



# Cost, Quality, Access/Utilization Community Dashboard Trends

May 24, 2023



CENTER FOR IMPROVING  
**VALUE** IN HEALTH CARE

# Housekeeping

- All lines are muted
- Please ask questions in the Chat box
- 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)



# Presenters



**Douglas McCarthy**

Local First Foundation, Health  
Care Advocate  
Issues Research, Inc. President



**Cari Frank**

VP of Communication and Marketing  
CIVHC



# Agenda

- Community Dashboard 2023 update
- Initial trend results
- Demo and sample community journey
- Local First Foundation background and use case
- Q & A



# Our Mission

To equip partners and communities in Colorado and across the nation with the resources, services and unbiased data needed to improve health and health care.

## 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

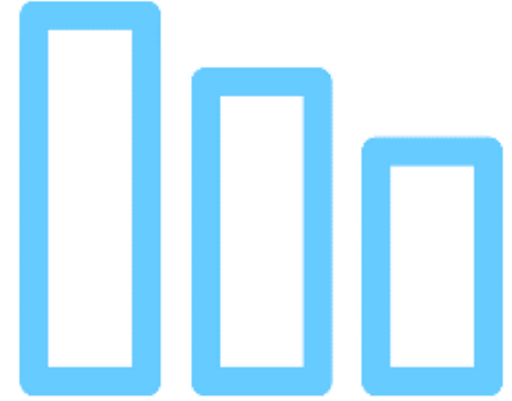


# How We Inform



## **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



# What's IN the CO APCD?



**Over 1 Billion Claims (2013-2022)**



**40 Commercial Payers, + Medicaid & Medicare (FFS/Advantage)**



**5.5+ Million Lives\*, Including 1M (50%) of self-insured**



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



**Trend information 2013-Present**



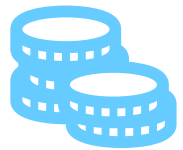
# What's **NOT** In the CO APCD



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



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



**Uninsured and self-pay claims**



**Supplemental Info (incomplete)**





# Community Dashboard 2023



CENTER FOR IMPROVING  
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# Background

- Part of original legislation of the CO APCD
- Requirement to produce population-based information on cost, quality, conditions, access
- CIVHC has been producing some version of the Community Dashboard since 2012
  - Modifications over time
  - New measures
  - New visualizations
  - Insights
  - Excel data



# What's in the Community Dashboard?

Select **MEASURE**:

Select **GEOGRAPHY TYPE**:

☐ DOI Region  
☒ County

Select **GEOGRAPHY**:

Adams ▼

Select **YEAR**:

☒ 2021  
☐ 2020  
☐ 2019  
☐ 2018  
☐ 2017  
☐ 2016  
☐ 2015  
☐ 2014  
☐ 2013

Select **PAYER TYPE**:

☐ All Payers  
☐ CHP+  
☒ Commercial  
☐ Medicaid  
☐ Medicare Advantage  
☐ Medicare FFS

- **Years**
  - 2013-2021
- **Payers**
  - Commercial Payers
  - Medicaid
  - Medicare Advantage
  - Medicare Fee-for-Service (through 2020 only)
- **Geography**
  - County
  - Division of Insurance Regions
- **Demographics (available in Excel file data)**
  - Age breakouts
  - Sex



# What's in the Community Dashboard?

## Cost (PPPY)

- Health Plan *and* Patient
- Health Plan Only
- Patient Only
  - Inpatient
  - Outpatient
  - Professional
  - Pharmacy



## Quality

- Cancer Screenings
  - Breast Cancer
  - Cervical Cancer
- Diabetes Care
  - HbA1c Testing
- Mental Health
  - Follow up after ED visit (7 days/30 days)



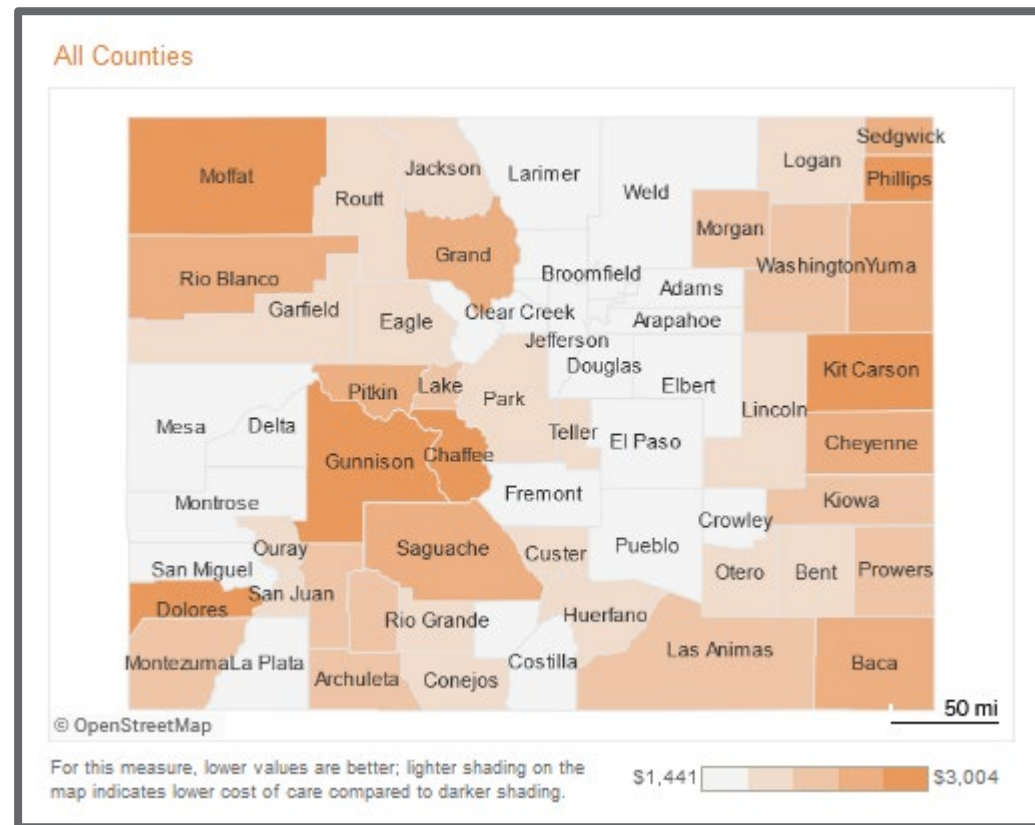
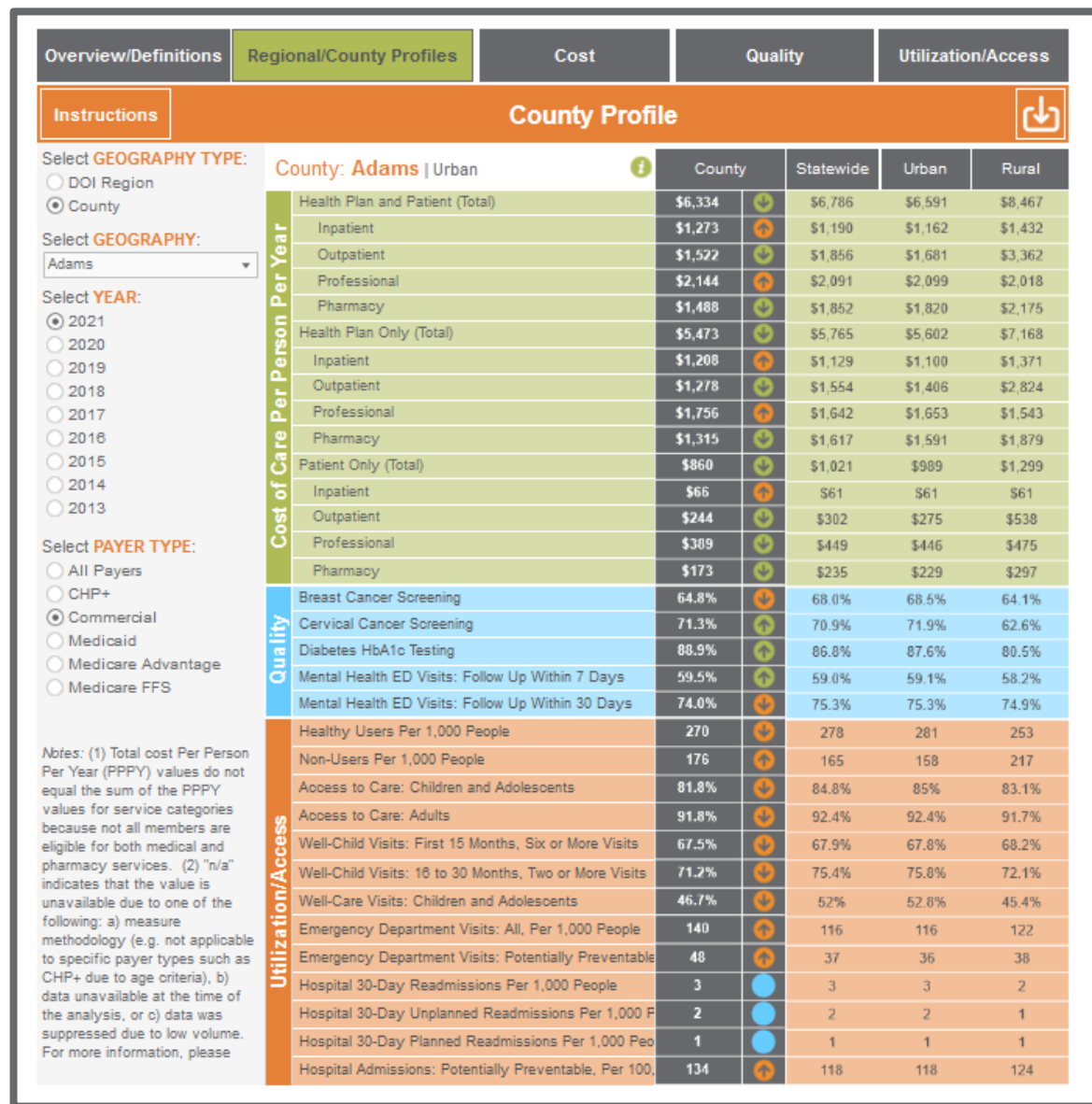
## Utilization/Access

