



# CIVHC Evaluation Services

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# Today's Agenda

- CIVHC Overview
- Evaluation Services
  - Meet the team
  - Evaluation primer
  - Services offered
  - Current projects



# Housekeeping

- All lines are muted
  - Ask questions during the presentation using the Q&A function
  - Raise your hand or use Q&A during the discussion
- Webinar is being recorded
- Slides and a link to the recording will be posted on the Event Resources page on [civhc.org](http://civhc.org)



# CIVHC Overview

## Our Mission

We strive to empower individuals, communities, and organizations through collaborative support services and health care information to advance the Triple Aim: **Better Health**, **Better Care**, **Lower Cost**

## We are:

- Non-profit
- Independent
- Objective

# Who We Serve

## Change Agents

Individuals, communities, or organizations working to lower costs, improve care, and make Colorado healthier.



Clinicians



Hospitals



Government



Consumers



Employers



Researchers



Health Plans



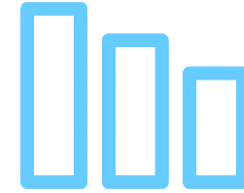
Non-Profits

# Focus Areas



## Public CO APCD Data

Identify opportunities for improvement in your community through interactive reports and publications



## Non-Public CO APCD Data

License data from the most comprehensive claims database in CO to address your specific project needs



## Education/Events

Participate in educational events to discuss innovative ideas and programs aimed at transforming health care

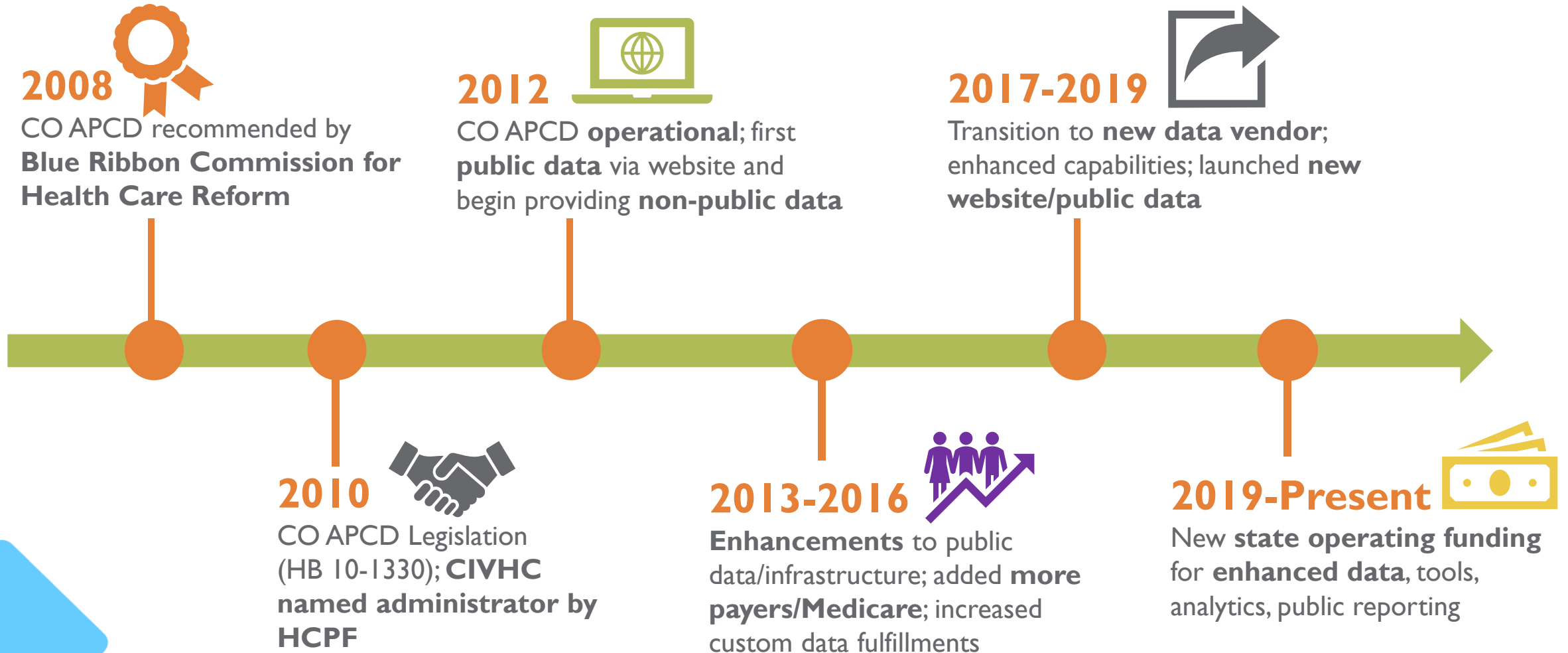


## Programs and Convening

Get involved with data, education, work groups, and convening around serious and advanced illness



