



North Carolina
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES



Update on Dashboard Development & Process

Board of Trustees Meeting

January 31, 2014

A Division of the Department of State Treasurer

Presentation Overview

- Executive Summary
- Update on Dashboard Report
 - Work Process
 - Content
 - Presentations to Board
- Dashboard Purpose
- Areas of Focus
- Next Steps

Executive Summary

- Plan staff will begin taking a more active role in the development of quarterly dashboard reports and identifying key items and issues for discussion with the Board
- Plan staff will work with Segal to incorporate new metrics in future reports to support areas of focus and items of interest
 - For example, data on readmissions and specialty pharmacy utilization have been added to the dashboard
- Future dashboard presentations will include a comprehensive annual review of the entire dashboard and quarterly updates to highlight emerging trends and developments as well as “Spotlight” topics of interest
- Plan staff proposes two key areas of focus as starting points to guide development of the Strategic Plan, formulation of strategic objectives and initiatives, and evolution of the dashboard report and metrics
 1. Keep healthy members healthy
 2. Help members manage their chronic conditions

Update on Dashboard Report Work Process

- In the near term, Segal will continue to provide the data for the Dashboard Report
- Segal and Plan staff will discuss trends and key takeaways
- Plan staff will write the quarterly “Glance” section with a focus on shifts in the data and metrics the Plan can impact
- Quarterly “Spotlight” reports will highlight key challenges identified by Segal and Plan Staff, with Segal writing the analyses and supplying data for the “deeper dives”
 - Examples:
 - Members with multiple chronic conditions
 - The use of specialty medications
- As the Strategic Plan takes shape the dashboard will be revised to ensure appropriate metrics are captured to evaluate initiatives and determine progress

Update on Dashboard Report

Content Changes

Data Elements

- Plan staff has identified additional metrics to include in future dashboards
 - Examples: readmissions, medication adherence, utilization of Tier One providers
 - Additional metrics will be added as necessary to help evaluate the 2014 benefit options and wellness incentives

Benchmarking

- Going forward, clinical quality measures will be compared against CY 2013 results to track progress towards improving members' health
- Benchmarks will incorporate a more diverse set of groupings depending on the measure
- Available data systems (e.g., Truven) will be used to provide additional perspective

Update on Dashboard Report Presentation to Board

- Plan staff will provide a comprehensive review of the Dashboard Report at least annually
- Dashboard panels and observations will be updated quarterly and emerging themes and trends will be discussed with the Board as warranted
- Focus of quarterly presentations will be the “Spotlight” reports, which will highlight measures that support strategic objectives established by the Board

Dashboard Purpose

- Help the Plan and the Board better understand the current environment
 - To identify areas of concern that need improvement
 - To identify areas of success that can be built upon
- Identify **key metrics** that the Plan and the Board expect to impact or maintain through programs, initiatives, and benefit designs
- Process may lead to a higher level “scorecard” with fewer measures to monitor key initiatives and areas of focus:
 - Provider engagement
 - Member engagement
 - Financial sustainability and affordability
- Set goals and track progress

1st Proposed Area of Focus

Keep Healthy Members Healthy

Context

- The Clinical Risk Group (CRG) report prepared by Segal categorized 48% of Plan members as healthy or with a history of acute conditions (*includes those with no claims*). These members accounted for 12% of FY 2012 claims expenditures.

Goal

- Provide ways to keep these members healthy and without chronic diseases

Supporting Initiatives

- Free preventive care
- PCP copay incentive
- Patient Centered Medical Home
- NC HealthSmart

Potential Metrics

- Preventive care utilization
- PCP utilization
- Medication adherence
- Quitline utilization
- CRG report

Financials

- Are there results that demonstrate decreases in expenditures?

2nd Proposed Area of Focus

Help Members Manage their Chronic Conditions

Context

- The Clinical Risk Grouper (CRG) report prepared by Segal categorized 51% of members as having single or multiple chronic conditions. These members accounted for 78% of FY 2012 claims expenditures.

Goal

- Assist members in reducing current risk factors and manage chronic diseases

Supporting Initiatives

- Free preventive care
- PCP copay incentive
- Patient Centered Medical Home
- NC HealthSmart

Potential Metrics

- PCP/preventive care utilization
- Disease management engagement rates
- Care management engagement rates among high utilizers
- ER utilization
- Medication adherence
- CRG report

Financials

- Are there results that demonstrate decreases in expenditures?

Next steps

Board of Trustees

- Provide feedback on approach and areas of focus

Plan Staff

- Finalize CY 2013 benchmarks/baselines
- Update reporting format
- Begin thinking about “Spotlight” topics for 2014
- Monitor results and contemplate CY 2016 Wellness programs

Appendix:

Potential Additions and Changes to the Dashboard Report

Panel #	Key Changes/Recommendations
2	Add Emergency Room claims costs (currently in “All Others” category)
3	Add readmission rate
4	Add congestive heart failure, mental illness, and substance abuse as conditions to track (need further discussion with Segal)
5	Highlight conditions the Plan can impact
6	Review measures for alignment with clinical guidelines; add a measure of medication adherence
7	Add specialty Rx paid amount ; number of unique patients; percent of members utilizing benefit; percent of total Plan costs for pharmacy; total prescriptions
8	Consider reorganizing table to show information by indication rather than therapy class

Red = Added to current dashboard