- Healthy Users/Non-Users
- Well Child Visits
  - <15, 15-30, >30 mos
- Access to Care
  - Children, Adults
- ED visits
  - All, Preventable
- Hospital visits
  - Preventable, Readmissions (All, Planned, Unplanned)



# Community Dashboard Demo

[civhc.org/get-data/public-data/community-dashboard/](http://civhc.org/get-data/public-data/community-dashboard/)



# Health Care **Payments Are Rising** Overall

Payments Made by Health Plans and Patients combined, All Payers, 2013-2020

**All Payments (2020)**

**\$7,200** Per Person Per Year (PPPY)

**+27%**

Percent Change (2013-2020)

Provider Payments

**\$2,300** PPPY



**+27%**

Provider Payments

Outpatient Payments

**\$1,800** PPPY



**+33%**

Outpatient Payments

Pharmacy Payments

**\$1,700** PPPY



**+97%**

Pharmacy Payments

Hospital Payments

**\$1,600** PPPY



**-9%**

Hospital Payments

Note: "All Payments" do not equal sum of service type payments because not all covered Coloradans have both medical and pharmacy coverage.



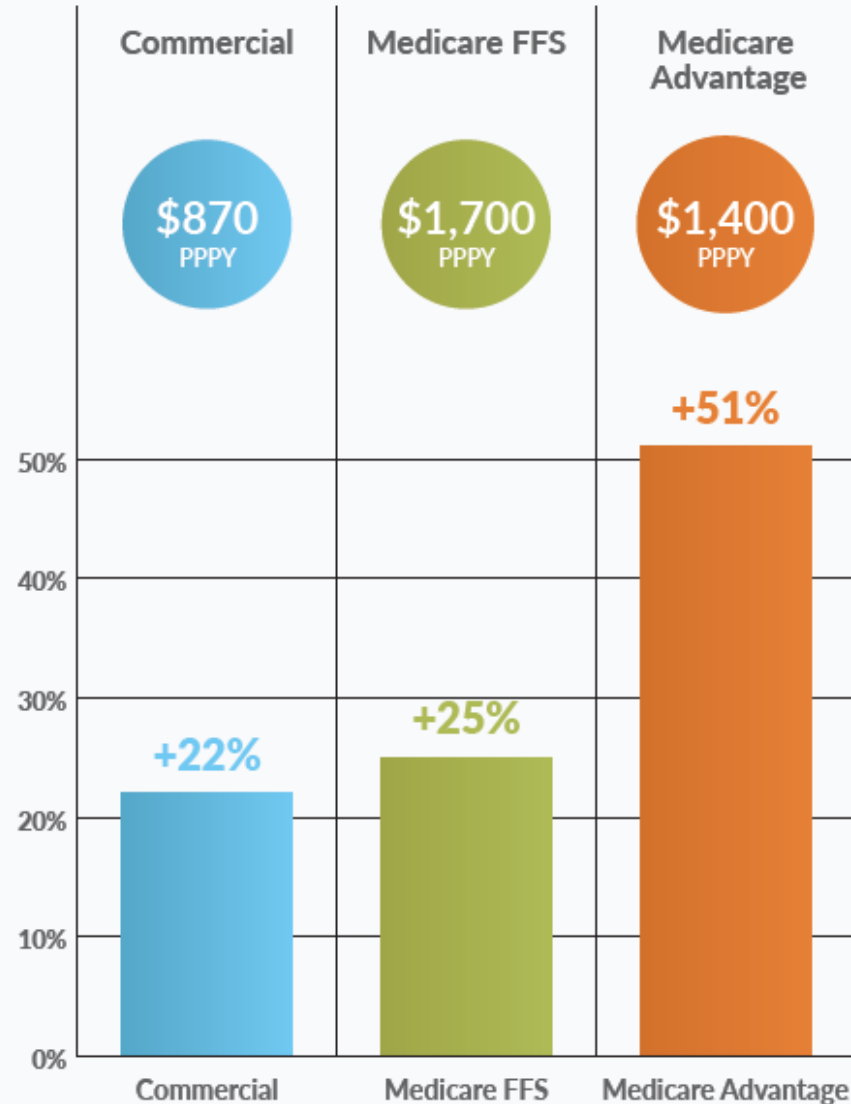
# Out of Pocket Costs for Coloradans Continue to Rise

Patient Only Cost and Percent Increase from 2013-2020



\*For 2021 data (except for Medicare FFS), methodology, and to view the interactive Community Dashboard, visit [www.civhc.org](http://www.civhc.org)

Out of Pocket Costs (2020)



Commercial in 2021 was \$1,020 PPPY, a 43% increase over 2013 out of pocket costs.

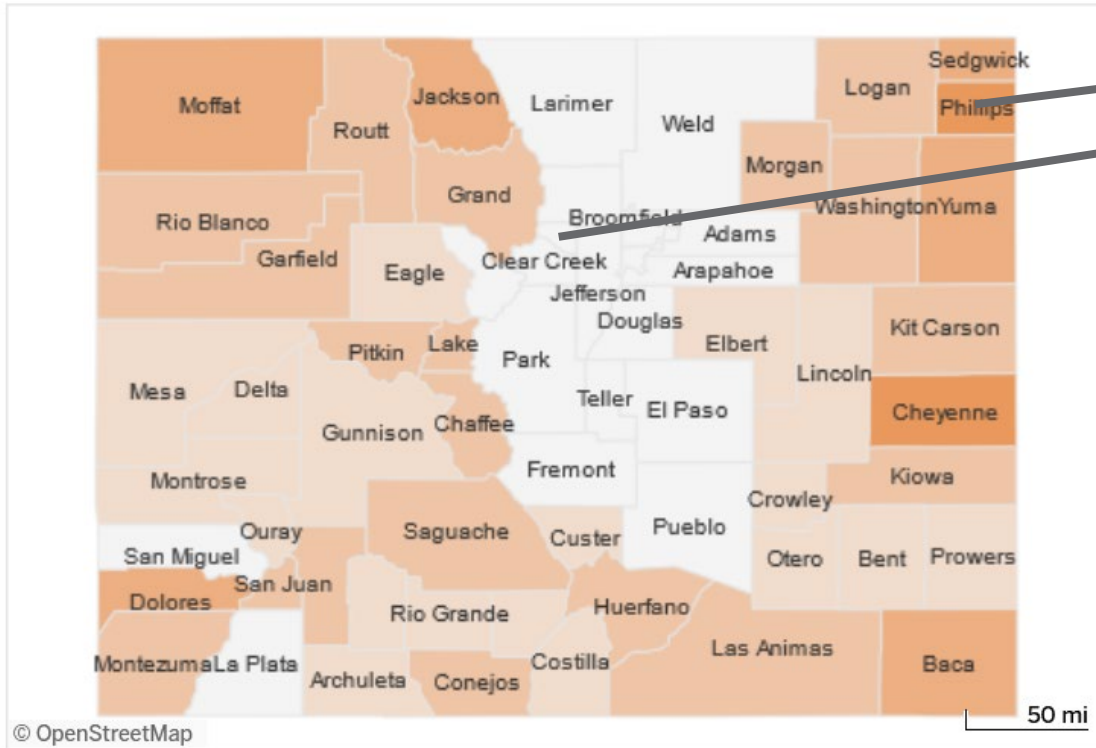




# Costs Vary Widely Across Counties

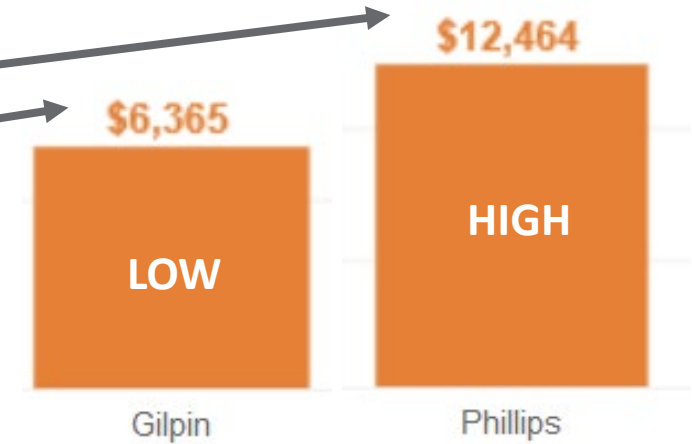
(Risk Adjusted Cost PPPY, Health Plan + Patient, All Payers, 2020)

All Counties



For this measure, lower values are better; lighter shading on the map indicates lower cost of care compared to darker shading.