# History of the CO APCD



# What's in the CO APCD?



**870+ Million Claims (2013-2021)**



**36 Commercial Payers, + Medicaid & Medicare\***



**5+ Million Lives\***



**Nearly 70% of Covered Lives (medical only)\***



**2013-Present**

\*Reflects 2021 calendar year only



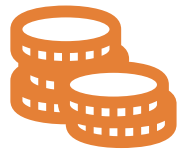
# What's **NOT** in the CO APCD?



**Federal Programs** – VA, Tricare, Indian Health Services



Majority of **ERISA-based self-insured employers**



**Uninsured and self-pay claims**



**Supplemental Info** (incomplete)



# Evaluation at CIVHC

<https://www.civhc.org/programs-and-services/program-evaluation/>



CENTER FOR IMPROVING  
VALUE IN HEALTH CARE



# The Evaluation Team



Ben Hauschild  
*Evaluation Program Manager*



Val Garrison  
*Evaluation Analyst*

## Advised by

Kari Degerness  
*Director of Health Care Programs*

Maria de Jesus Diaz-Perez  
*Director of Research and  
Performance Measurement*

Paul McCormick  
*VP of Data Operations*

Kristin Paulson  
*Chief Operating Officer and  
General Counsel*

Martha Meyer  
*Data Research and Client Solutions  
Analyst*

# Evaluation:

Is the “systematic use of measurable feedback” used to study a program, innovation, practice, or intervention to help:

- Assess needs
- Inform program design and implementation strategies
- Monitor progress toward goals & inform stakeholders of problems early
- Demonstrate intended or unintended outcomes and impacts

Informs decision-making about where to invest time, money, effort, and other resources to achieve your goals.

# Research and Evaluation

## Research

- Hypothesis-driven:  
*Does a drug work?*
- Methodical Approach
- Make research recommendations
- Peer-Reviewed Publication
- Results are typically generalizable

## Common Methodologies

- Literature reviews, surveys, focus groups
- Quantitative measurement
- Control/comparison groups
- Data summary & statistical analysis

## Evaluation

- Outcomes-driven:  
*Is the drug equitably distributed to patients in need?*
- Focused on Objectives
- Make practice recommendations
- Report to stakeholders
- Results are customized

# Research and Evaluation Example: Healthy Housing

City wants to strategically allocate its limited inspection resources for better community health.

## Research

### *Observe & Learn*

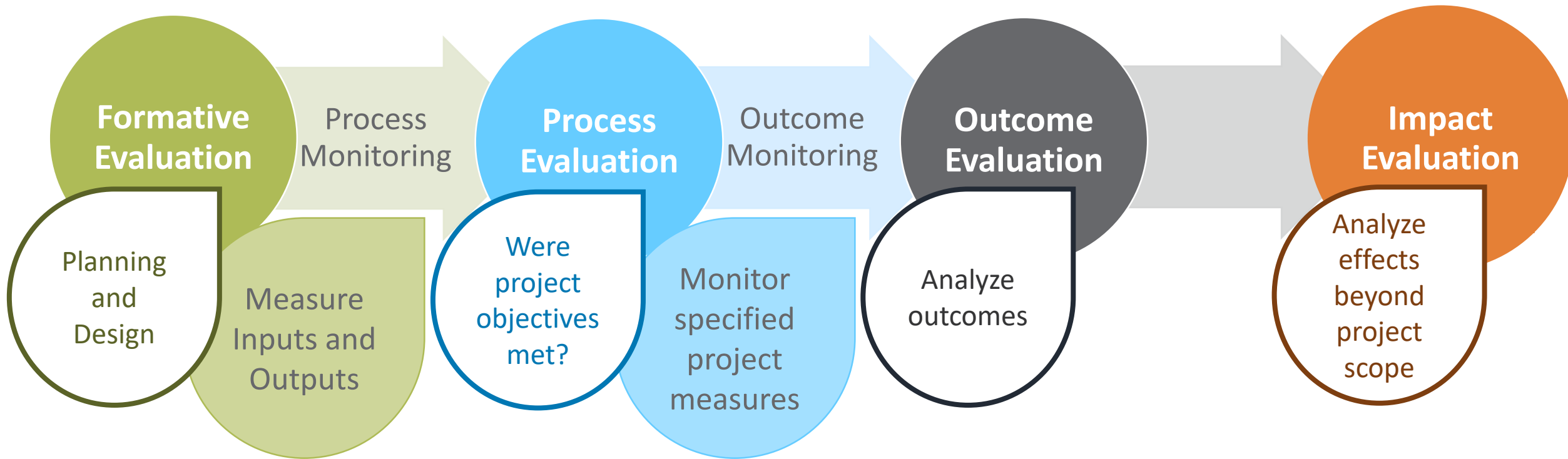
- Local study:
  - Community health outcomes of concern; rates by census tract
- Literature review:
  - Housing conditions associated with the identified health outcomes
  - National Housing Condition indices

