ABOUT OPA PROBLEMS & COMPLAINTS

What is the **quality** of your health care?

View quality ratings on important health topics
Start by choosing a Report Card below

Maternity Care Treating Children Treating Adults Diabetes Care Heart Care
Checking for Cancer Asthma and Lung Disease Care Mental Health Care
Testing for Cause of Back Pain Screening

California Health Care Quality Report Cards

The Report Cards provide information on the quality of different types of health care and on how patients rate their experience getting care.

What is an HMO?



HMO Report Card
10 Health Maintenance Organizations (HMOs)

What is a PPO?



PPO Report Card
6 Preferred Provider Organizations (PPOs)

What is a medical group?



Medical Group Report Card
Over 200 medical groups

Links to Report Cards from other organizations



Medi-Cal Managed Care



Medicare Physician Groups



Hospitals and Long-Term Care Facilities



CalPERS Health Plans

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

Sample Report Card

Report Card	QUALITY MEASUREMENTS CARE	PATIENTS RATE THEIR EXPERIENCE
North Plan	★★★★	★★★★
Northwest Plan	★★	★★★★
West Plan	★★★★	★★★★
South Plan	★★★★	★★
Central Plan	★★★★	★★★★
East Plan	★★★★	★★
Southwest Plan	★★★★	★★

About OPA's Report Cards
OPA's Report Cards provide information on the quality of different kinds of care and on how patients rate their experience getting care. The Report Cards display scores on standardized measures that are used nationally in the health care industry. These data have been analyzed by an independent party. [Learn more about the ratings...](#)

Health Plan Problems?
FOR HMOs 888-466-2219
FOR PPOs 800-927-4357
NOT SURE? 866-466-8900



New Features and Updates for 2014

New Report Card Wizard (*draft*)

Home ▶

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)



Home ▶ Directory of HMOs, PPOs and Medical Groups ▶

Aetna Health of California, Inc.

MEDICAL CARE RATINGS

HMO Provides Recommended Care	★★★★★ GOOD
Asthma and Lung Disease Care	★★★ FAIR
Checking for Cancer	★★★★★ GOOD
Chlamydia Screening	★★★★★ GOOD
Diabetes Care	★★★ FAIR
Heart Care	★★★ FAIR
Maternity Care	★★★ FAIR
Mental Health Care	★★★ FAIR
Treating Adults: Getting the Right Care	★★★★★ GOOD
Treating Children: Getting the Right Care	★★★★★ GOOD

Why were these topics selected?

PATIENTS RATE THEIR EXPERIENCE	
Rate Their HMO	★★★★ FAIR
Getting Care Easily	★★★ POOR
HMO Helps Members Get Answers	★★★★ FAIR

For information on plan rates, doctors and participating medical groups and more go to www.aetna.com/inyourstate/Member/california.html

Contact Information

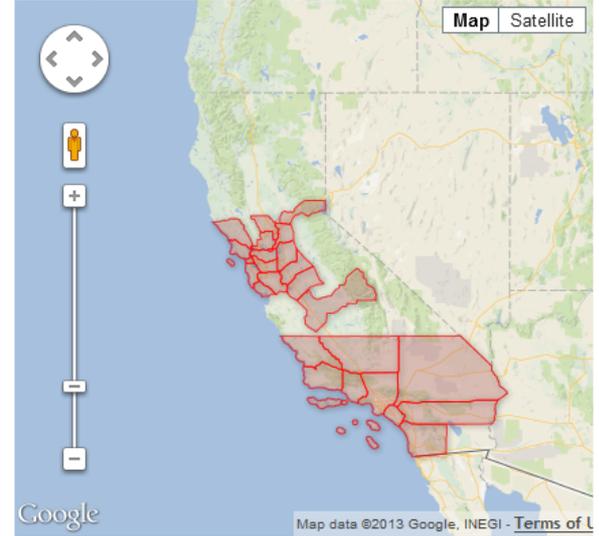
- Customer service phone number: 800-756-7039
- Customer service TTY/TDD number: 877-688-9891