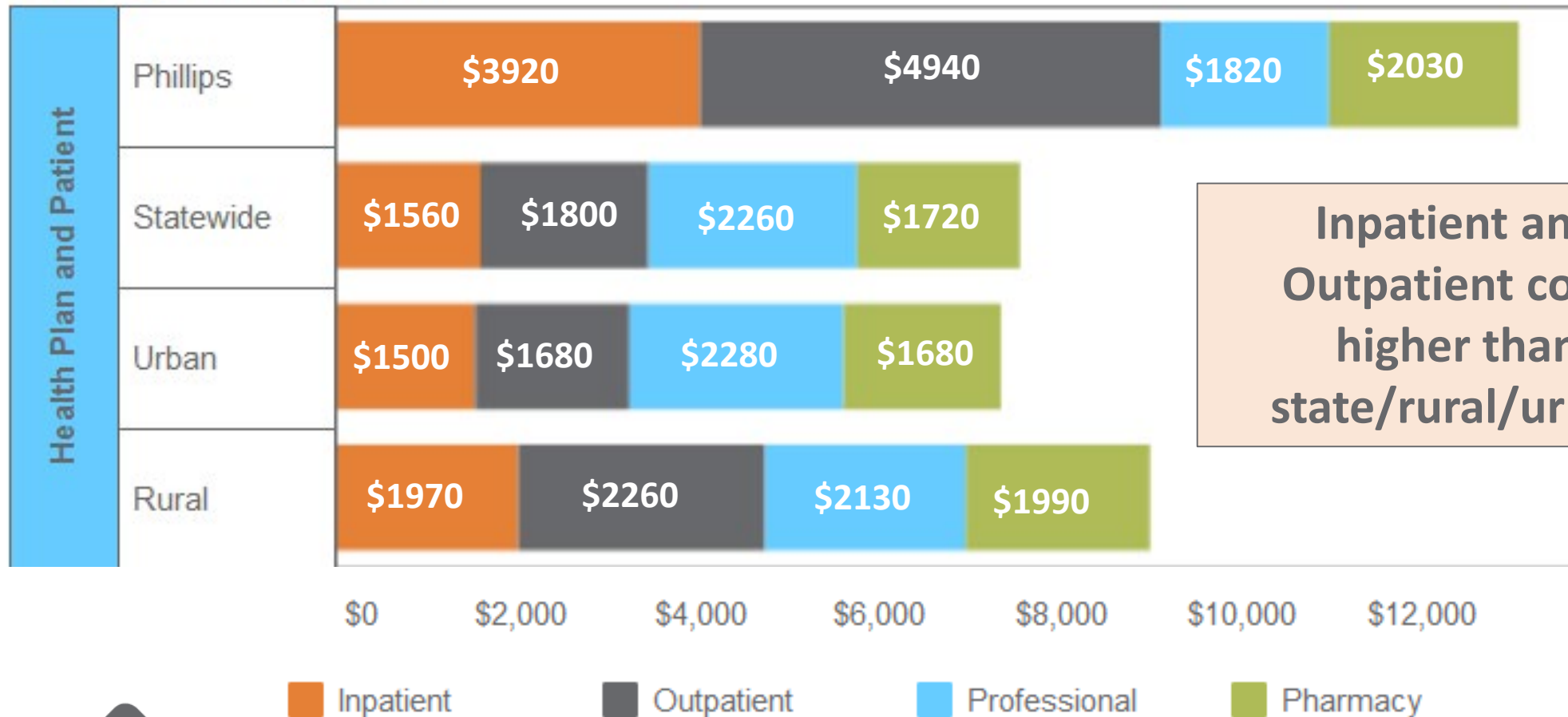
\$6,365 \$12,464



# Phillips County

(Risk Adjusted Cost PPPY, Health Plan + Patient, All Payers, 2020)

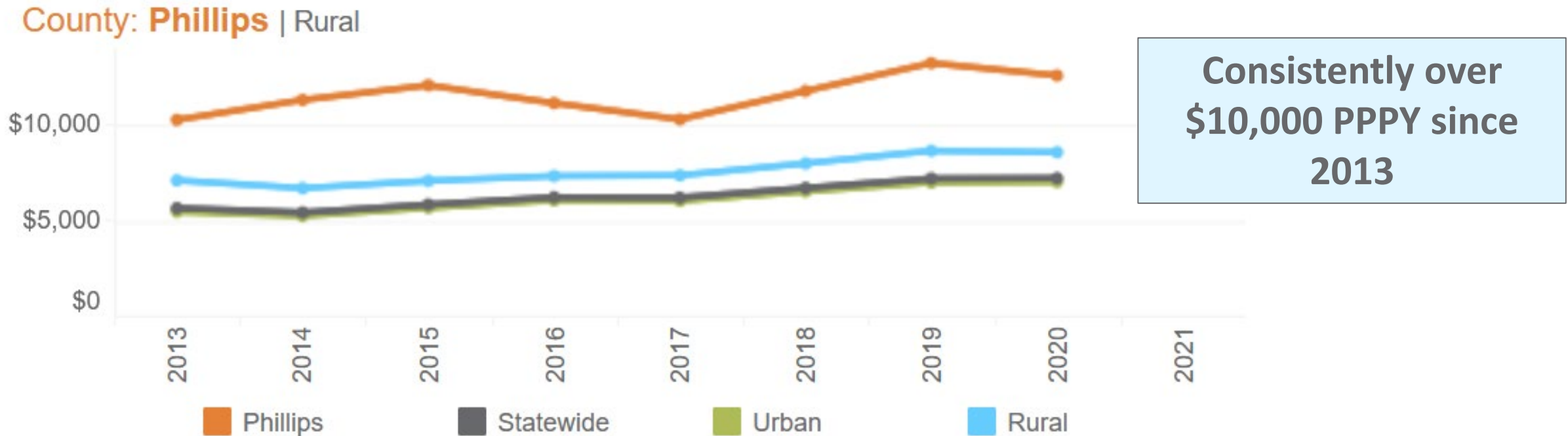
County: **Phillips** | Rural



Inpatient and Outpatient costs higher than state/rural/urban

# Phillips County

(Risk Adjusted Cost PPPY, Health Plan + Patient, All Payers, 2020)



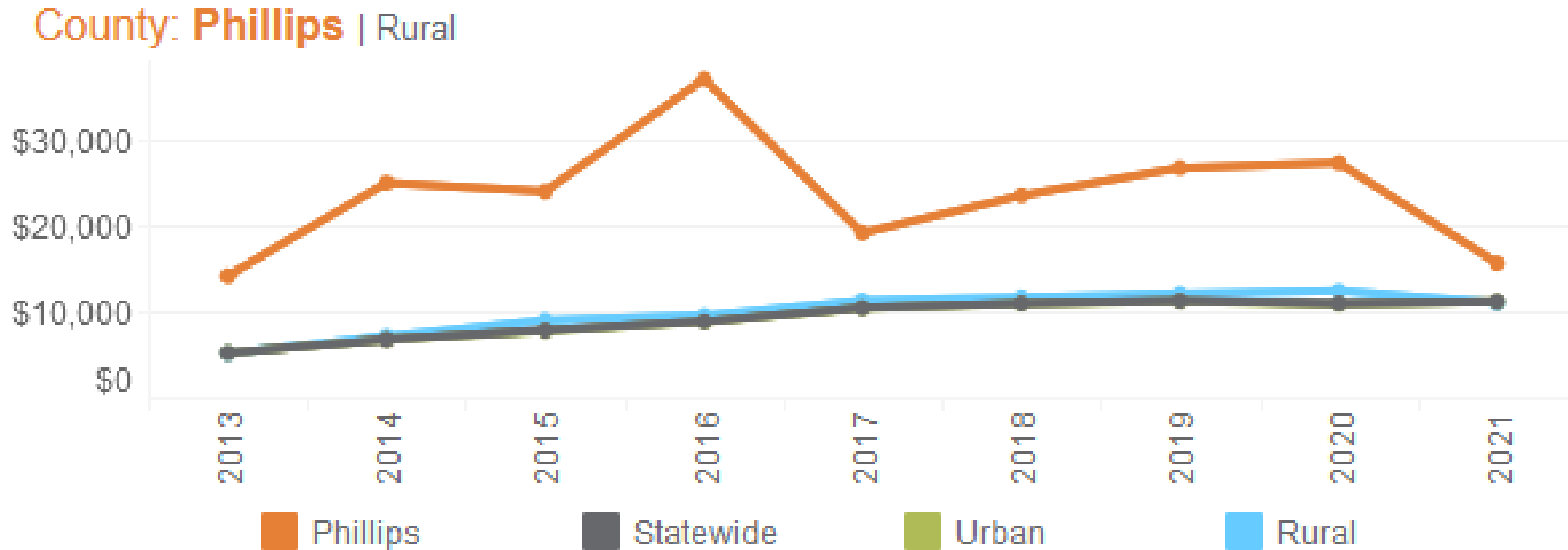
# Phillips County

(Risk Adjusted Cost PPPY, Health Plan + Patient, 2020)

Payer	Inpatient	Outpatient	Professional	Pharmacy
Commercial	\$1270	\$3380	\$1290	\$2030
Medicaid	\$2890	\$3300	\$1420	\$790
Medicare Adv.	\$4000	\$18000	\$5200	\$150
Medicare FFS	\$7000	\$7900	\$2230	\$5250

