



Membership Group Needs Assessment 2016 Results

Provider Webinar
April 26, 2017



Today's webinar will cover:

- Goals and methodology for the Group Needs Assessment
- Member demographics
- Top health concerns overview
- Member survey: linguistic, cultural and communication needs
- AAH 5 Year Action Plan
- Opportunities for providers
- Q&A



Health care you can count on.
Service you can trust.

Group Needs Assessment (GNA)

GOAL → Determine Alliance members':

- Health status and risks
- Health education needs by group
 - Medi-Cal: Seniors and Persons with Disabilities (SPD), Expansion, Adult, Child
 - Group Care (IHSS)
- Cultural and language needs
 - English, Spanish, Chinese, Vietnamese

What does the GNA cover?

- Member demographics
- Key health problems
- Disease prevalence
- Health communication
- Language and cultural needs



Why a GNA?



State Requirement

- All Managed Care Plans participate
- Conducted every 5 years



Look at member health needs by:

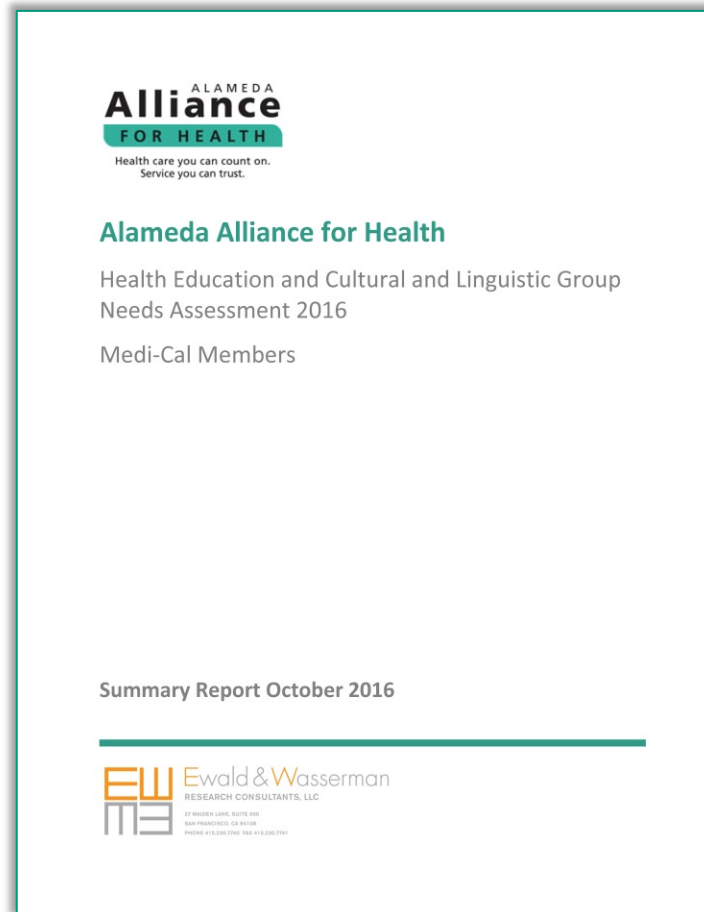
- Language/Ethnicity
- Adult
- Child
- Senior and People with Disabilities
- Expansion (AAH addition)
- Group Care (AAH addition)



What did we analyze?

Data Sources:

- Member demographics
- Member claim and encounter data
- Telephonic member survey
 - 716 Medi-Cal members
 - 396 Group Care members
 - English, Spanish, Chinese, Vietnamese
- Past GNA Reports
- Other reports and surveys
 - Annual member experience surveys (CAHPS)
 - Annual health care effectiveness data (HEDIS)
- County and Census Data
- Healthy People 2020



Which members did we include?

- April 2016 - members continuously enrolled with the Alliance for at least 6 months (state requirement)

Plan	Included in the 2016 GNA	All Eligible members April 2016
Medi-Cal	221,034	257,803
Group Care	4,546	5,580
Total	225,580	268,383

Alliance Membership



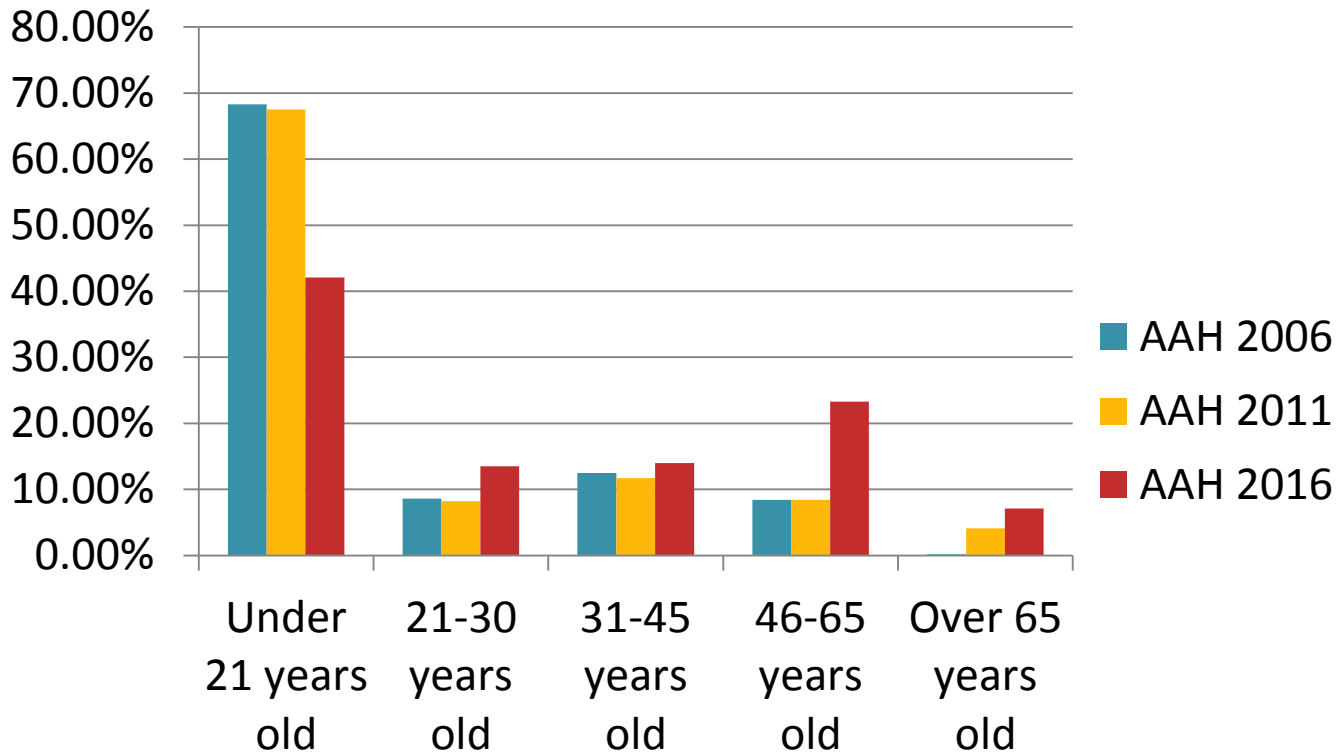
ALAMEDA
Alliance
FOR HEALTH

Health care you can count on.
Service you can trust.