## Evaluation

### *Assess & Decide*

- Adapt indices for local codes and conditions of concern
- Review & confirm with key informants
- Apply new index to inspection data; map areas of high violation & poor community health
- Recommend priority tracts to city

# What Kinds of Evaluation are There?



# Hypothetical: Parenting Program

Formative Evaluation:

*What will we do, why will we do it, and how?*

Inform Program Design

- Methodology (e.g., compare curricula)
- Inputs (staff, training, costs, etc)
- Project timeline
- Determine measures & evaluation plan

(Needs Assessment is a very common example)

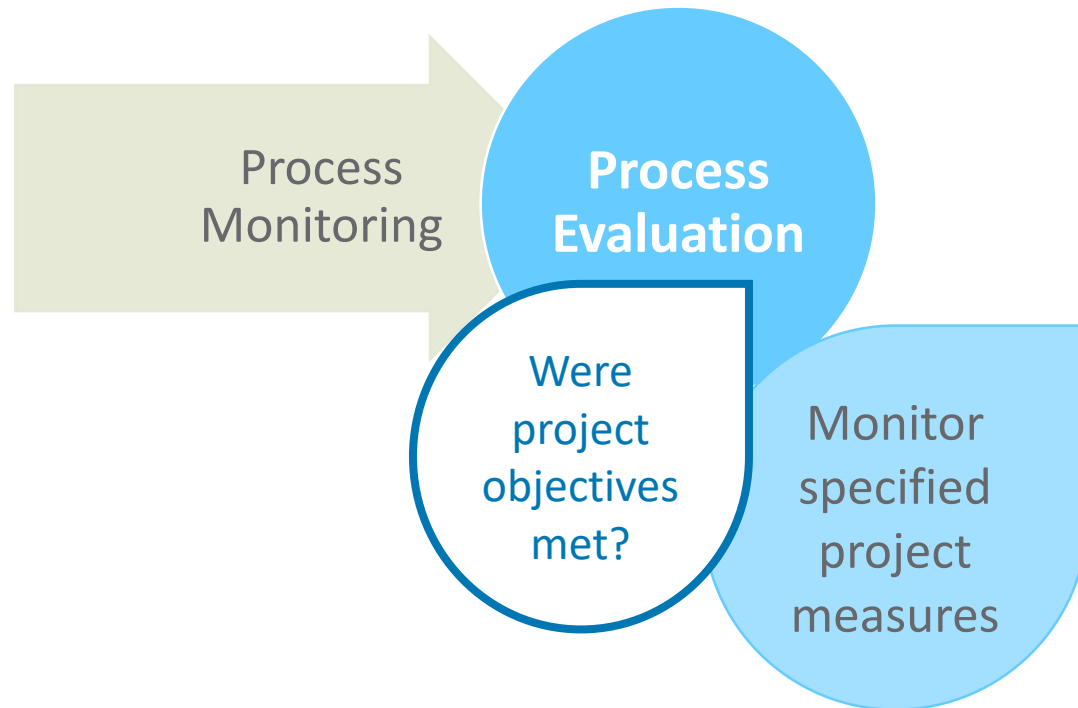
Formative  
Evaluation

Planning  
and  
Design

Measure  
Inputs and  
Outputs



# Hypothetical: Parenting Program



Process Monitoring: Collect data to inform...