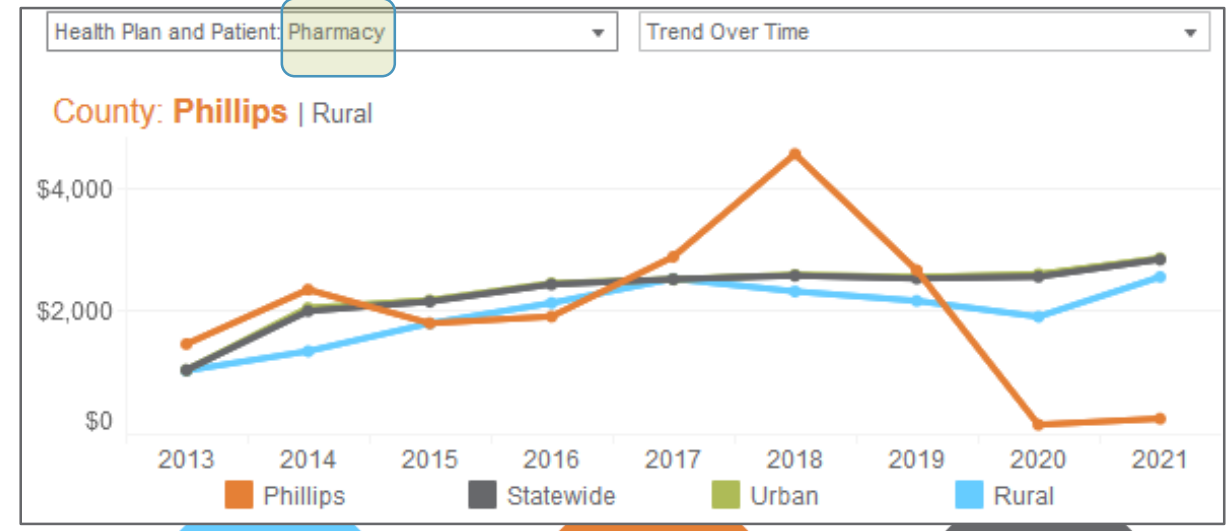
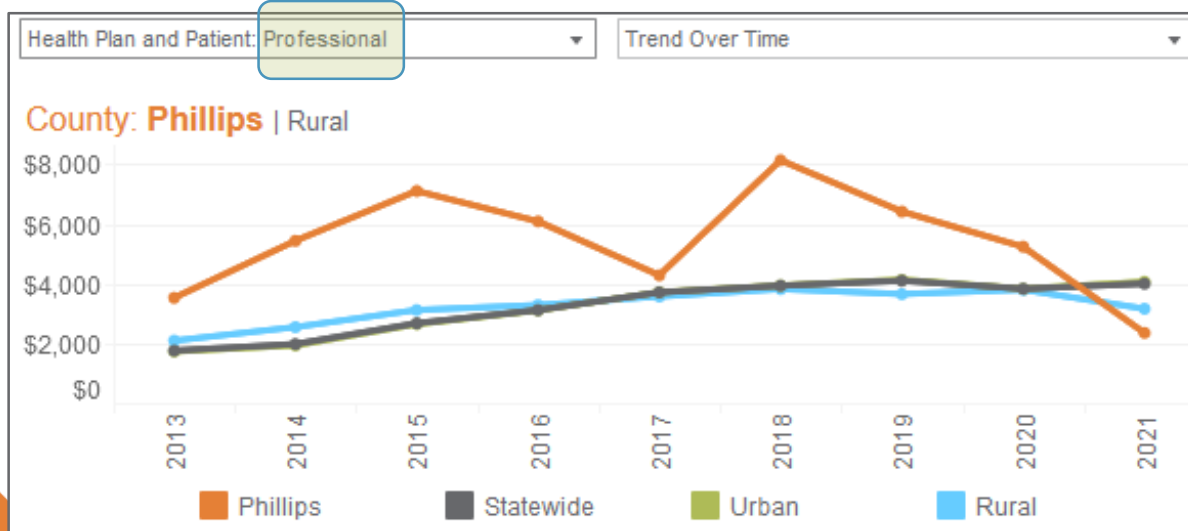
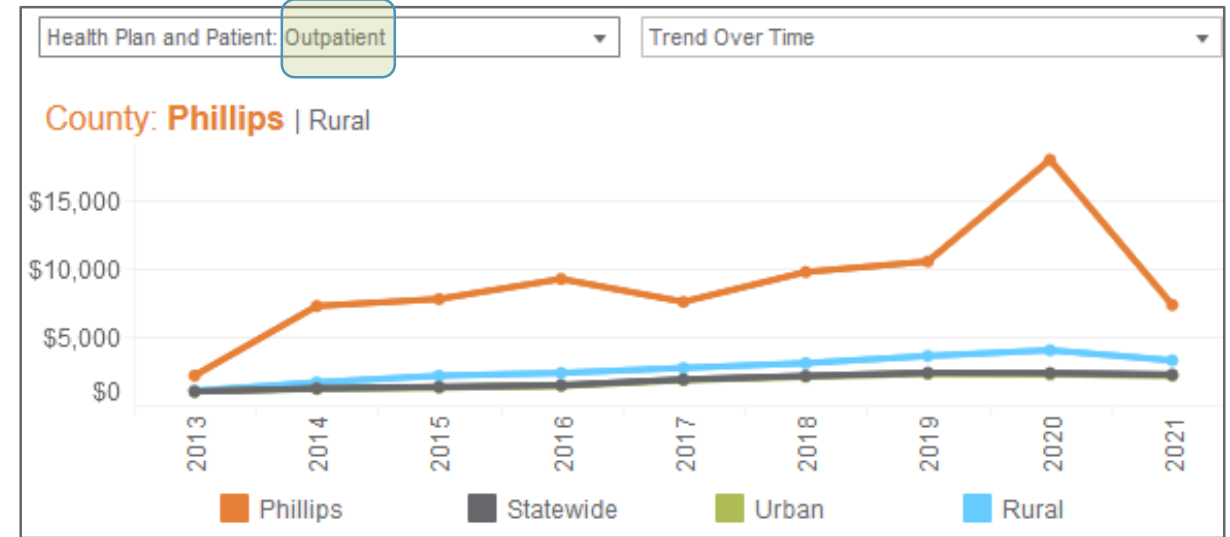
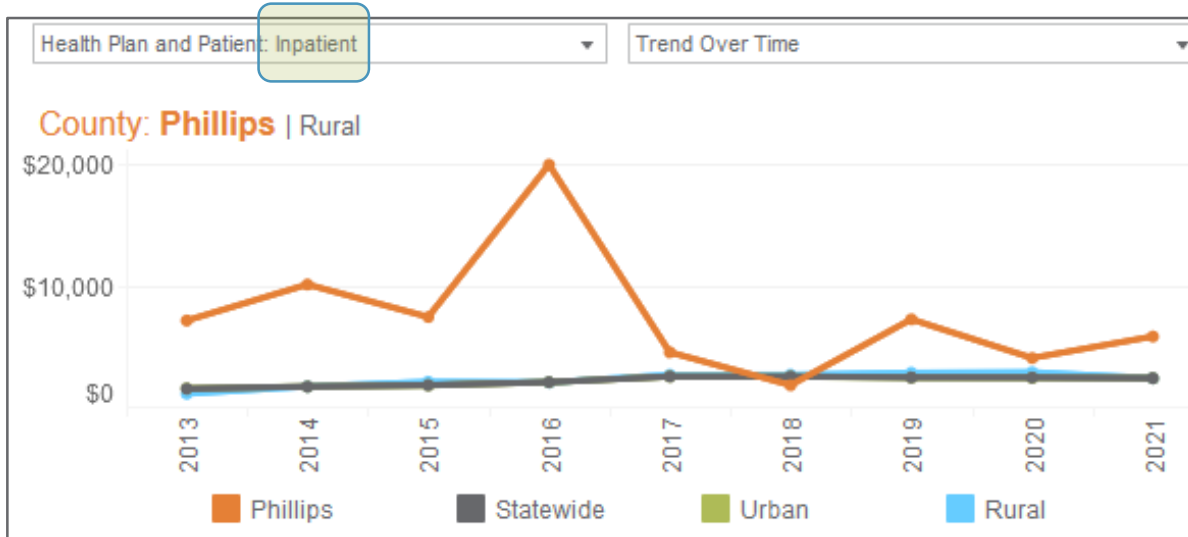
# Phillips County

(Risk Adjusted Cost PPPY, Health Plan + Patient, Medicare Advantage)



# Phillips County

(Risk Adjusted Cost PPPY, Health Plan + Patient, Medicare Advantage)



# Cost of Care Analysis: Outpatient Services

Currently part of the Affordability Dashboard at [civhc.org](https://civhc.org)

## GLOBAL DASHBOARD FILTERS

Select a **PAYER TYPE:**  Select a **YEAR:**   
Select a **DIVISION OF INSURANCE REGION:**

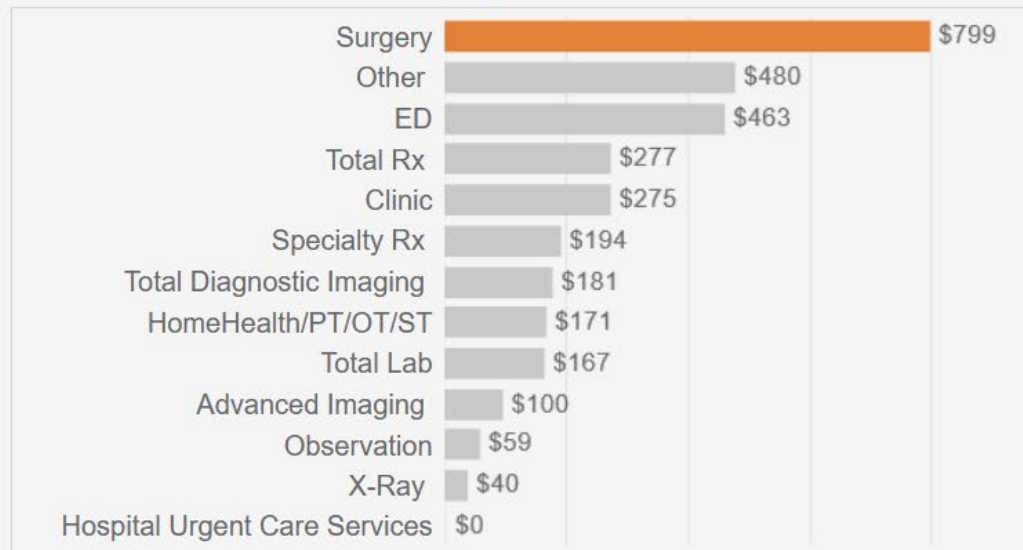
## TOP OUTPATIENT SPENDING CATEGORIES <sup>i</sup>