Medi-Cal Members' Ages 2006-2016



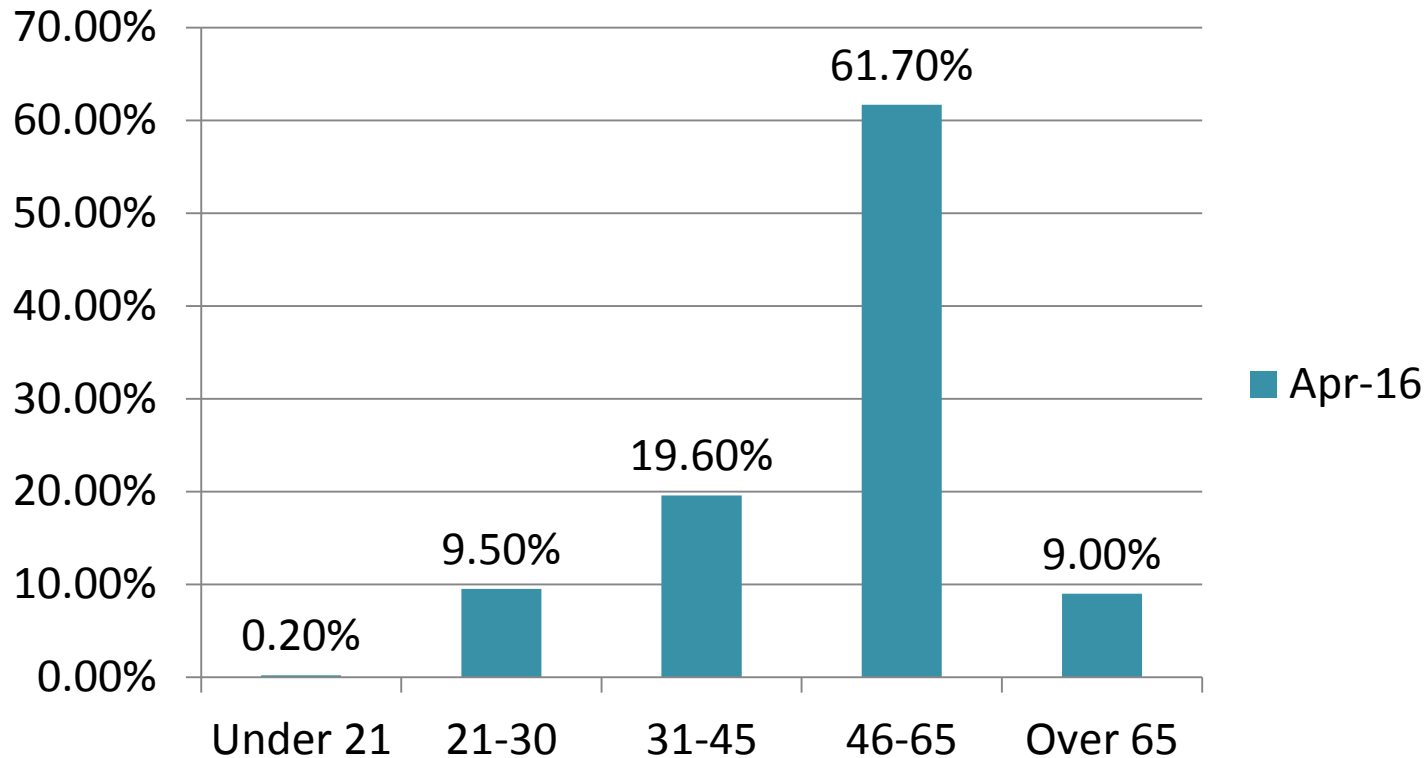
Medi-Cal



Group Care Ages 2016



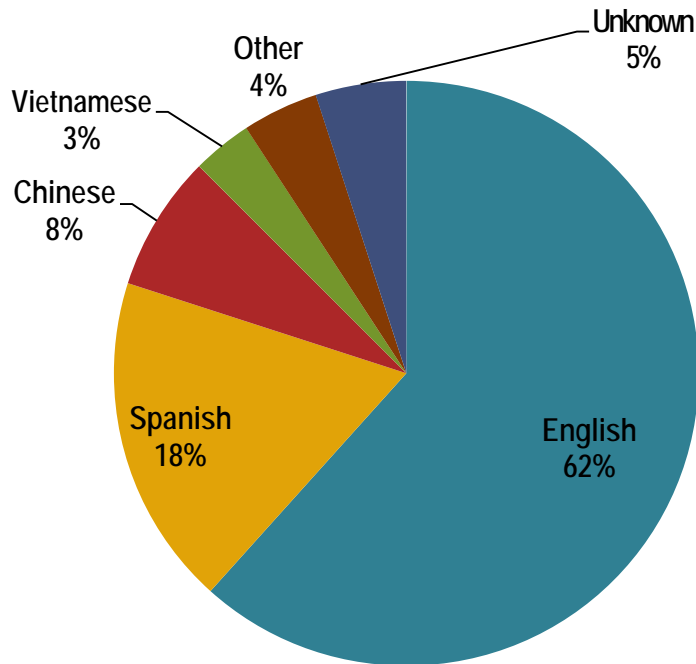
Group Care



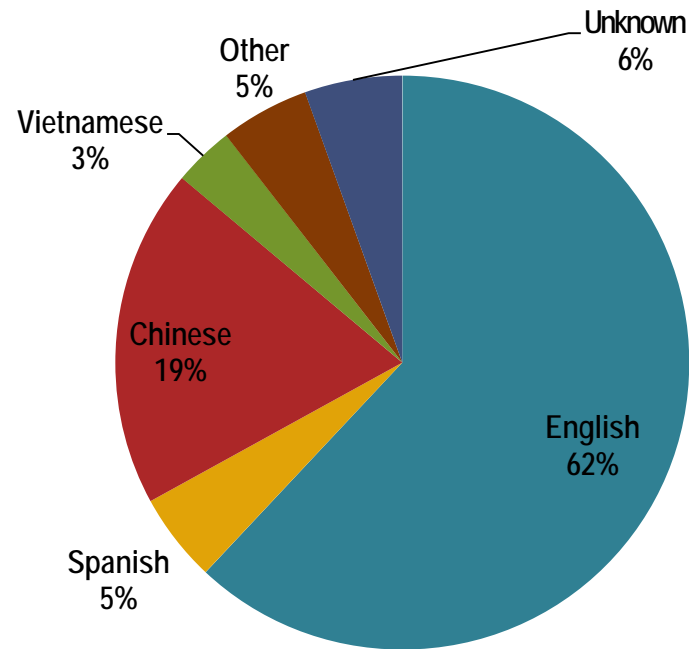
Members' Preferred Language



Medi-Cal

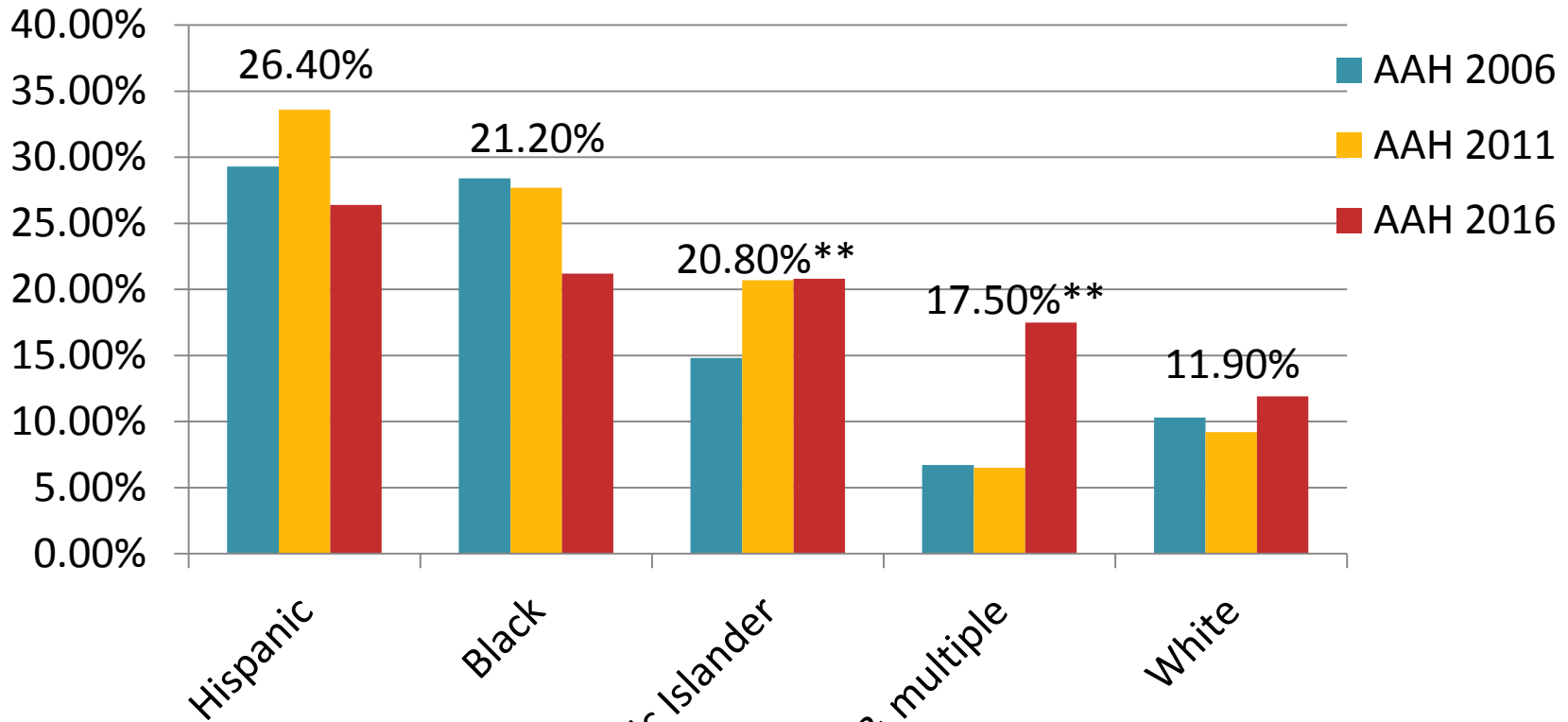


Group Care



- Medi-Cal Expansion: 72.2% English
- Child Medi-Cal: 32.4% Spanish
- Adult Medi-Cal 5 % Vietnamese

Medi-Cal Members' Race/Ethnicity* 2006-2016



** Approximately 5% of the Other/Multiple increase in 2016 is Asian/PI because of differences in ethnicity reporting across surveys.

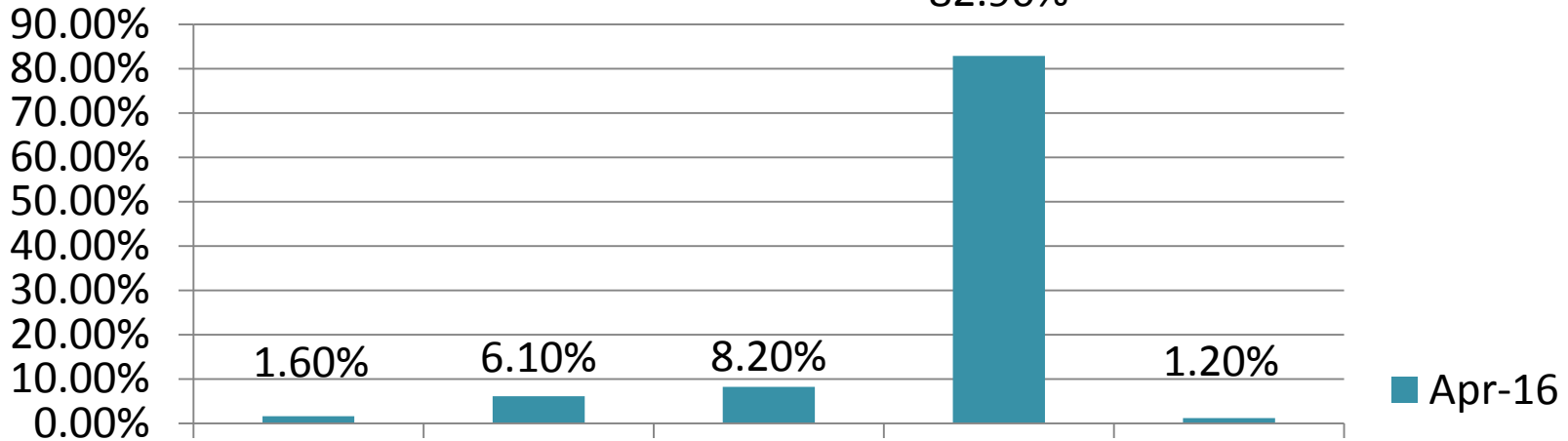
NOTE: Race/Ethnicity categories are set by the California Department of Health Care Services.

Group Care Members' Race/Ethnicity 2016



Group Care

82.90%



Hispanic

Black

Asian/Pacific Islander

Other & Multiple *

White

■ Apr-16

*Percent includes 63% Unknown and approximately 15% Asian Indian.

ALAMEDA
Alliance
FOR HEALTH

Health care you can count on.
Service you can trust.

Top Health Concerns



Top Health Diagnoses*

Adult

(Medi-Cal, Expansion, Group Care and SPD)

- High Blood Pressure
- Diabetes
- High Cholesterol
- Acid Reflux
- Low Back Pain
- Smoking
- Cough
- Abdominal Pain
- Obesity (except SPD)

Child

(Medi-Cal)

- Infection in the lungs
- Cough
- Asthma
- Allergies
- Fever
- Acute pharyngitis (inflamed back of throat)
- Myopia (nearsighted)
- Viral Infection
- Obesity
- Abdominal Pain

*Diagnoses pulled from encounter/claims data from last two physician visits for members with continuous enrollment for 6 months in 2015.

Gaps in Care: Medi-Cal Children

Gap in care: When a subgroup of members make up a lower percent of total membership than the percent of members with a disease.

Children

- Asthma - Although only **19%** of child members are Black, they make up **26%** of child members with asthma.
- Weight - Although **43%** of child members are Hispanic, they make up **62%** of our child members who are obese or overweight.
- Diabetes – Although **43%** of child members are Hispanic, they make up **51%** of our child members with diabetes.



Gaps in Care: Medi-Cal Adults

■ Diabetes

- Although **29%** of AAH members are Medi-Cal Expansion, they make up **38%** of our members with diabetes.
- Although just over **7%** of AAH adult members are Asian/Pacific Islander, they make up over **10%** of our members with diabetes.
- Although SPDs make up **11%** of AAH members, they account for **33%** of our members with Diabetes.

■ Asthma

- Although Medi-Cal Black adults make up **23.6%** of AAH members, they make up **35.6%** of our members with Asthma.
- Although SPD Black members make up **28%** of AAH members, they make up **40.5%** of members with Asthma.