CUSTOMER SERVICE HOURS/AVAILABILITY:

8 a.m. - 6 p.m., M - F

Counties served:

Alameda, Contra Costa, Fresno, Kern, Los Angeles, Marin, Merced, Orange, Placer, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, San Luis Obispo, San Mateo, Santa Barbara, Santa Clara, Santa Cruz, Solano, Sonoma, Stanislaus, Ventura, Yolo



New Features and Updates for 2014

Updated Medical Group Profile Page (draft)

Home ▶ Directory of HMOs, PPOs and Medical Groups ▶

East Bay Physicians Medical Group

MEDICAL CARE RATINGS

Medical Group Provides Recommended Care	GOOD
Asthma Care	EXCELLENT
Checking for Cancer	GOOD
Chlamydia Screening	GOOD
Diabetes Care	GOOD
Heart Care	FAIR
Treating Children: Getting the Right Care	GOOD

For information on doctors, health plans accepted, clinic locations, appointment hours, after hours services, urgent care services, and more go to <http://www.sebmf.org/>

Contact Information

- Customer service phone number: 866-681-0745
- Customer service TTY/TDD number: 800 855 7200

Doctor Information

- Number of primary care doctors: 65
- Number of Ob/Gyn doctors: 55
- Number of specialty doctors: 250
- Number of mental health practitioners: 0

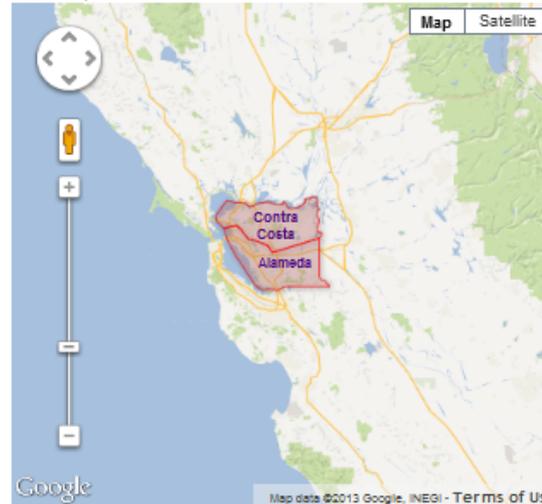
Primary Hospital Affiliations

ALTA BATES SUMMIT MED CTR-ALTA BATES CAMPUS
 ALTA BATES SUMMIT MED CTR-HERRICK CAMPUS
 ALTA BATES SUMMIT MED CTR-SUMMIT CAMPUS-HAWTHORNE
 ALTA BATES SUMMIT MED CTR-SUMMIT CAMPUS-SUMMIT
 EDEN MEDICAL CENTER
 SAN LEANDRO HOSPITAL
 SUTTER DELTA MEDICAL CENTER

Why were these topics selected?

Counties served:

Alameda, Contra Costa



Information Technology Use

Contact the doctor to learn if yours offers these services:

- Patient can email doctor? Yes
- Online appointment scheduling? Yes
- Patient gets visit summary that includes patient care instructions? Yes
- Patient can get test results online? Yes
- Patient can view their medical record online? Yes
- Online reminders for preventive and follow-up care? Yes
- Order medication refills online? Yes
- Computerized checks that medication is safe for patient? Yes

New Features and Updates for 2014

New star displays (draft)

★★★★☆ Good	★★★★☆ Good	★☆☆☆☆ Poor	★★★☆☆ Fair
★★★★★ Excellent	★★★★★ Excellent	★★★★☆ Fair	★★★☆☆ Poor

Important Key Dates

- ❖ **Health Plan and Medical Group Preview planned for early December 2013**
- ❖ **2014 Edition Report Cards Release planned for late January 2014**

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

OPA website: www.opa.ca.gov



For More Information

www.opa.ca.gov



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