(All Payer Types, 2021)

Select a **MEASURE:**

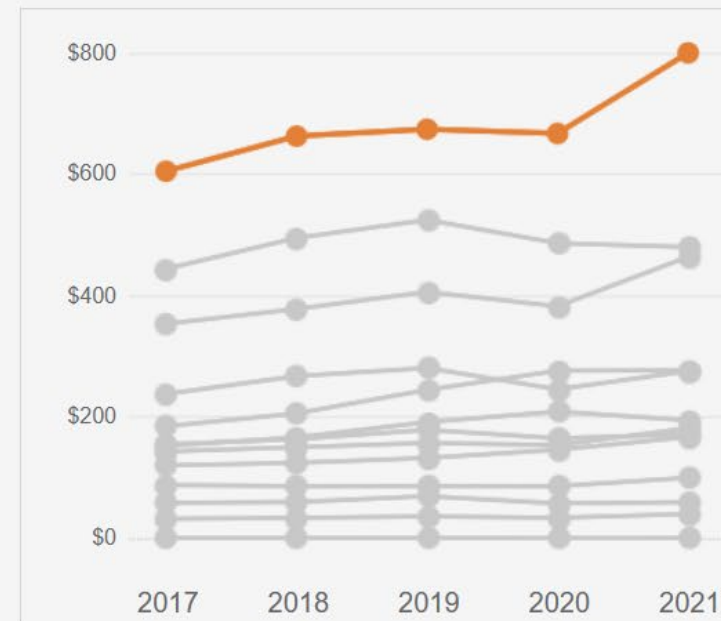
Average Spending Per Person Per Year

Select a service in the bar chart to highlight in the line chart



## Outpatient Services Definitions

Average Spending Per Person Per Year Over Time



# Statewide Utilization Measures, 2013-2020 All Payers

Measure	Percent Increase/Decrease	Rate Per Person 2020
Healthy Users	-15%	175/1,000
Non-Users	+2%	245/1,000
ED Visits	-10%	281/1,000
Potentially Preventable ED Visits	-24%	104/1,000
Potentially Preventable Hospitalizations	-45%	672/100,000
Unplanned Hospital Readmissions	-29%	7/1,000



# Commercial Only – Potentially Preventable ED Visits

Utilization and Access to Care | Colorado

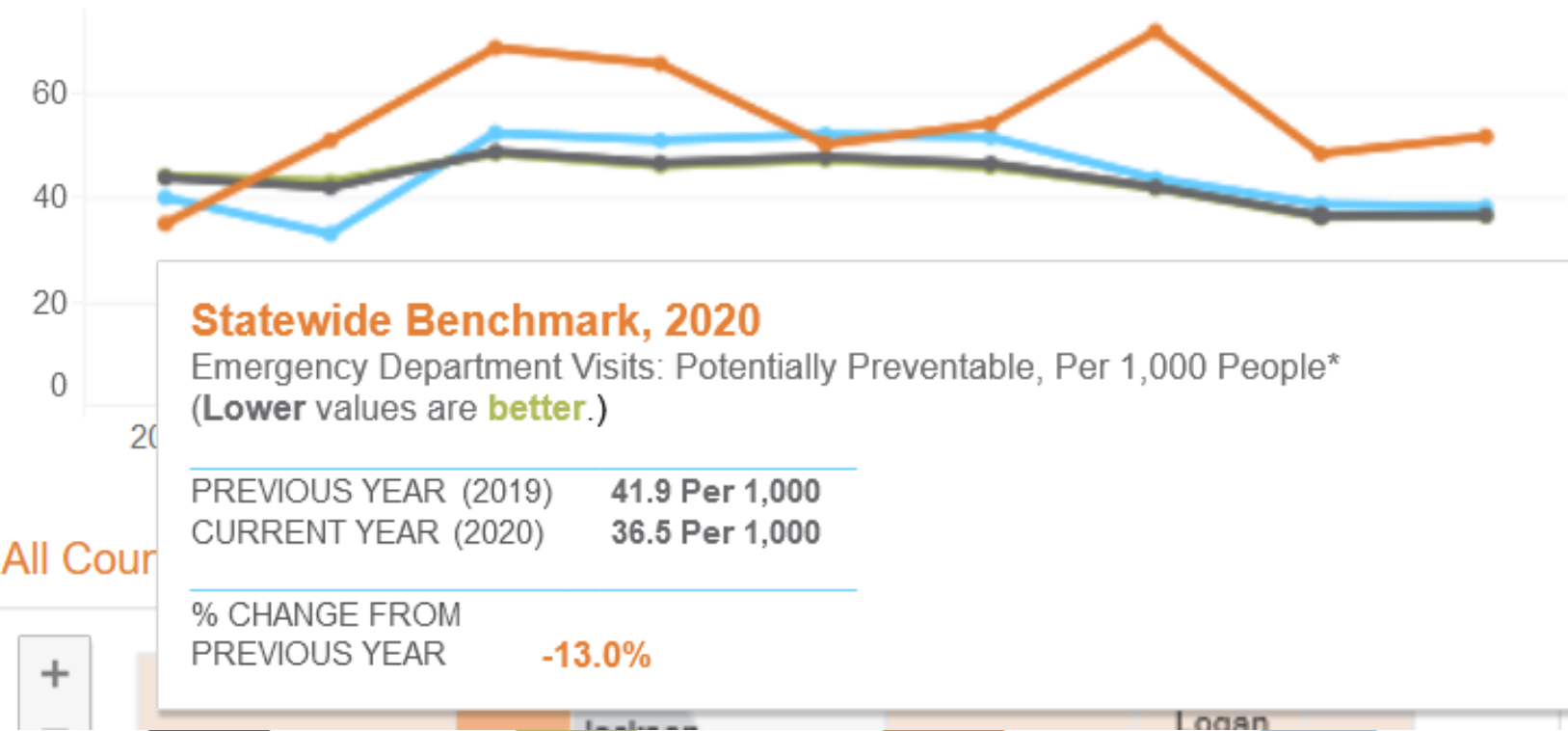
Download icon

Emergency Department Visits: Potentially Preven...

Trend Over Time

County: **Phillips** | Rural

Phillips Statewide Urban Rural



Statewide  
Percent Change  
2019-2020: -13%  
2020-2021: +.4%

# Medicaid Only – Potentially Preventable ED Visits

Utilization and Access to Care | Colorado

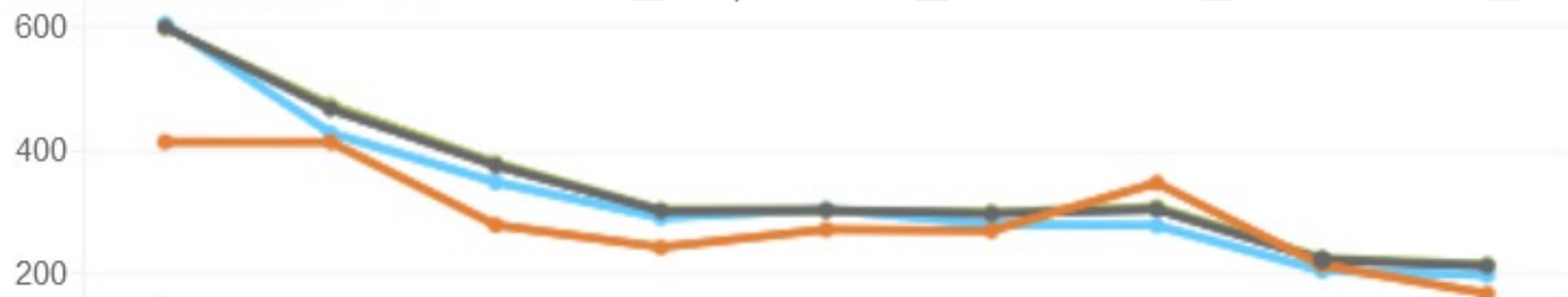
Download icon

Emergency Department Visits: Potentially Preven... ▼

Trend Over Time ▼

County: Phillips | Rural

Phillips Statewide Urban Rural



## Statewide Benchmark, 2020

Emergency Department Visits: Potentially Preventable, Per 1,000 People\*  
(Lower values are better.)