■ Hypertension

- Although SPDs make up **11%** of our members; they make up **33%** of members with Hypertension and Hypertensive Disease.

■ Obesity

- Although Black & Hispanic Adult Medi-Cal members make up **44%** of AAH members, they make up **57.5%** of obese or overweight members.
- Overall, obesity/overweight diagnoses have gone down since 2011.



Reminder: SPDs are Seniors and Persons with Disabilities.

Member Survey Results



Access to Language Services



ALAMEDA
Alliance
FOR HEALTH

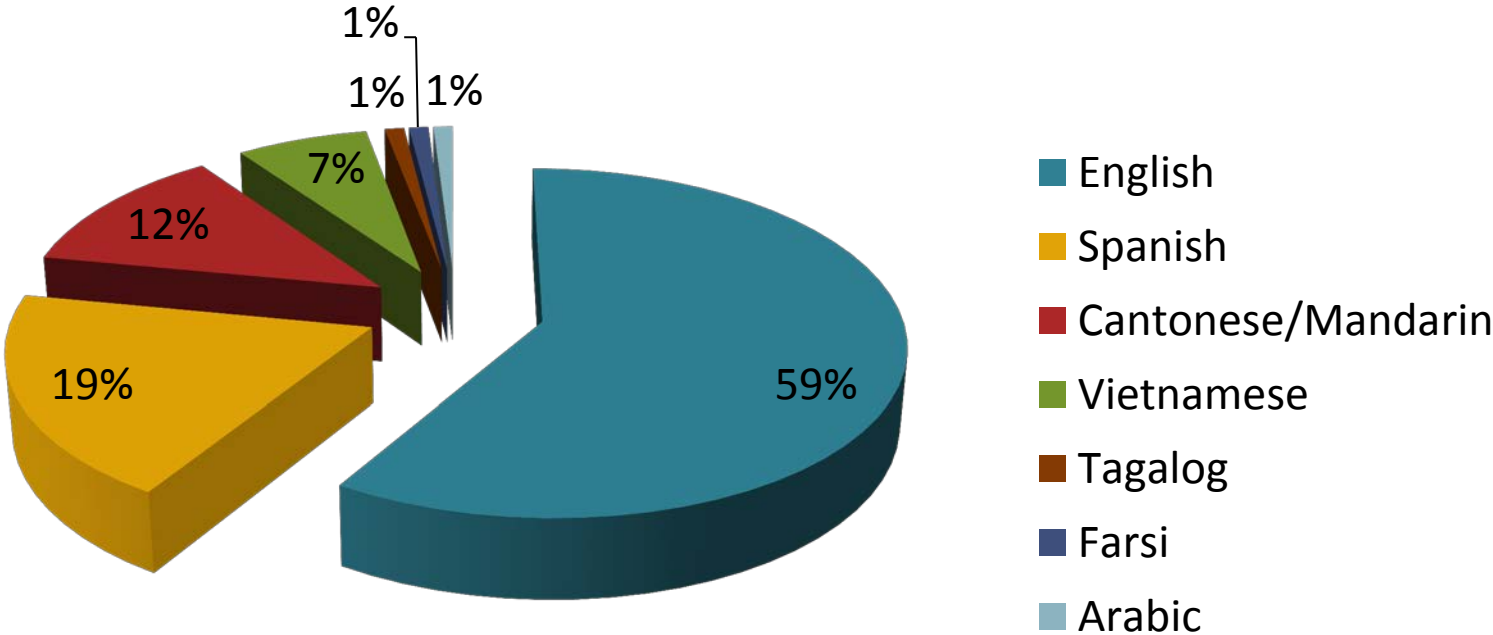
Health care you can count on.
Service you can trust.



Language: Medi-Cal



I prefer to speak with my doctor in . . .



Of the 41% who prefer non-English...

Good News:

- Most members (93%) have a Primary Care Provider (PCP) who speaks their language
 - best match for SPD 97%
 - lowest for Adult Medi-Cal at 87%

Need for Improvement:

- One quarter (26%) are not aware of free interpreters
- Almost one-half (46%) used a family member or friend to interpret, because . . .
 - 70% feel more comfortable
 - 44% were not offered interpreter services



Member Survey Results



Primary Care Provider (PCP) Communication



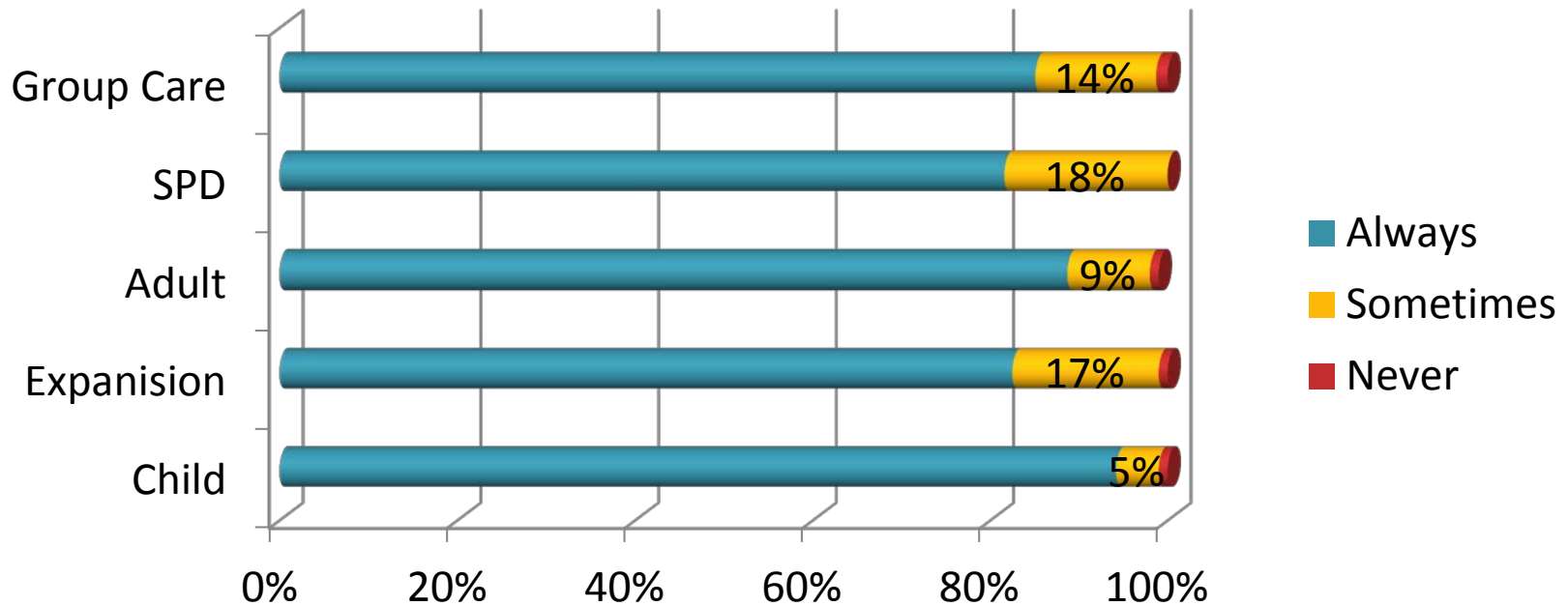
ALAMEDA
Alliance
FOR HEALTH

Health care you can count on.
Service you can trust.

Easy to Understand



My PCP explains things in a way that is easy to understand...

