Evaluation of Integrated Managed Care in North Central

FINDINGS THROUGH March 2019

David Mancuso, PhD
Director, DSHS Research and Data Analysis Division
Facilities, Finance, and Analytics Administration

January 2020
Overview

• Evaluation Questions

• Measurement Approach

• Findings
  – Access to Care
  – Quality of Care
  – Coordination
  – Utilization
  – Social Outcomes
Evaluation Questions

• Relative to the experience in other regions, is the shift to Integrated Managed Care in North Central associated with:
  – Improved *access* to needed services including behavioral health treatment?
  – Improved *quality* and *coordination* of physical and behavioral health care?
  – Reduced potentially avoidable *utilization* of emergency department (ED), medical and psychiatric inpatient, and crisis services?
  – Improved beneficiary level of functioning and quality of life, as indicated by *social outcomes* such as:
    ‣ Improved employment market outcomes,
    ‣ Increased housing stability, and
    ‣ Reduced criminal justice involvement?
  – Reduced *disparities* in access, quality, health service utilization, and social outcomes between Medicaid beneficiaries with serious mental illness and/or SUD, relative to other Medicaid beneficiaries?
Measurement Approach

• Behavioral health integration changes how the state delivers Medicaid physical and behavioral health services through health plans, or county or state government agencies that performed health-plan functions such as:
  – Building and maintaining a provider network
  – Authorizing services
  – Managing utilization

• Our measurement approach leverages tools commonly used to assess relative health plan performance:
  – HEDIS® (Healthcare Effectiveness Data and Information Set)
  – State-developed HEDIS®-like measures designed to fill measurement gaps in areas that are of particular importance to Medicaid clients with behavioral health needs

• Difference-of-difference evaluation design: we compare changes in outcomes for Medicaid enrollees in North Central relative to the experience in the balance of the state
Findings

• Comparison of relative change across 32 metrics

• Change measured from CY 2017 baseline period to 12-month period ending March 31, 2019

• Of the 32 outcome measures analyzed:
  – 4 showed statistically significant relative improvement for Medicaid beneficiaries residing in the North Central region
  – 25 showed no significant difference between the North Central region and balance of state
  – 3 showed a statistically significant relative decline in the North Central region
PART 1

Access to Care
Adults’ Access to Preventive/Ambulatory Health Services (HEDIS®)

AGE 20 to 64

<table>
<thead>
<tr>
<th></th>
<th>North Central</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>BEFORE CY 2017</td>
<td>83.1%</td>
<td>78.3%</td>
</tr>
<tr>
<td>AFTER 4/1/2018 to 3/31/2019</td>
<td>83.0%</td>
<td>78.7%</td>
</tr>
</tbody>
</table>

Relative change not statistically significant

Chelan, Douglas, Grant, Okanogan

Includes All Counties

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Substance Use Disorder Treatment Penetration

AGE 10 to 64

North Central

Chelan, Douglas, Grant, Okanogan

BEFORE CY 2017

AFTER 4/1/2018 to 3/31/2019

23.0%

26.8%

Relative change
not statistically significant

Statewide

BEFORE CY 2017

AFTER 4/1/2018 to 3/31/2019

30.1%

34.8%

Includes All Counties

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Medication Treatment for Opioid Use Disorder
AGE 18 to 64

North Central

<table>
<thead>
<tr>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>35.0%</td>
<td>44.8%</td>
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Statewide

<table>
<thead>
<tr>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
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</thead>
<tbody>
<tr>
<td>41.1%</td>
<td>52.6%</td>
</tr>
</tbody>
</table>

Includes All Counties

Chelan, Douglas, Grant, Okanogan

Relative change not statistically significant

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Mental Health Service Penetration - Broad Definition

AGE 6 to 64

North Central

<table>
<thead>
<tr>
<th></th>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chelan, Douglas, Grant, Okanogan</td>
<td>50.1%</td>
<td>54.6%</td>
</tr>
</tbody>
</table>

Statewide

<table>
<thead>
<tr>
<th></th>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Includes All Counties</td>
<td>52.3%</td>
<td>54.5%</td>
</tr>
</tbody>
</table>

Relative change statistically significant at p < .05

Source: DSHS Research and Data Analysis Division, Client Outcomes Database
Breast Cancer Screening (HEDIS®)

AGE 50 to 64

North Central

BEFORE CY 2017

AFTER 4/1/2018 to 3/31/2019

55.5% 54.1%

Relative change
not statistically significant

Statewide

BEFORE CY 2017

AFTER 4/1/2018 to 3/31/2019

51.1% 50.5%

Includes All Counties

Chelan, Douglas, Grant, Okanogan

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database

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Cervical Cancer Screening (HEDIS®)

