

The Enabling Services Accountability Project

Heidi Park, PhD

The New York Academy of Medicine

Rosy Chang Weir, PhD

*The Association of Asian Pacific Community Health
Organizations*

Presented at the NACHC Annual Conference
and Community Health Institute

San Francisco, CA

September 21, 2004



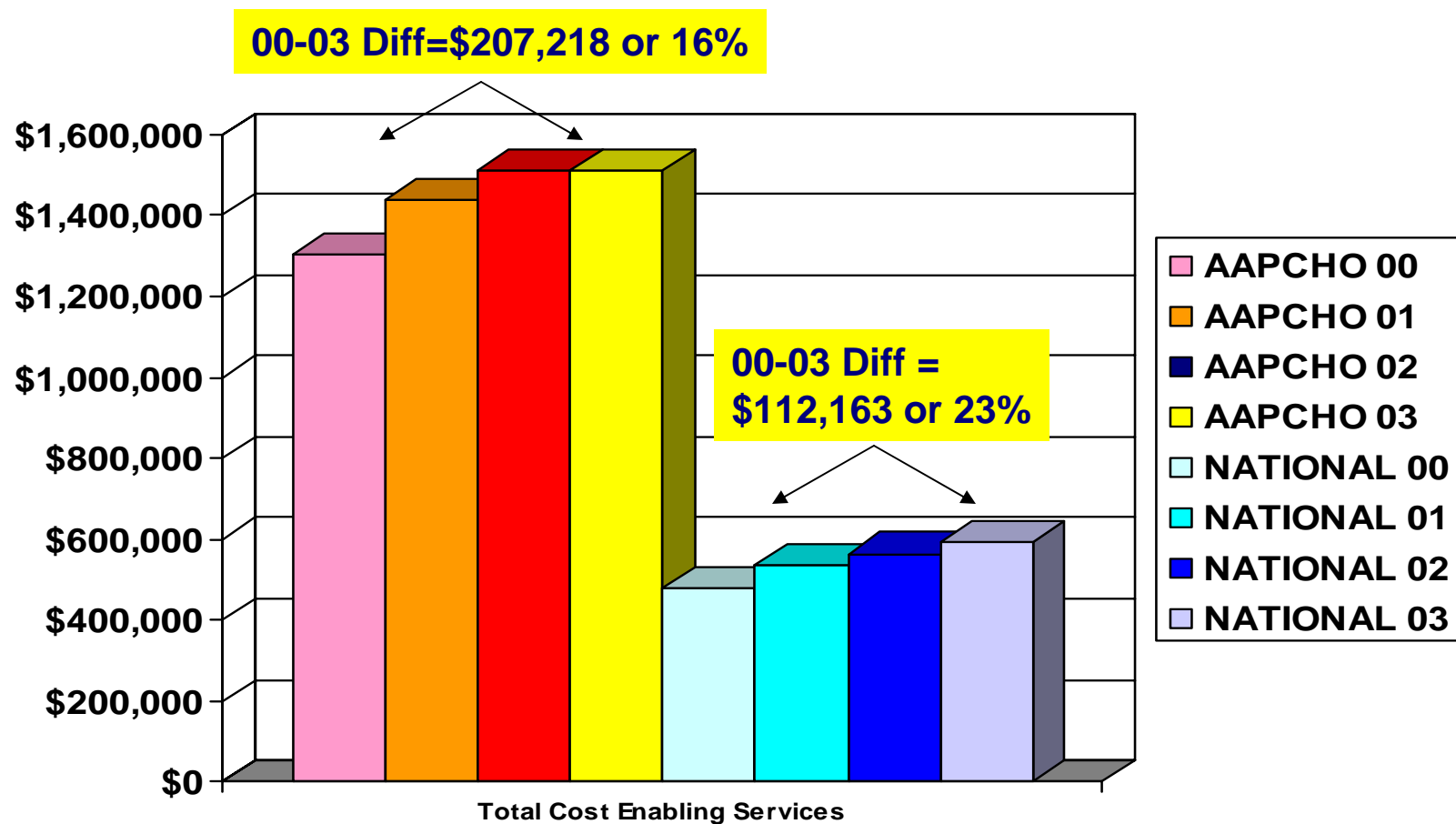
Project Goals

- Develop new database and data collection protocol for enabling services at health centers
- Describe the utilization of enabling services by AAPIs at health centers
- Assess health needs of enabling services users