Process Evaluation:  
*Did we follow the plan?*  
*What worked well?*  
*What can be improved?*

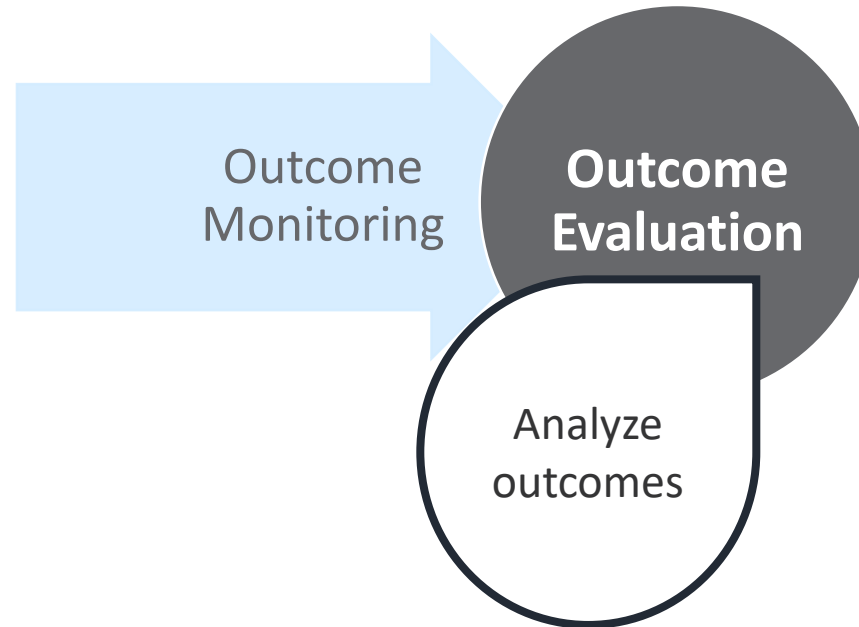
- Fidelity to the PAT model
- Trainings performed compared to planned
- Actual costs versus expected
- Populations of focus reached

# Hypothetical: Parenting Program

Outcome Monitoring: Collect data to inform...

Outcome Evaluation:  
*Did our activities have the expected effects?*

- Did participant parents' knowledge increase?
- Did parent involvement increase among participating families?
- Did participants find the program valuable?



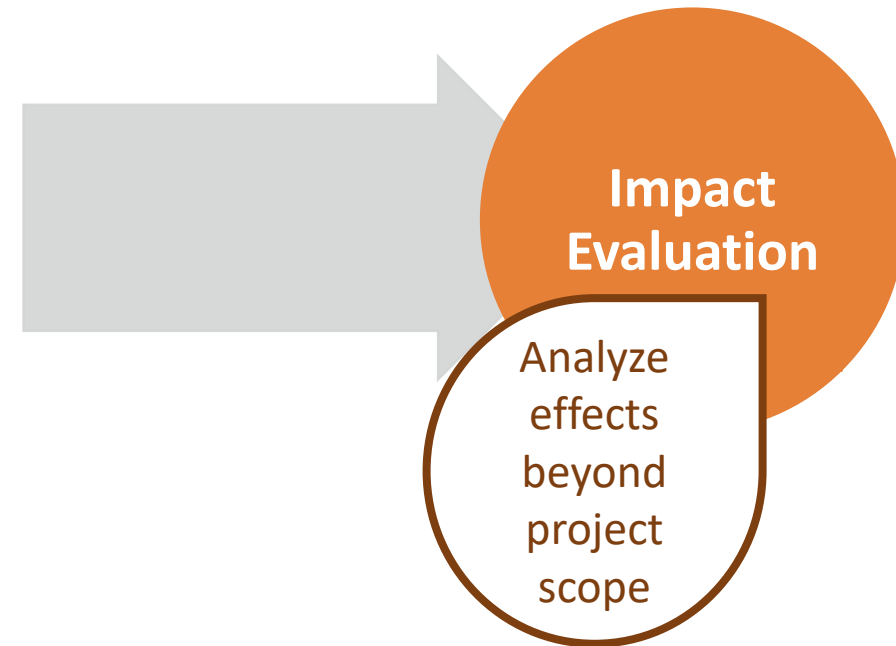
# Hypothetical: Parenting Program

Collect community data to study the intended and unintended long-term effects:

Impact Evaluation:

*What was the long-term impact of our program?*

- Spread of PAT throughout community
- Average grade-level attainment in reading & math
- High School graduation rate