AGE 21 to 64

North Central

BEFORE CY 2017: 57.2%
AFTER 4/1/2018 to 3/31/2019: 56.0%

Relative change statistically significant at p < .05

Statewide

BEFORE CY 2017: 53.2%
AFTER 4/1/2018 to 3/31/2019: 53.8%

Includes All Counties

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Chlamydia Screening in Women (HEDIS®)

AGE 18 to 24

North Central

<table>
<thead>
<tr>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>49.7%</td>
<td>50.5%</td>
</tr>
</tbody>
</table>

Relative change not statistically significant

Statewide

<table>
<thead>
<tr>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>56.5%</td>
<td>55.7%</td>
</tr>
</tbody>
</table>

Includes All Counties

Includes Chelan, Douglas, Grant, Okanogan

0%

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Colorectal Cancer Screening (HEDIS®)  
AGE 51 to 64

North Central

<table>
<thead>
<tr>
<th></th>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chelan, Douglas, Grant, Okanogan</td>
<td>41.9%</td>
<td>42.9%</td>
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</table>

Relative change not statistically significant

Statewide

<table>
<thead>
<tr>
<th></th>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Central</td>
<td>40.1%</td>
<td>42.0%</td>
</tr>
</tbody>
</table>

Includes All Counties

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
PART 2

Quality of Care
All-Cause 30-Day Readmission (HEDIS®)
AGE 18 to 64

North Central

BEFORE CY 2017
9.7%

AFTER 4/1/2018 to 3/31/2019
10.1%

Relative change not statistically significant

Statewide

BEFORE CY 2017
13.0%

AFTER 4/1/2018 to 3/31/2019
12.6%

Includes All Counties

Chelan, Douglas, Grant, Okanogan

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Psychiatric 30-Day Readmission (HEDIS®)
AGE 6 to 64

North Central

BEFORE CY 2017
10.3%
AFTER 4/1/2018 to 3/31/2019
14.4%

Relative change not statistically significant

Statewide

BEFORE CY 2017
13.3%
AFTER 4/1/2018 to 3/31/2019
12.8%

Includes All Counties

Chelan, Douglas, Grant, Okanogan

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database

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Comprehensive Diabetes Care
Hemoglobin A1c Testing (HEDIS®)
AGE 18 to 64

North Central

<table>
<thead>
<tr>
<th></th>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chelan, Douglas, Grant, Okanogan</td>
<td>88.3%</td>
<td>87.3%</td>
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</table>

Statewide

<table>
<thead>
<tr>
<th></th>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Central</td>
<td>83.9%</td>
<td>82.2%</td>
</tr>
</tbody>
</table>

Includes All Counties

Relative change
not statistically significant

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Comprehensive Diabetes Care
Eye Exam (HEDIS®)
AGE 18 to 64

North Central

<table>
<thead>
<tr>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>56.2%</td>
<td>52.2%</td>
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</tbody>
</table>

Statewide

<table>
<thead>
<tr>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
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<tbody>
<tr>
<td>45.5%</td>
<td>46.2%</td>
</tr>
</tbody>
</table>

Relative change statistically significant at p < .05

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database

Includes All Counties

Includes Chelan, Douglas, Grant, Okanogan Counties

BEFORE CY 2017
AFTER 4/1/2018 to 3/31/2019

Chelan, Douglas, Grant, Okanogan

BEFORE CY 2017
AFTER 4/1/2018 to 3/31/2019

North Central

Includes All Counties

Comprehensive Diabetes Care
Medical Attention for Nephropathy (HEDIS®)

AGE 18 to 64

North Central

BEFORE CY 2017

89.3%

AFTER 4/1/2018 to 3/31/2019

88.4%

Statewide

BEFORE CY 2017

86.2%

AFTER 4/1/2018 to 3/31/2019

84.9%

Relative change not statistically significant

Chelan, Douglas, Grant, Okanogan

Includes All Counties

Chelan, Douglas, Grant, Okanogan

Includes All Counties

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database

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Antidepressant Medication Management
Acute Phase Treatment (HEDIS®)
AGE 18 to 64

North Central

BEFORE CY 2017
48.0%

AFTER 4/1/2018 to 3/31/2019
46.3%

Statewide

BEFORE CY 2017
51.6%

AFTER 4/1/2018 to 3/31/2019
52.4%

Includes All Counties

Chelan, Douglas, Grant, Okanogan

Relative change not statistically significant

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Antidepressant Medication Management Continuation Phase Treatment (HEDIS®) 
AGE 18 to 64