PREVIOUS YEAR (2019)	303.5 Per 1,000
CURRENT YEAR (2020)	222.3 Per 1,000

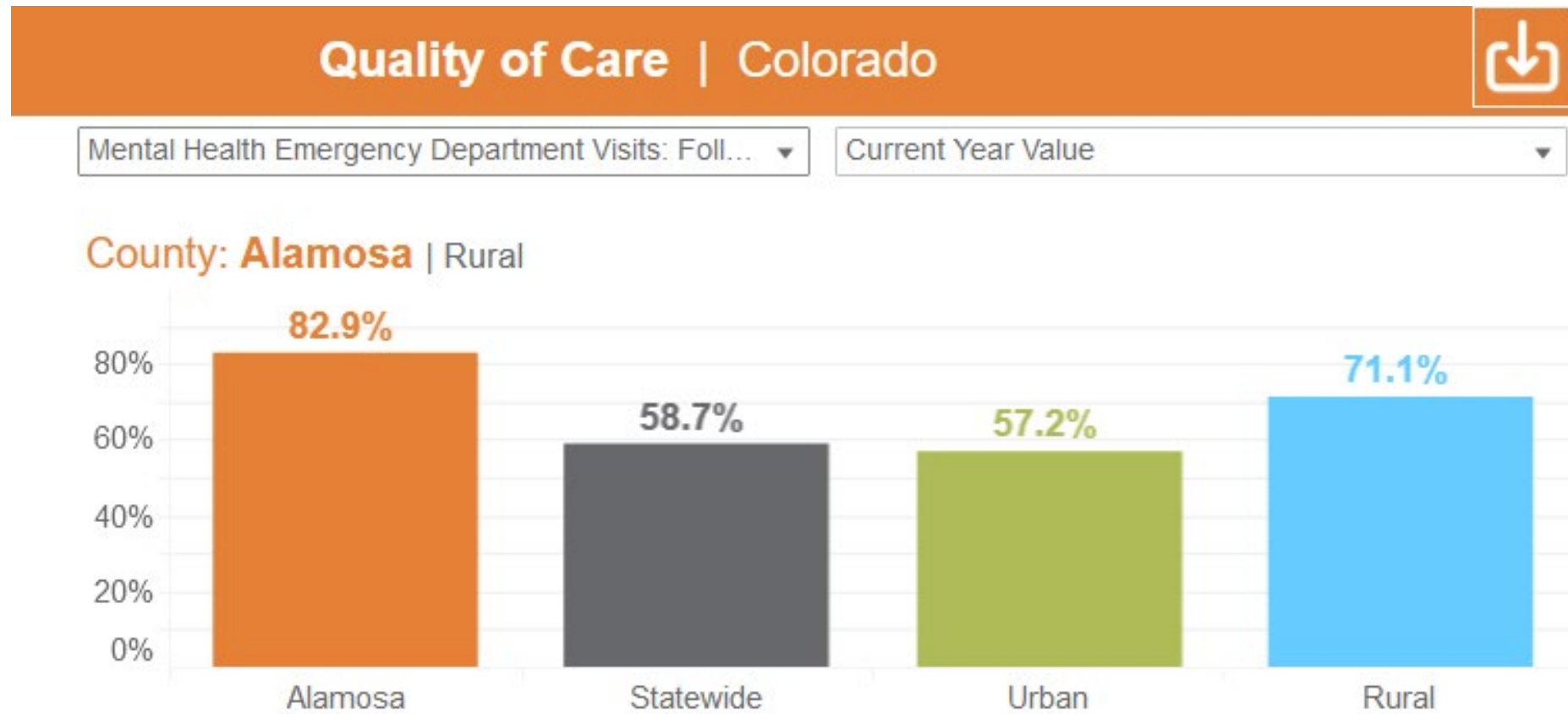
% CHANGE FROM PREVIOUS YEAR  
-26.8%

Statewide  
Percent Change  
2019-2020: -26.8%  
2020-2021: -4.3%%

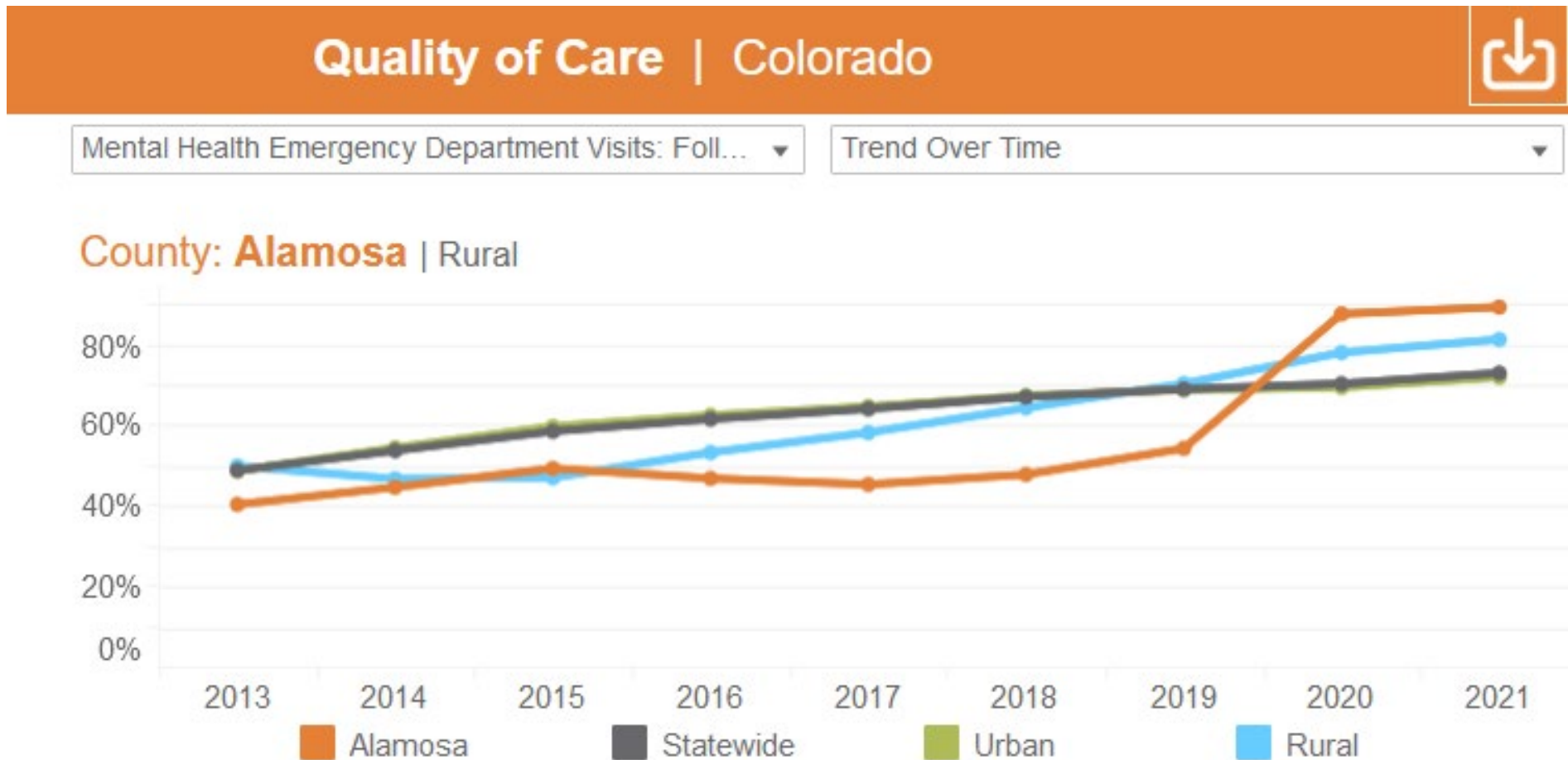
# Quality of Care and Preventive Care, 2013-2021 All Payers (not Medicare Rx dependent)

Measure	Percent Increase/Decrease	2020 Percent of Population
Breast Cancer Screenings	+5%	62%
Cervical Cancer Screenings	+16%	55%
Diabetes HbA1c	+8%	84%
Follow-up Post Mental Health ED Visit (7 days)	+63%	59%
Follow-up Post Mental Health ED Visit (30 days)	+49%	73%
Access to Care: Children/Adolescents	-5%	78%
Access to Care: Adults	+3%	77%

# Follow-up Post Mental Health ED Visit (7 days), All Payers, 2021



# Follow-up Post Mental Health ED Visit (7 days), All Payers, Trends



# Telehealth Services Analysis - Alamosa

## MENTAL HEALTH FOCUS

*\*People in the CO APCD with a primary mental health diagnosis that received care via telemedicine*



GLOBAL  
DASHBOARD  
FILTERS

**SELECT A TIME PERIOD:**

January 2020

January 2022



**SELECT A PAYER TYPE:**

All Payer Types



**SELECT COST OR UTILIZATION:**

Utilization

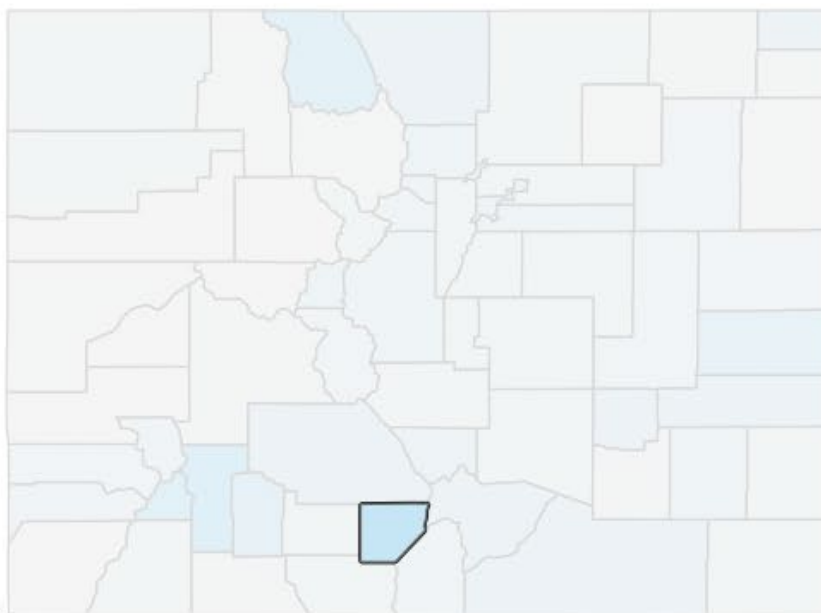


Mental health services are  
classified under the service  
type **telemedicine only**.