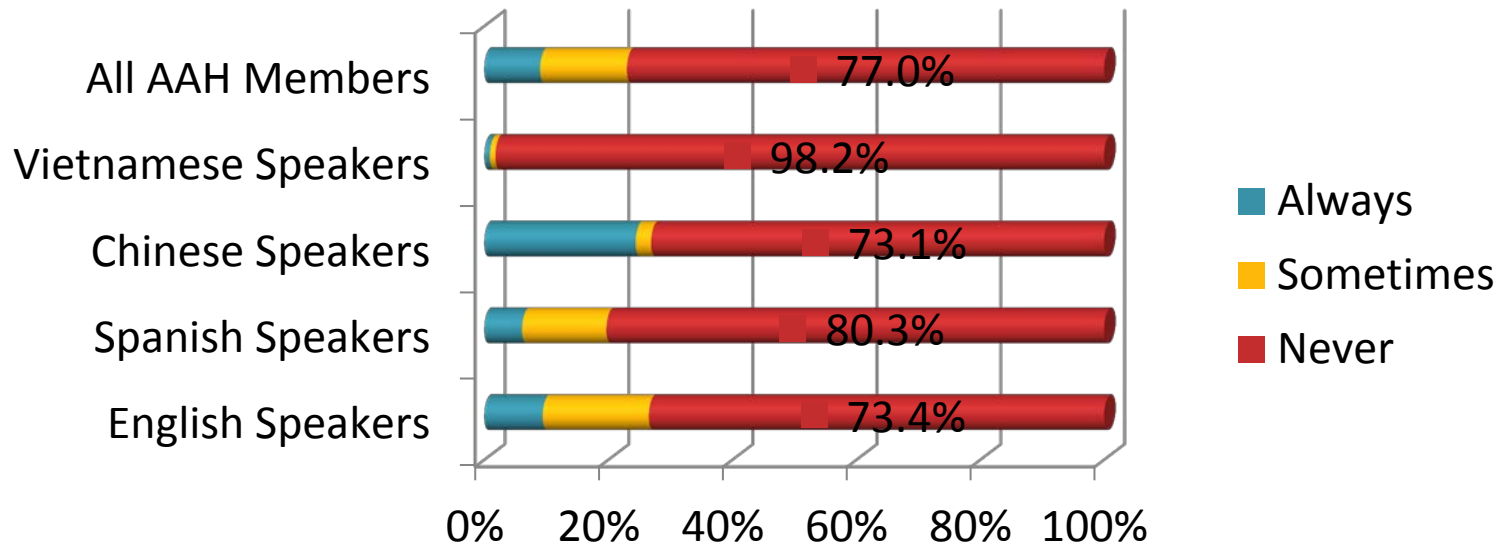


- Lowest scores for SPD, Expansion and Group Care*

*Statistically significant

Health Beliefs

How often do your beliefs go against your/your child's PCP's advice?



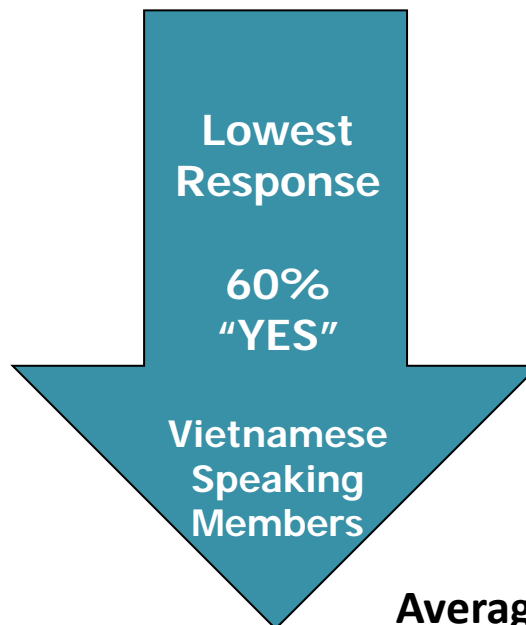
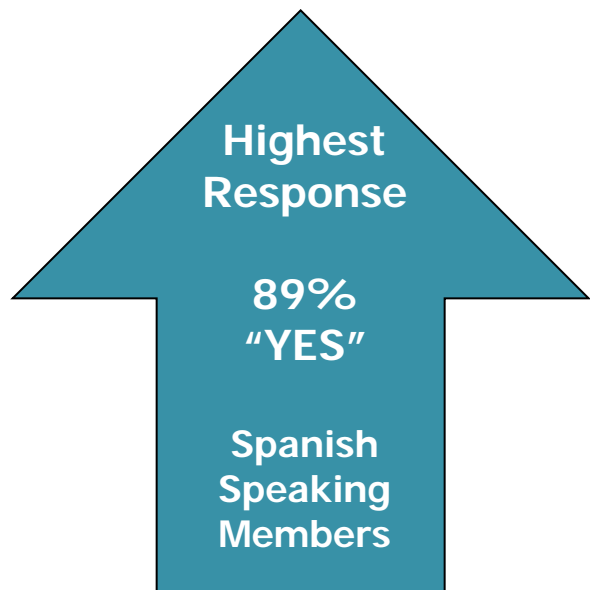
- One-third of all Members say their beliefs sometimes or always go against that of their PCP's advice.
- Almost one-quarter of Chinese speakers say their beliefs always go against that of their PCP's advice.

Alternative Medicine



My PCP understands and respects my use of Alternative Medicine.

Member “yes” responses by language group ranged from 89% to 60%.

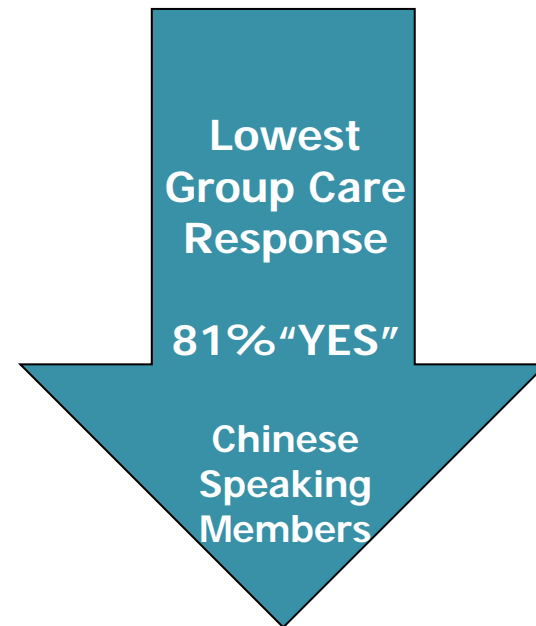
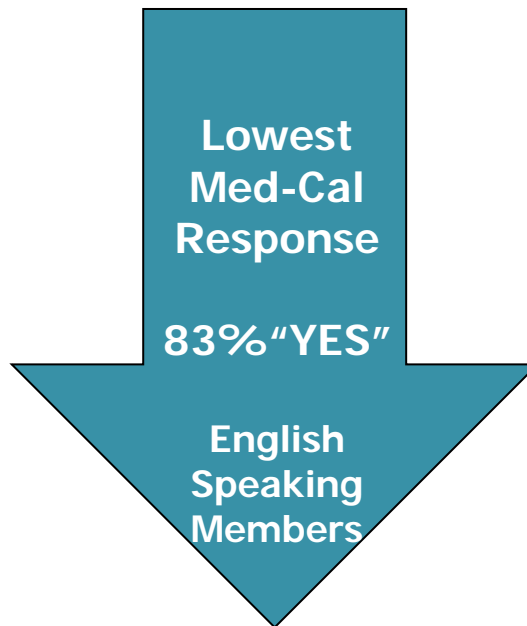
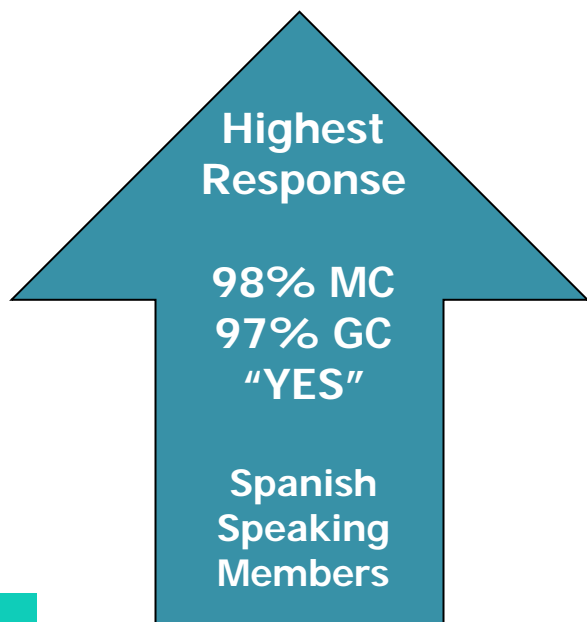