Costs for Enabling Services Increased from 2000 to 2003 both at AAPCHO Health Centers and Nationally

Source: UDS

Average Financial Cost of Enabling Services
(Total cost after allocation of facility and administration)





Background

- Enabling services are critical to access to care for health center patients
- Enabling services are not reimbursed and are often underfunded
- Need for better data on enabling services and their impact on health



Background – 2

- Budgetary pressures and rising health care costs
- Racial/ethnic disparities in health
- National focus on quality of care

Health Center Participants

- Waianae, Hawaii
- Honolulu, Hawaii
- New York, New York
- Seattle, Washington



AAPCHO Health Center Overview

2003 UDS

	FQHCs Average¹	AAPCHO FQHCs	CHC #1	CHC #2	CHC #3	CHC #4
# of medical users	12,376	12,764	24,777	9,589	7,665	23,612
# of medical encounters	42,463	52,960	124,940	35,614	32,571	107,156
% AAPI	60% (minority)	72%	96%	87%	63%	77%
% at or below 100% FPL	56%	58%	77%	70%	67%	65%
% uninsured	39%	37%	25%	25%	50%	18%

¹ BPHC, National Rollup, 2004



ESAP Definitions

Our categories:

(modified from MGMA Report, 2000)

- 1. Case management-assessment**
- 2. Case management-treatment & facilitation**
- 3. Case management-referral**
- 4. Eligibility Assistance/Financial Counseling**
- 5. Health Education**
- 6. Interpretation**
- 7. Outreach Services**
- 8. Transportation**
- 9. Other**

Encounter Form

With patient data fields

Sample encounter form

Service Date 12/15/02	Provider ID 1001	Patient ID 123456	Patient DOB 03/11/1945	Pt. Gender <input type="checkbox"/> M <input checked="" type="checkbox"/> F	Pt. Zip Code 10013
Encounter Type (check only one): <input checked="" type="checkbox"/> Face to Face <input type="checkbox"/> Telephone <input type="checkbox"/> Off-site					
Appointment Type (check only one): <input checked="" type="checkbox"/> Scheduled <input type="checkbox"/> Walk-in					
Group or Individual (check only one): <input type="checkbox"/> Group <input checked="" type="checkbox"/> Individual					

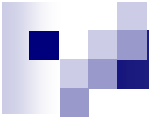
Payor Source at time of service (circle)		
A. Managed Care	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	B. Sliding Fee <input type="checkbox"/> Y <input checked="" type="checkbox"/> N
C. Carrier at time of service (check only one)		
<input checked="" type="checkbox"/> Medicaid	<input type="checkbox"/> Medicare	<input type="checkbox"/> Other Public including Non-Medicaid CHIP
<input type="checkbox"/> Private	<input type="checkbox"/> Self-pay	<input type="checkbox"/> Other (please specify):

D. Primary Language (check only one)		E. Race/Ethnicity (check only one)	
<input type="checkbox"/> English	<input checked="" type="checkbox"/> Mandarin	<input type="checkbox"/> Asian Indian/South Asian	<input type="checkbox"/> Guamanian/Chamorro
<input type="checkbox"/> Hmong	<input type="checkbox"/> Samoan	<input checked="" type="checkbox"/> Chinese	<input type="checkbox"/> Samoan
<input type="checkbox"/> Cantonese	<input type="checkbox"/> Spanish	<input type="checkbox"/> Other Chinese	<input type="checkbox"/> Other Pacific Islander
<input type="checkbox"/> Japanese	<input type="checkbox"/> Tagalog	<input type="checkbox"/> Other (please specify):	<input type="checkbox"/> American Indian/Alaskan Native
<input type="checkbox"/> Khmer	<input type="checkbox"/> Tibetan		<input type="checkbox"/> Other (Please specify):
<input type="checkbox"/> Korean	<input type="checkbox"/> Thai		
<input type="checkbox"/> Laotian	<input type="checkbox"/> Tongan		