North Central

<table>
<thead>
<tr>
<th>Before CY 2017</th>
<th>After 4/1/2018 to 3/31/2019</th>
</tr>
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<tbody>
<tr>
<td>32.0%</td>
<td>33.0%</td>
</tr>
</tbody>
</table>

Statewide

<table>
<thead>
<tr>
<th>Before CY 2017</th>
<th>After 4/1/2018 to 3/31/2019</th>
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<tbody>
<tr>
<td>35.5%</td>
<td>37.6%</td>
</tr>
</tbody>
</table>

Relative change not statistically significant

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Adherence to Antipsychotics for Persons with Schizophrenia *(HEDIS®)*

AGE 18 to 64

**North Central**

**Statewide**

<table>
<thead>
<tr>
<th></th>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chelan, Douglas, Grant, Okanogan</td>
<td>52.9%</td>
<td>68.0%</td>
</tr>
<tr>
<td>Statewide</td>
<td>54.4%</td>
<td>65.8%</td>
</tr>
</tbody>
</table>

Relative change not statistically significant

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database

DSHS | Facilities, Finance, and Analytics Administration | Research and Data Analysis Division ● January 2020
Medication Management for People with Asthma – Controller Adherence 50% (HEDIS®)

AGE 18 to 64

North Central

BEFORE CY 2017

55.7%

AFTER 4/1/2018 to 3/31/2019

59.6%

Statewide

BEFORE CY 2017

62.1%

AFTER 4/1/2018 to 3/31/2019

63.9%

Relative change not statistically significant

Includes All Counties

Chelan, Douglas, Grant, Okanogan

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Medication Management for People with Asthma – Controller Adherence 75% (HEDIS®)

AGE 18 to 64

North Central

Statewide

Includes All Counties

Chelan, Douglas, Grant, Okanogan

BEFORE CY 2017

AFTER 4/1/2018 to 3/31/2019

32.6%

33.5%

38.0%

40.9%

Relative change not statistically significant

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Statin Treatment for Patients with Cardiovascular Disease – Received Statin Therapy (HEDIS®)

FEMALE AGE 40 to 64 • MALE AGE 21 to 64

North Central

76.9% BEFORE CY 2017
77.4% AFTER 4/1/2018 to 3/31/2019

Statewide

80.2% BEFORE CY 2017
81.4% AFTER 4/1/2018 to 3/31/2019

Relative change not statistically significant

Chelan, Douglas, Grant, Okanogan

Includes All Counties

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Statin Treatment for Patients with Cardiovascular Disease – Adherence to Statin Therapy (HEDIS®)

FEMALE AGE 40 to 64 • MALE AGE 21 to 64

North Central

BEFORE CY 2017
52.0%

AFTER 4/1/2018 to 3/31/2019
64.6%

Statewide

BEFORE CY 2017
56.9%

AFTER 4/1/2018 to 3/31/2019
61.7%

Relative change not statistically significant

Includes All Counties

Chelan, Douglas, Grant, Okanogan

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
PART 3

Coordination
Diabetes Screening for People with Schizophrenia/Bipolar Disorder (HEDIS®)

AGE 18 to 64

**North Central**

<table>
<thead>
<tr>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>77.4%</td>
<td>80.5%</td>
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</tbody>
</table>

**Statewide**

<table>
<thead>
<tr>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>79.3%</td>
<td>78.1%</td>
</tr>
</tbody>
</table>

Relative change not statistically significant

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Follow-up after Emergency Department Visit for Alcohol or Drug Dependence within 7 Days (HEDIS®)

AGE 13 to 64

North Central

<table>
<thead>
<tr>
<th>Before CY 2017</th>
<th>After 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.9%</td>
<td>18.8%</td>
</tr>
</tbody>
</table>

Statewide

<table>
<thead>
<tr>
<th>Before CY 2017</th>
<th>After 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>13.4%</td>
<td>15.3%</td>
</tr>
</tbody>
</table>

Includes All Counties

Includes Chelan, Douglas, Grant, Okanogan

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Follow-up after Emergency Department Visit for Alcohol or Drug Dependence within 30 Days (HEDIS®)

AGE 13 to 64

North Central

<table>
<thead>
<tr>
<th></th>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chelan, Douglas, Grant, Okanogan</td>
<td>17.5%</td>
<td>28.6%</td>
</tr>
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</table>

Statewide

<table>
<thead>
<tr>
<th></th>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Includes All Counties</td>
<td>21.6%</td>
<td>24.7%</td>
</tr>
</tbody>
</table>