Average response:
All Medi-Cal - 86% “Yes”
Group Care - 87% “Yes”



Immigration Experience

My PCP understands and respects how your/your child's immigration experience affects your/your child's health? Member "yes" responses by language group ranged from 98% to 81%.



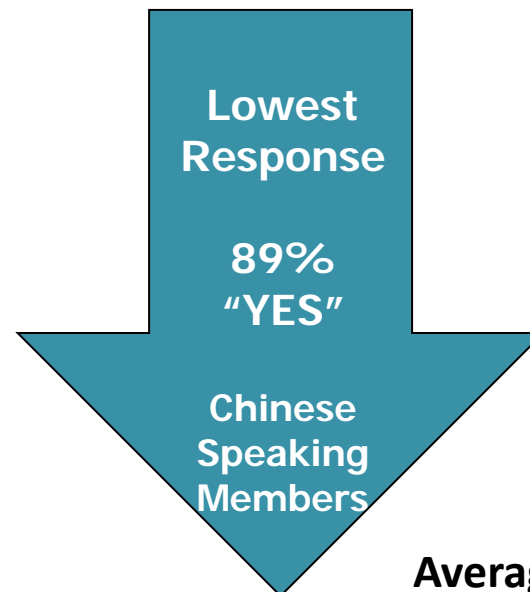
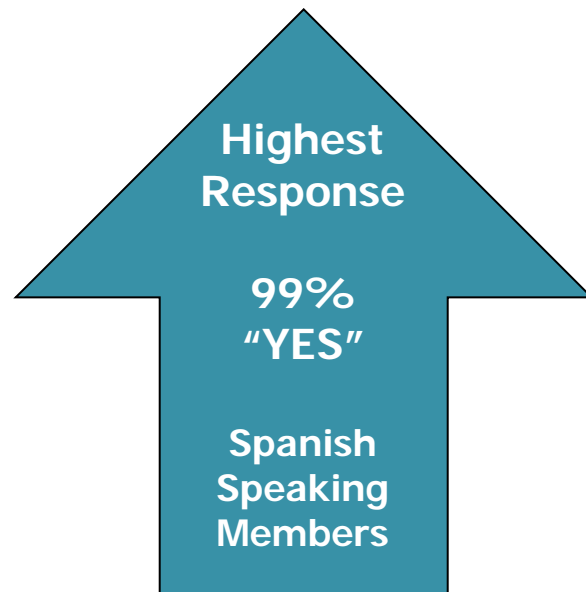
Average response:
All Medi-Cal - 87% "Yes"
Group Care - 83% "Yes"

Religion



My PCP understands and respects my religious health beliefs.

Member “yes” responses by language group ranged from 99% to 89%.



Average Response:
All Medi-Cal - 94% “Yes”
Group Care - 95% “Yes”



Member Survey Results



Health Concerns and Experiences

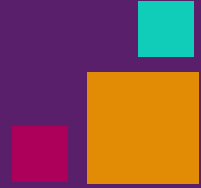


ALAMEDA
Alliance
FOR HEALTH

Health care you can count on.
Service you can trust.



Needed Health Services



For the people who live in your area, *do you think there are enough . . .*

■ Behavioral Health Services

- 61% MC, 57% GC
- Greater concern for MC English speakers

MC: Medi-Cal
GC: Group Care

■ Safe places to walk and play

- 72% MC, 80% GC
- Greater concern for Group Care Spanish speakers

■ Appointment times at doctors offices /clinics

- 74% MC, 73% GC
- Greater concern for MC English & Spanish speakers
- Also concern for Expansion members

Over half of members said there were **no health concerns** for the people who live in their area.

■ Doctors and Clinics nearby

- 76% MC , GC 73%

■ Information about health conditions

- 81% MC, 78% GC
- Greatest concern for SPD members



I'd like more information on . . .

Would it be helpful to have information from the Alliance about...?

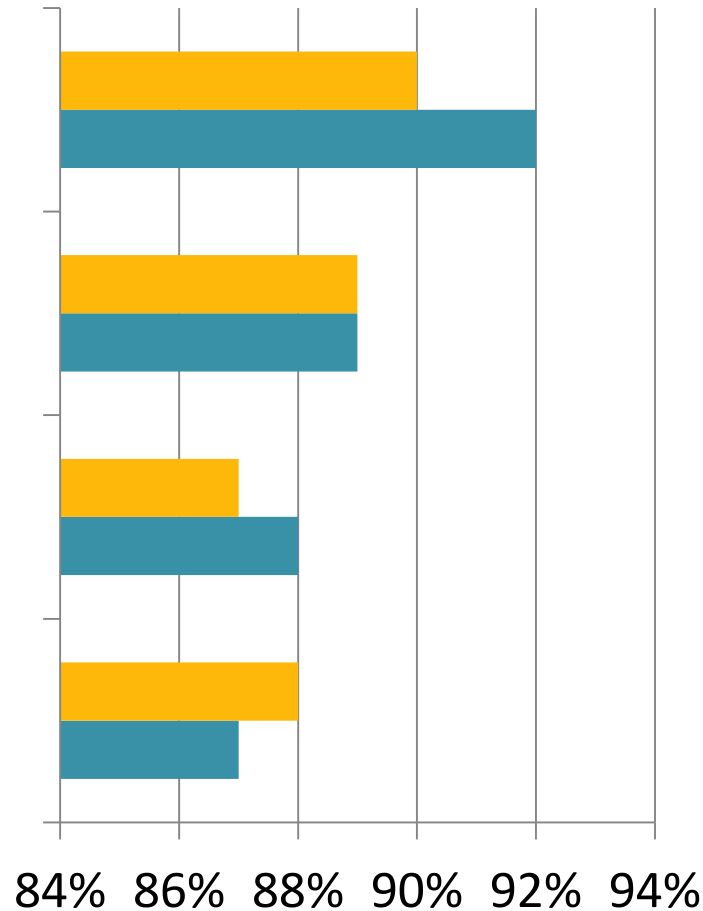
Top four topics were:

Who to call at night when sick and the doctor's office is closed

How to handle conditions like asthma or diabetes

When to go to the emergency room

How to choose a doctor



Group Care

Medi-Cal

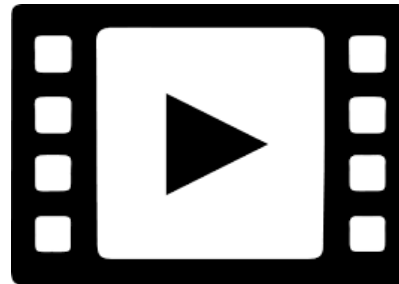
Learning About Health

What activities did you do in the past six months to learn more about health?