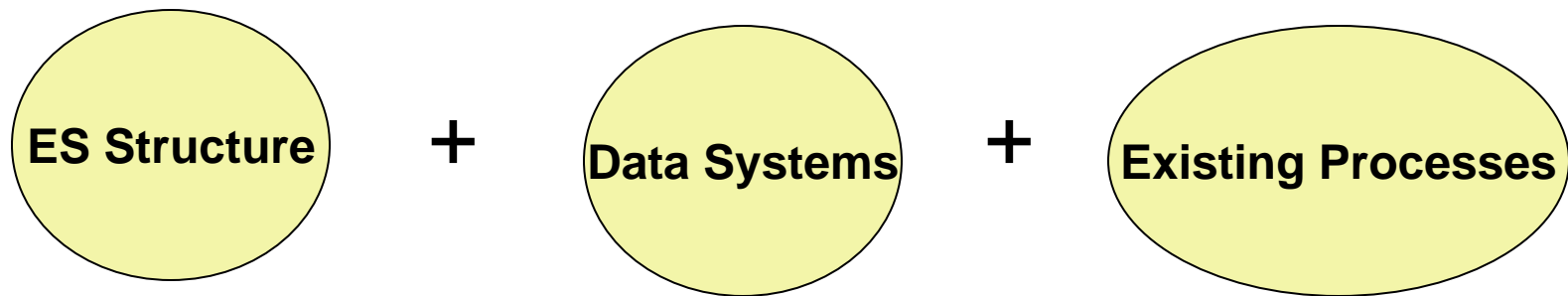
F. ENABLING SERVICE	CODE	MINUTES (Circle one or specify in Other if > 120 minutes)	Other
Case Management – Assessment	CM001	10 20 30 40 50 60 70 80 90 100 110 120	
Case Management – Treatment and Facilitation	CM002	10 20 30 40 50 60 70 80 90 100 110 120	
Case Management – Referral	CM003	10 20 30 40 50 60 70 80 90 100 110 120	
Financial Counseling/ Eligibility Assistance	FC001	10 20 30 40 50 60 70 80 90 100 110 120	
Health Education/ Supportive Counseling	HE001	10 20 30 40 50 60 70 80 90 100 110 120	
Interpretation Services	IN001	10 20 30 40 50 60 70 80 90 100 110 120	
Outreach Services	OR001	10 20 30 40 50 60 70 80 90 100 110 120	
Transportation	TR001	10 20 30 40 50 60 70 80 90 100 110 120	
Other: describe services below	OT001	10 20 30 40 50 60 70 80 90 100 110 120	

G. Job Type			
<input type="checkbox"/> General Enabling Services Provider	<input type="checkbox"/> Interpreter	<input type="checkbox"/> Administrator/Env/Activity Staff	<input type="checkbox"/> Nutritionist
<input checked="" type="checkbox"/> Case Manager	<input type="checkbox"/> Outreach Worker	<input type="checkbox"/> Community Health Worker	<input type="checkbox"/> Pharmacist
<input type="checkbox"/> Eligibility/Financial Worker	<input type="checkbox"/> Transportation Provider	<input type="checkbox"/> Counselor/Therapist (licensed)	<input type="checkbox"/> Physician (MD or DO)
<input type="checkbox"/> Health Educator	<input type="checkbox"/> Volunteer	<input type="checkbox"/> Dental Personnel	<input type="checkbox"/> Physician's Assistant
<input type="checkbox"/> Counselor/Therapist	<input type="checkbox"/> Consultant/Contractor	<input type="checkbox"/> Medical Assistant	<input type="checkbox"/> Social Worker (certified)
Provided in language other than English: <u>Mandarin</u>		<input type="checkbox"/> Nurse (NP, RN, LVN, Midwife)	<input type="checkbox"/> Traditional Healer
<input type="checkbox"/> Other (please specify)			