# Past CIVHC Projects

## Project Angel Heart Evaluation

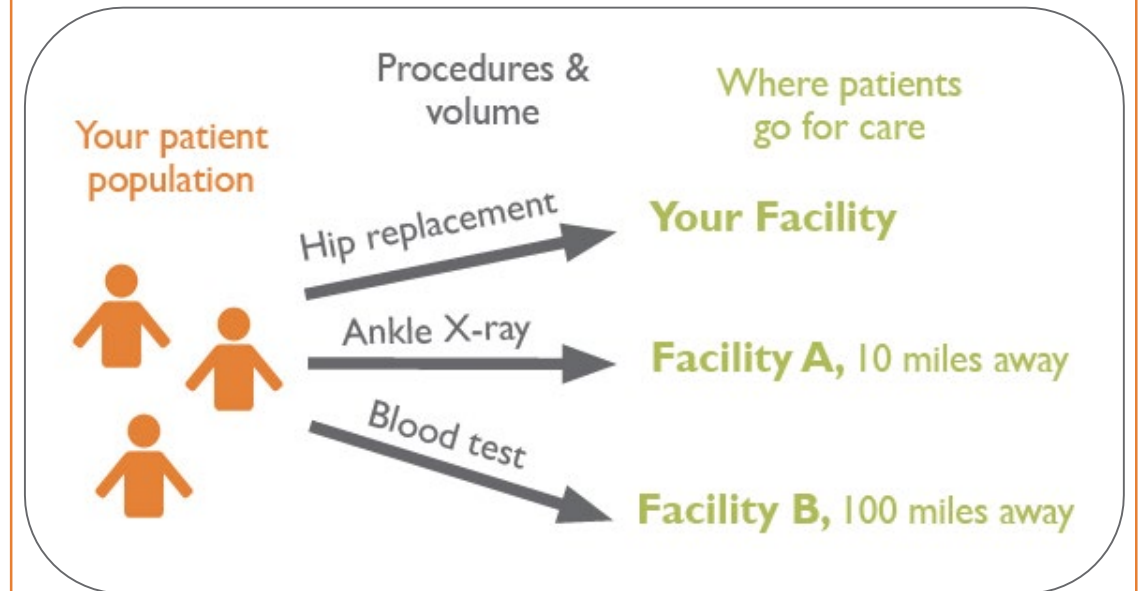
Project Angel Heart provides customized, home-delivered meals, free of charge.

Using claims data, CIVHC:

- Examined the health care costs of clients prior to, during, and after meal delivery service and compared to a control group
- Demonstrated significant reduction in hospital readmission, cost of inpatient stays, & total costs for participants

Project Angel Heart used these findings to sustain the program by securing dedicated long-term funding.

## Outmigration Analysis



Where (else) do our patients access care?

# What We Do

CIVHC offers full-scale evaluation services to support your organization's efforts at any stage of your program, using CO APCD as the primary data source.

# Claims Data Can Help With Program Evaluation

## Patient demographics and health care trends:

- Are there demographic differences in who accesses certain services and where?
- Do patients optimally access health care resources?

## Provider/Setting Information (Utilization):

- How has travel distance, quality of care, or service utilization changed over time?
- How well do provider types and services offered in our region reflect the needs of patients?

## Cost of Care

- Was there a return on our investment?
- Who benefitted from cost reductions?



## Project Planning

- Needs assessments
- Logic models
- Survey design
- Evaluation Performance & Measurement Plans

## Implementation & Analytics

- Summary & statistical analysis
- Return on Investment calculations
- Qualitative information synthesis
- Group facilitation & data collection

# Evaluation Services

## Capacity Building

- Draft evaluation plans for grant proposals
- Evaluation training & data numeracy education
- Tools & resources

## Deliverables

- Evaluation Reports
- Infographics
- Custom slide decks
- Toolkits

# Foundations, Funders, and Payers

What impacts have your funded health projects had on care access, quality, or cost?

- CIVHC can design and evaluate your program using claims data to assess outcomes

Are you planning to fund multiple non-profits or Community-Based Organizations?

- Work with CIVHC to include Evaluation as a component of your grant requirements
- CIVHC can provide evaluation training to applicants and technical assistance in collecting, analyzing, and submitting data





# Non-profits and Community Based Organizations

How effective are your programs?

- CIVHC can conduct an evaluation of program process, outcomes, and impacts

Do you need assistance with writing evaluation sections in grants?

- CIVHC can help make sense of the evaluation requirements and help you build an appropriate evaluation plan for grant applications

Do you want to learn more about how to interpret and use your data?

- CIVHC can provide data numeracy education and data use training



# Hospital Centers, Hospitals, and Clinics

Would you like to see outcomes on patient data by patient type, payer, and geography or see if a new approach works?

- CIVHC can use claims and other data to assist you in identifying access to and gaps in care
- We can evaluate a new approach to care and care coordination
- We can conduct community needs assessments and make recommendations to improve services



# Questions and Contact info



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Reach out to discuss  
how we can support  
your project!