Members could select more than one option.

Top three responses were:

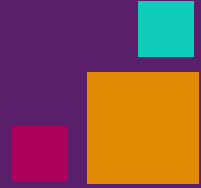
- Speak to health professional – MC 66%, GC 63%
- Search the internet – MC & GC 41%
- Watch a video – MC 27%, GC 32%



Health Literacy

Over **1/3** of members have a hard time filling out health forms.

Health Communication



How would you like to get information from the Alliance?

- **Mail- most preferred** (MC 89%, GC 88%)
- Next preferred (over 50%)
 - **In-Person**
 - Liked by over 50% of all except Vietnamese-speaking members
 - **Website**
 - Liked by over 50% of Expansion, Child, Group Care and English & Spanish speaking members
 - **Phone message**
 - Liked by over 50% for all groups except Chinese and Vietnamese-speaking members
 - **E-Mail**
 - Liked by over 50% for English-speaking and Expansion members, almost 50% for Chinese speaking members
 - **Text Message**
 - Liked by 50% among parents of child members and Spanish speaking members
- **Social Media:** Least preferred (MC 16%, GC 14%)



Over 1/3 of all members want printed materials in large text.

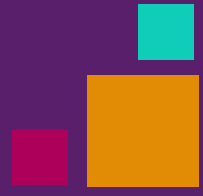
- **58% of Spanish speakers**
- **49% of SPD members**

Help from the Alliance

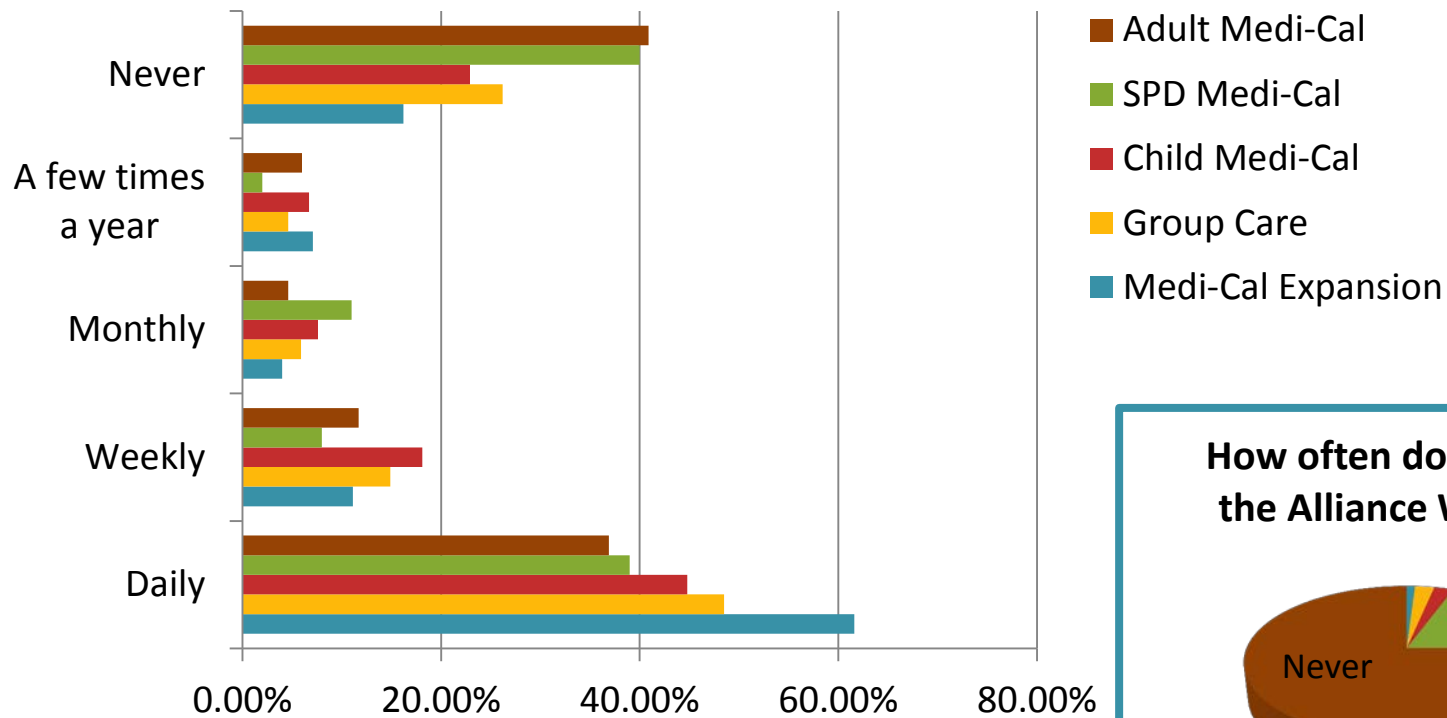
What help do you need from the Alliance for you/your child?

Would you like help . . .	Med-Cal	Group Care
Getting health information in your language?	52.3%	46.6%
Getting an appointment with a specialist for you/your child?	43.6%	43.2%
Getting an appointment with your/your child's PCP?	32.9%	33.3%
Transportation to your/your child's doctor visits?	31.0%	21.2%
Finding a doctor that lets you bring children to the appointment?	25.3%	19.8%

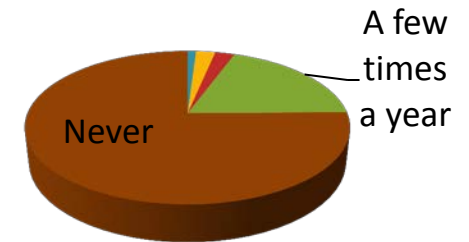
Internet Use



How often do you use the internet?



How often do you visit the Alliance Website:



ER Visits

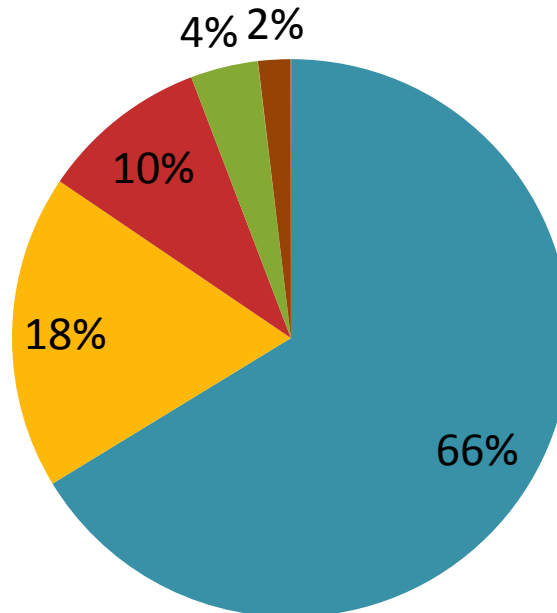


■ *Have you gone to the ER in the last year?*

- MC 38%, GC 30% YES
- MC 62%, GC 70% NO

■ *If Yes, reason for ER Visit (Medi-Cal)*

- Sudden or severe illness
- Accident
- Could not get an urgent appointment with my doctor
- Did not have a main doctor
- Other