### Where do patients receiving telemedicine for a mental health reason live?

*Rate per 1,000 people*

Select a county to filter throughout dashboard



© OpenStreetMap

Data unavailable for blank counties

### What are the top mental diagnoses?

*Top diagnosis by utilization*

Post-traumatic stress disorder, unspecified	18%
Major depressive disorder, single episode, unspecified	9%
Generalized anxiety disorder	7%
Anxiety disorder, unspecified	5%

### What are the top mental health services?

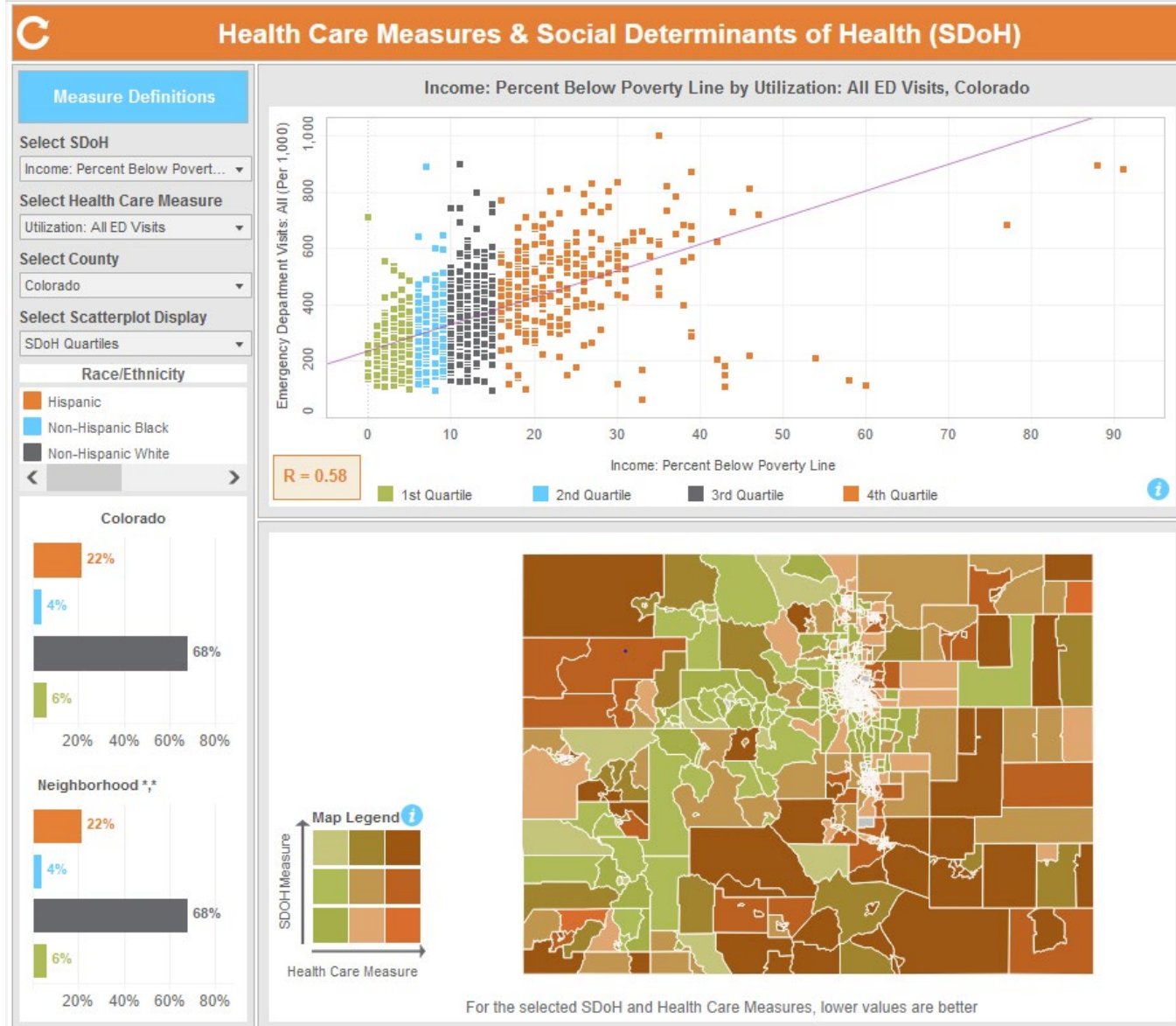
*Top services by utilization*

Psychiatry Services and Procedures	93%



# HEALTH EQUITY ANALYSIS: available at [civhc.org](http://civhc.org)

## Impact of Social Determinants on Health Care



Cost



Use



Access

# Health Equity Analysis Statewide Insights and Findings

Social factors in this analysis:



Were **strongly related** to higher potentially **preventable Emergency Department visits**.



Were **strongly related** to adults not receiving **preventive health care**.



Did not impact children and adolescents receiving **preventive health care**.



Did not impact total **cost of health care services**.



Were **moderately to weakly related** to **follow-up care** after visiting the ED for a mental health need.