Relative change statistically significant at p < .05

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Follow-up after Emergency Department Visit for Mental Illness within 7 Days (HEDIS®)

AGE 6 to 64

North Central

Chelan, Douglas, Grant, Okanogan

BEFORE CY 2017

83.5%

AFTER 4/1/2018 to 3/31/2019

73.6%

Relative change statistically significant at p < .05

Statewide

Includes All Counties

BEFORE CY 2017

66.6%

AFTER 4/1/2018 to 3/31/2019

64.3%

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Follow-up after Emergency Department Visit for Mental Illness within 30 Days *(HEDIS®)*

**AGE 6 to 64**

<table>
<thead>
<tr>
<th>Region</th>
<th>Before CY 2017</th>
<th>After 4/1/2018 to 3/31/2019</th>
<th>Relative change</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>North Central</strong></td>
<td>88.1%</td>
<td>82.4%</td>
<td>not statistically significant</td>
</tr>
<tr>
<td><strong>Statewide</strong></td>
<td>76.0%</td>
<td>74.4%</td>
<td></td>
</tr>
</tbody>
</table>

**Includes All Counties:**
Chelan, Douglas, Grant, Okanogan

**SOURCE:** DSHS Research and Data Analysis Division, Client Outcomes Database
PART 4

Utilization
Emergency Department Utilization per 1000 Coverage Months

AGE 18 to 64

North Central

Statewide

52.6
52.7

66.7
66.2

BEFORE
CY 2017

AFTER
4/1/2018 to
3/31/2019

BEFORE
CY 2017

AFTER
4/1/2018 to
3/31/2019

Relative change not statistically significant

Chelan, Douglas, Grant, Okanogan

Includes All Counties

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Inpatient Utilization per 1000 Coverage Months
AGE 18 to 64

North Central

BEFORE CY 2017: 9.2
AFTER 4/1/2018 to 3/31/2019: 9.8

Relative change not statistically significant

Statewide

BEFORE CY 2017: 9.3
AFTER 4/1/2018 to 3/31/2019: 9.5

Includes All Counties

Chelan, Douglas, Grant, Okanogan

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
### Home and Community Based Service and Nursing Facility Utilization Balance

**AGE 18 to 64**

<table>
<thead>
<tr>
<th></th>
<th>North Central</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>BEFORE CY 2017</td>
<td>93.2%</td>
<td>92.8%</td>
</tr>
<tr>
<td>AFTER 4/1/2018 to 3/31/2019</td>
<td>93.6%</td>
<td>93.2%</td>
</tr>
</tbody>
</table>

**Relative change not statistically significant**

**SOURCE:** DSHS Research and Data Analysis Division, Client Outcomes Database

Chelan, Douglas, Grant, Okanogan

Includes All Counties

Includes All Counties

Includes All Counties

Includes All Counties

Includes All Counties

Includes All Counties
PART 5

Social Outcomes
Percent Homeless - Narrow Definition
(ACES Living Arrangement Data)
AGE 18 to 64

North Central

Statewide

<table>
<thead>
<tr>
<th></th>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chelan, Douglas, Grant, Okanogan</td>
<td>2.8%</td>
<td>3.0%</td>
</tr>
<tr>
<td>North Central</td>
<td>5.1%</td>
<td>5.5%</td>
</tr>
<tr>
<td>Statewide</td>
<td>5.5%</td>
<td>5.5%</td>
</tr>
</tbody>
</table>

Relative change not statistically significant

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Percent Homeless - Broad Definition
(ACES Living Arrangement Data)
AGE 18 to 64

North Central

<table>
<thead>
<tr>
<th></th>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chelan, Douglas, Grant, Okanogan</td>
<td>10.0%</td>
<td>10.3%</td>
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</table>

Statewide

<table>
<thead>
<tr>
<th></th>
<th>BEFORE CY 2017</th>
<th>AFTER 4/1/2018 to 3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Central</td>
<td>11.7%</td>
<td>12.4%</td>
</tr>
</tbody>
</table>

Relative change not statistically significant

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Percent Employed
(ESD Quarterly Wage Match)

AGE 18 to 64

North Central

57.5% BEFORE CY 2017

55.0% AFTER 4/1/2018 to 3/31/2019

Relative change
not statistically significant

Statewide

48.3% BEFORE CY 2017

46.2% AFTER 4/1/2018 to 3/31/2019

Includes All Counties

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Percent Arrested
(WSP WASIS Match)
AGE 18 to 64

North Central
7.1%
7.0%

Statewide
6.5%
7.1%

Relative change statistically significant at p < .05

SOURCE: DSHS Research and Data Analysis Division, Client Outcomes Database
Questions?

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