Getting Needed Services

- Almost $\frac{1}{4}$ of members had a problem getting services in the last year
- Top Problems
 - Medications (MC 66%, GC 62%)
 - Seeing a specialist (MC 38%, GC 46%)
 - Medical Equipment (MC 14%, GC 8%)
 - Lab work (MC 10%, GC 7%)
 - Imaging service (MC 6%, GC 12%)



AAH Five Year Action Plan



AAH Focus Areas

Support
Disease Self-
Management

Provider
Cultural
Capacity
Education

Member
Communication
and Health
Information
Access

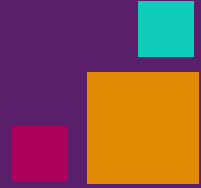
Address Key Adult Health Concerns



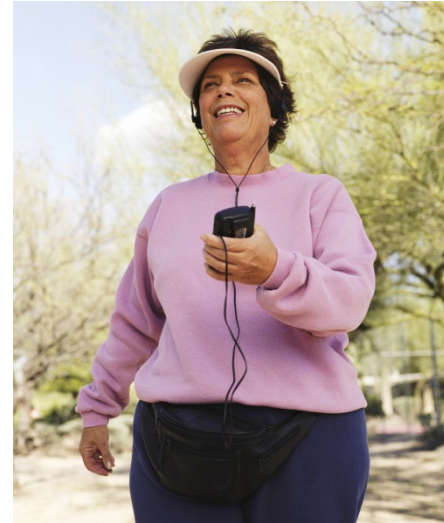
- High Blood Pressure
 - Create **senior-friendly** versions of heart disease handouts for SPDs
 - Promote participation in plan-sponsored hypertension **classes**
- Diabetes
 - Send members care **reminder cards** for diabetes and blood pressure monitoring
 - Promote participation in plan-sponsored diabetes **classes**
 - Enhance **culturally appropriate** education for Asian/Pacific Islander members



Address Key Adult Health Concerns II



- **Weight**
 - Expand **healthy-living program** options for nutrition, exercise and weight to include Spanish language
 - Explore **web/phone-based pre-diabetes program (DPP)** to support weight loss
 - Promote **healthy pregnancy and breastfeeding** as preventive factors for weight gain



Address Key Child Health Concerns



■ Asthma

- Continue to fund Alameda County Asthma Start **in-home case management**
- Participate in Alameda County **Asthma Coalition**
- **Collaborate** with community partners to address unfair burden on Black and Hispanic children

■ Weight

- Promote **family healthy living classes** that meet cultural needs of members
- Participate in Alameda County Obesity Prevention Coalition (**ACCOP**)
- Support **school & clinic-based** programs



Meet Cultural Needs

- Increase provider and staff training on **culture-specific health beliefs and religion**
- Work with providers to **increase use of free interpreter services**
 - Schedule interpreters when scheduling office visit
 - Ask about interpretation needs when patient arrives for office visit
- Develop campaign to **reduce use of family or friends as interpreters**



Connect with Members

- **Enhance the Alliance website**
 - Easy to learn about plan benefits
 - On-line health information
- **Explore digital communications**– videos, text, e-mail
- **Promote health handouts**– in threshold languages
- **Increase number of large text handouts**
- **Educate members** on use of health plan:
 - After hours care
 - Access to specialists
 - When to use the emergency room
 - How to pick a PCP



Opportunities for Providers



ALAMEDA
Alliance
FOR HEALTH

Health care you can count on.
Service you can trust.

Health Status Considerations



■ Medicaid Expansion Adults

- Increased need for resources and support for the newly insured Medicaid expansion members 45-65 years of age
- Newest members have the highest rates of diabetes, obesity, hypertension and tobacco use
- Expansion members are less likely to have had regular healthcare in years prior

Health Status Considerations



■ Adult Health

- Promote participation, especially among Hispanic families, in healthy living classes
- Support culturally appropriate diabetes prevention and management among Asian/Pacific Islanders
- Encourage participation in classes on diabetes, hypertension and weight management especially among Black adults
- Integrate chronic disease prevention education into all aspects of health care

Health Status Considerations

■ Children's Health

- Encourage member engagement in asthma management programs, especially among Black and Hispanic child members
- Implement systematic approaches for preventing and managing obesity, asthma, and hypertensive diseases among Hispanic children who have significantly higher rates than other groups



■ SPD Health

- Conduct annual medication monitoring for hypertensives and promote hypertension self-management
- Support diabetes self-management and regular diabetic health maintenance



ALAMEDA
Alliance
FOR HEALTH

Health care you can count on.
Service you can trust.

Linguistic, Cultural and Communication Opportunities

Promote health education and case management resources

- Healthy lifestyle classes through AAH, clinics, schools and the community
- AAH online education tools, handouts and health education mailings
- AAH Case Management

Increase patient health literacy

- Increase patient understanding of the role of the PCP
- Educate patients on accessing after hours and emergency care
- Use best practices when communicating with patients, especially to SPD members
- Educate patients on the importance of routine visits to manage chronic disease

Provide culturally appropriate care

- Regularly train all office staff
- Continuously learn of patients' religious/cultural beliefs
- AAH provider education through the quarterly provider communications, resources on the website and yearly culturally competency training

Linguistic, Cultural and Communication Opportunities

Use and promote free interpreter services through AAH

- Inform and train office staff to connect patients with interpreter services at all points of contact
- Counsel patients on the risk of using family or friends as interpreters
- Use AAH free interpreter services to fill unmet needs

Use patient-preferred communication methods

- Ask your patients their language preference and communicate in their preferred language
- Explore alternative methods of communication with patients, such as email and internet
- Ensure written communications/handouts are 6th grade reading level or less and use large text when appropriate

Provider Resources to address Health Concerns



■ Provider Health Education and Wellness Resources:

www.alamedaalliance.org/providers/health-education-and-wellness-resources

- Provider Resource Directory
- Health Education materials in English, Spanish, Chinese & Vietnamese
- Childhood Asthma In-home case management
- Diabetes and Hypertension classes
- Weight Watchers program
- Breastfeeding classes, support groups and lactation consultants

■ New Member Orientations

- On-line videos can help new members understand how to get the most from their plan:
www.alamedaalliance.org/members/your-coverage/health-education-videos
- The Alliance holds weekly in-person new-member orientations.
Members can call members services at 1.877.932.2738 (CRS 711) to learn more.



Provider Resources to address Cultural and Linguistic needs

■ Language Assistance Services Tools and Resources:

www.alamedaalliance.org/providers/resources (Language Access)

- Contact numbers for interpreter services
- Interpreter Request Form
- “Point to your language” in multiple languages
- More to come!

■ Cultural Sensitivity Capacity Building Resources:

www.alamedaalliance.org/providers/provider-training

(Cultural Sensitivity, Seniors and Persons with Disabilities)

- 2017 Cultural Sensitivity Training Slide Deck
- Links to State and National resources for cultural competency
- Seniors and Persons with Disabilities – links to health care curriculum and population specific fact-sheets
- Health literacy tools



Questions?



Thank you!



Next Group Needs Assessment: 2021

Linda Ayala, MPH
Health Educator
Alameda Alliance for Health
layala@AlamedaAlliance.org
510.747.6038



Health care you can count on.
Service you can trust.

