CIVHC Evaluation Services
Kari Degerness | Director of Health Care Programs
Ben Hauschild  | Evaluation Program Manager
Val Garrison   | Evaluation Analyst
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
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.
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

2008
CO APCD recommended by Blue Ribbon Commission for Health Care Reform

2010
CO APCD Legislation (HB 10-1330); CIVHC named administrator by HCPF

2012
CO APCD operational; first public data via website and begin providing non-public data

2017-2019
Transition to new data vendor; enhanced capabilities; launched new website/public data

2013-2016
Enhancements to public data/infrastructure; added more payers/Medicare; increased custom data fulfillments

2019-Present
New state operating funding for enhanced data, tools, analytics, public reporting
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/
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

**Evaluation**

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

**Common Methodologies**

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

- Formative Evaluation
  - Planning and Design
  - Measure Inputs and Outputs

- Process Evaluation
  - Were project objectives met?

- Outcome Evaluation
  - Monitor specified project measures
  - Analyze outcomes

- Impact Evaluation
  - Analyze effects beyond project scope
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)
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?
Evaluation Services

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

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
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!