# Weaving a Data Tapestry

*For Local Healthcare Accountability  
and Improvement*

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**Doug McCarthy, MBA**

President, **Issues Research, Inc.**, Durango

Healthcare Advocate, **Local First Foundation**

Board member, **Center for Improving Value in  
Health Care**

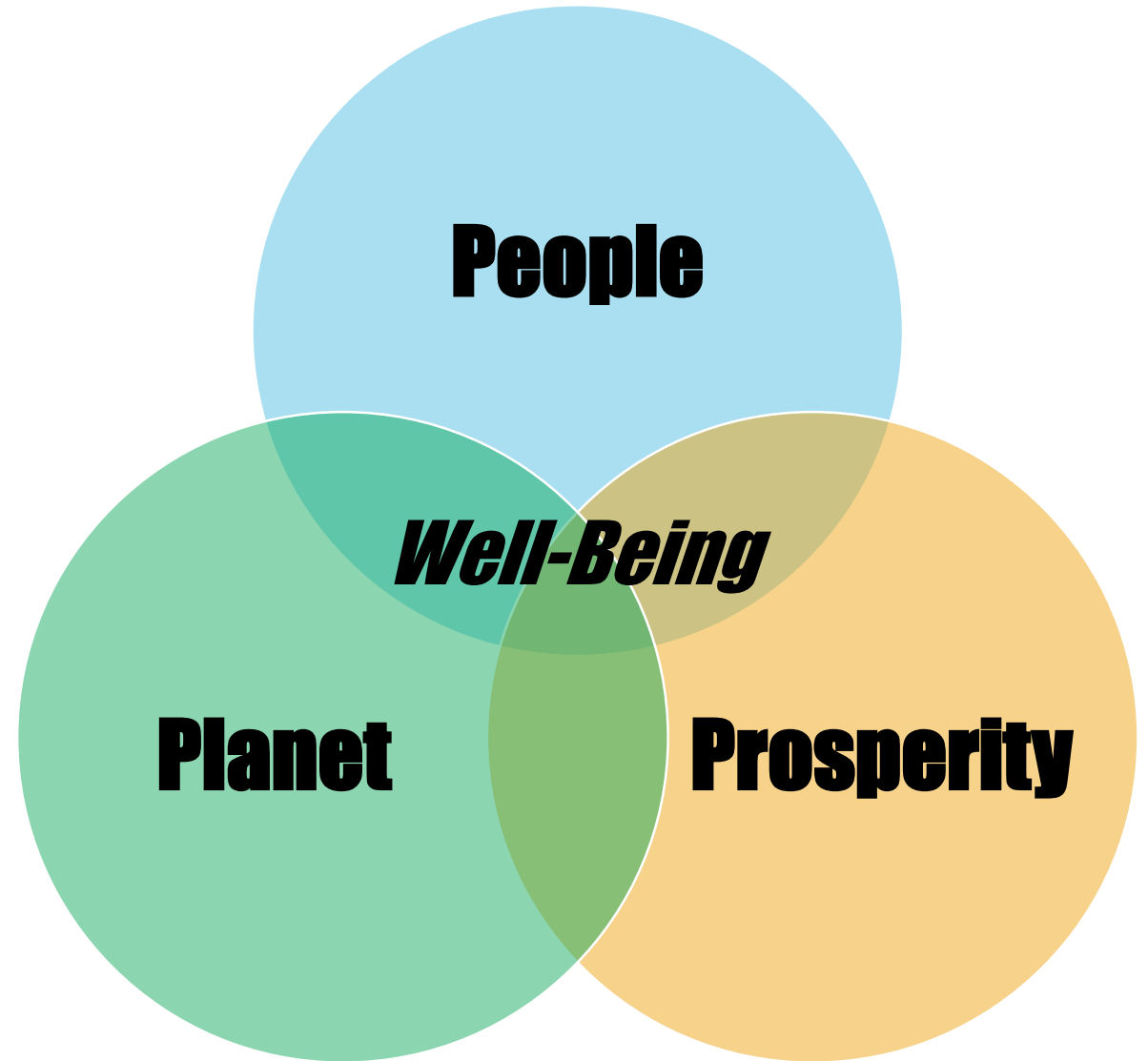
May 25, 2023

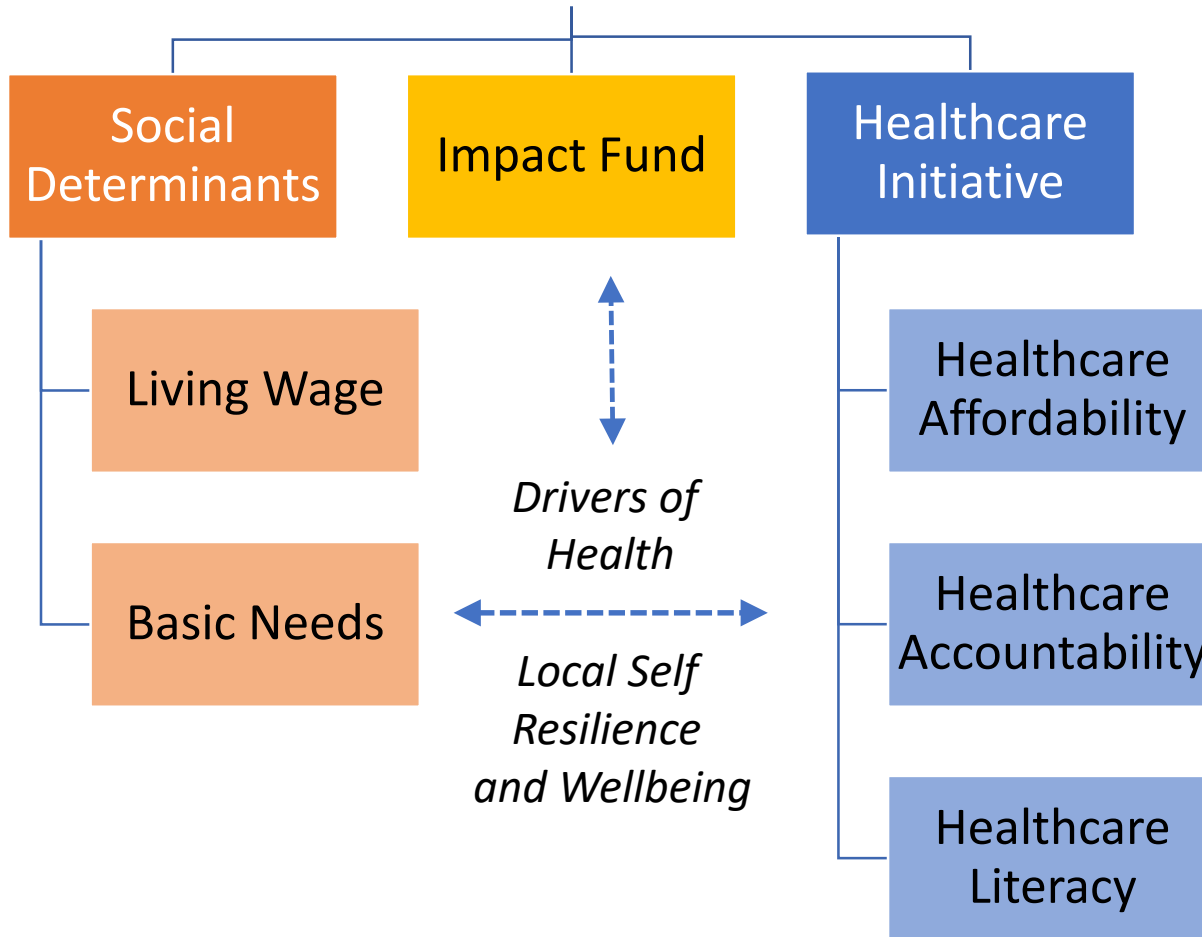




Nonprofit alliance of **locally owned, independent businesses** and organizations working together to build an economy that values **people, planet, and prosperity** for everyone.

**Local First Foundation** mission: *build local self-reliance, sense of place, and well-being for stakeholders of the greater La Plata County community.*









## Collaborations







**Grassroots  
Community  
Coalitions**

## INVENTORY OF COMMUNITY-LEVEL HEALTHCARE ACCOUNTABILITY DATA

Source	Tool	Unit of Analysis	Types of Data
	<b>Community Dashboard</b>	County/Region	Healthcare cost, quality, access, and utilization
	<b>Health Equity Analysis</b>	Census Tracts	Healthcare cost, quality, access, and utilization
	<b>APCD Standard Reports</b>	County	Low-value care, Patient outmigration, Cost drivers, Avoidable ED visits, Top procedures, etc.
	<b>County Health Rankings</b>	County	Health Outcomes: Length & Quality of Life Health Factors: Health Behaviors, Clinical Care, Social & Economic Factors, Physical Environment
	<b>Health Access Survey</b>	Region	Access to healthcare and social drivers of health
 <p><b>COLORADO</b> Department of Public Health &amp; Environment</p>	<b>Colorado Health Information Dataset</b>	County (some data)	Maternal, child, adolescent & adult health Communicable and chronic diseases Drug use and overdose deaths Vital statistics: births, deaths
	<b>CDPHE Community Health Equity Map</b>	County	Population Density, Age, Disability, Education, Employment, Poverty, Language, Race/Ethnicity, Life Expectancy, Chronic Diseases, Drug Overdoses, Suicide, Low Birthweight

## INVENTORY OF HEALTHCARE PROVIDER- AND PLAN-LEVEL ACCOUNTABILITY DATA

Source	Tool	Unit of Analysis	Types of Data
	Shop for Care	Facilities	Average prices and quality of care for specific procedures and imaging tests
	Medicare Reference Based Pricing	Hospitals	Hospital payments by private insurers as a percent of Medicare payments
	Hospital Compare	Hospitals	Quality and outcomes of care for key conditions, e.g., heart attack, heart failure, pneumonia, etc.
	Nursing Home Compare	Nursing Homes	Resident-reported quality of care and outcomes
	Medicare Cost Reports	Hospitals	Hospital profitability
	Hospitals Index	Hospitals	Holistic ratings of hospital and health system performance including community benefits
	HEDIS/Quality Compass	Health Plans	Quality of care for specific conditions Patient experience of care

# Bringing the Data Together

CIVHC Health Equity Analysis		LA Plata County Census Tracts										CIVHC Community Dashboard				
Domain	Measure	9403 SE LPC	9404 SW LPC	9706 E LPC	9707.01 W LPC	9707.03 C LPC	9707.04 N LPC	9708 E Dgo	9709 N Dgo	9710 W Dgo	9711 S Dgo	County Median	County Average	State Average	Rural Average	County v. State
Social Determinants of Health																
Income	Percent Below Poverty	15%	9%	6%	4%	11%	12%	9%	7%	7%	15%	9%				
Education	Percent Without High School Diploma	8%	7%	4%	3%	5%	5%	3%	5%	2%	1%	5%				
Employment	Percent Unemployed	7%	2%	4%	3%	4%	6%	5%	2%	3%	6%	4%				
Housing & Transportation	Crowded Housing and/or No Vehicle (decile rank from 0 to 1)	0.77	0.70	0.70	0.49	0.40	0.60	0.79	0.98	0.53	0.79	0.70				
Race, Ethnicity, and Language	People of Color and/or With Limited English (decile rank from 0 to 1)	0.56	0.29	0.26	0.15	0.56	0.31	0.16	0.30	0.38	0.05	0.30				
Health Care Measures																
Access to Care	No Recent Primary Care Visits for Children & Adolescents (lower is better)	19%	18%	17%	21%	13%	18%	17%	18%	17%	21%	18%	16%	18%	18%	-2%
Access to Care	No Recent Preventive or Ambulatory Care Visits for Adults (lower is better)	33%	28%	28%	22%	36%	36%	37%	40%	46%	47%	36%	21%	22%	21%	-1%
Quality of Care	No Follow-up After Emergency Department Visit for Mental Health (lower is better)	40%	15%	36%	27%	13%	23%	32%	14%	28%	17%	25%	17%	31%	30%	-14%
Cost of Care	Risk-Adjusted Payments by Health Insurance and Insured Individuals Per Person Per Month*	\$631	\$756	\$635	\$831	\$571	\$518	\$562	\$453	\$468	\$606	\$588	\$645	\$597	\$716	\$48
Utilization	Emergency Department Visits (rate per 1,000; lower may be better)	402	321	247	331	204	209	161	203	220	322	234	284	337	368	-53
Utilization	Potentially Preventable Emergency Department Visits (rate per 1000; lower is better)	164	124	93	121	75	70	73	66	99	126	96	109	130	134	-21
Source																
Data compiled by the Center for Improving Value in Health Care (CIVHC) from the American Community Survey (various years) and the Colorado All-Payer Claims Database (2019).																
*Lower cost may indicate more efficient use of resources, or reflect differences in sources of payment or inadequate access to care; interpret with caution.																



# RELATIONSHIP BETWEEN SOCIAL DRIVERS OF HEALTH & HEALTH CARE

	LA PLATA COUNTY					COLORADO				
	SOCIAL DRIVERS OF HEALTH					SOCIAL DRIVERS OF HEALTH				
HEALTH CARE	Income	Education	Employment	Housing & Transport	Race Ethnicity Language	Income	Education	Employment	Housing & Transport	Race, Ethnicity & Language
Access to Care: Children & Adolescents	0.13	-0.19	0.22	0.29	-0.56	0.14	0.03	0.09	0.15	0.05
Access to Care: Adults	0.44	-0.46	0.22	0.28	-0.06	0.62	0.57	0.37	0.54	0.58
Quality: Follow-Up After ED Visit for Mental Health	0.06	0.19	0.43	-0.40	0.54	0.27	0.13	0.19	0.24	0.07
Cost of Health Care per Person per Year	-0.20	0.16	-0.12	-0.27	-0.25	-0.11	-0.16	-0.09	0.03	-0.20
Utilization: All Emergency Department (ED) Visits	0.32	0.34	0.25	0.04	0.06	0.58	0.62	0.40	0.53	0.53
Utilization: Potentially Preventable ED Visits	0.36	0.27	0.31	0.02	0.09	0.57	0.65	0.39	0.51	0.56

Data Source: Center for Improving Value in Health Care

# Many thanks to our financial supporters

Contact:

[doug@local-first.org](mailto:doug@local-first.org)

970-799-6618 x4



<https://foundation.local-first.org/health-care/>



# Questions? Suggestions?



Reach out to [info@civhc.org](mailto:info@civhc.org)



Connect with CIVHC on Facebook, LinkedIn, and Twitter



Recording will be posted here:

[www.civhc.org/about-civhc/news-and-events/event-resources/](http://www.civhc.org/about-civhc/news-and-events/event-resources/)