Service Date (M/D/Y) 12/15/02	Provider ID 1001	Patient ID 123456	Pt. DOB (M/D/Y) 3/11/45	Pt. Gender <input type="checkbox"/> M <input checked="" type="checkbox"/> F										
Encounter Type (check one): <input checked="" type="checkbox"/> Face to Face <input type="checkbox"/> Telephone <input type="checkbox"/> Off-site														
<input checked="" type="checkbox"/> Service provided in language other than English – specify language <u>Mandarin</u>														
ENABLING SERVICE	CODE	MINUTES (circle one)										Other		
Case Management – Assessment	CM001	10	20	30	40	50	60	70	80	90	100	110	120	
Case Management – Treatment & Facilitation	CM002	10	20	30	40	50	60	70	80	90	100	110	120	
Case Management – Referral	CM003	10	20	30	40	50	60	70	80	90	100	110	120	
Financial Counseling / Eligibility Assistance	FC001	10	20	30	40	50	60	70	80	90	100	110	120	
Health Education / Supportive Counseling	HE001	10	20	30	40	50	60	70	80	90	100	110	120	
Interpretation Services	IN001	10	20	30	40	50	60	70	80	90	100	110	120	
Outreach Services	OR001	10	20	30	40	50	60	70	80	90	100	110	120	
Transportation	TR001	10	20	30	40	50	60	70	80	90	100	110	120	
Other Enabling Service	OT001	10	20	30	40	50	60	70	80	90	100	110	120	
Describe Other Enabling Service:														



Implementation varied by health center needs and existing procedures



Pilot Data Overview

(3 months)

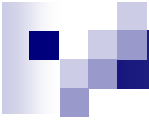
	CHC #1		CHC #2		CHC #3		CHC #4	
	Total	ESAP*	Total	ESAP	Total	ESAP	Total	ESAP
number of users	14,457	724	5,551	2,424	5,353	1,154	12,167	1,558
number of encounters	36,102	1,151	11,588	3,995	11,559	2,036	17,705	2,638
percent AAPI	97%	99%	90%	96%	82%	93%	80%	76%
percent uninsured	12%	17%	20%	20%	40%	33%**	14%	23%

*only includes ES provided by the social services department

**does not include uninsured who are covered by IHI

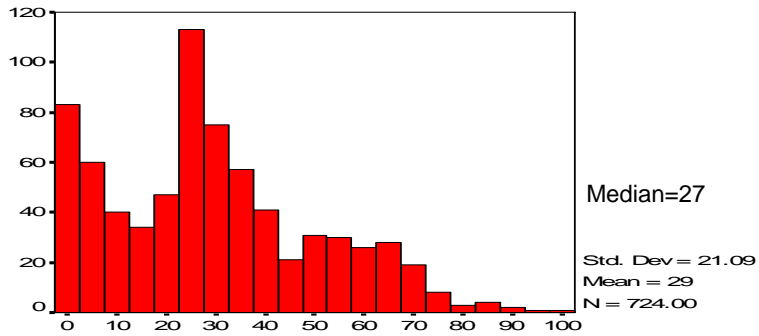
Demographic Data



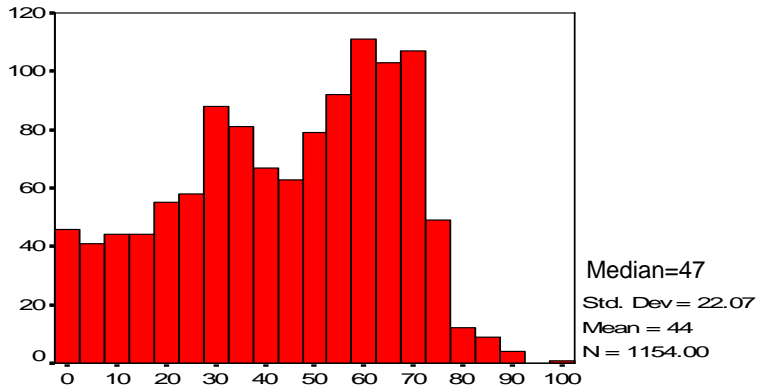


Age of ES Users

CHC 1

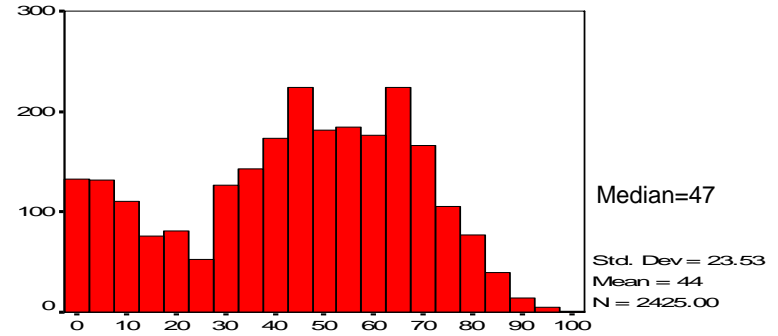


CHC 3

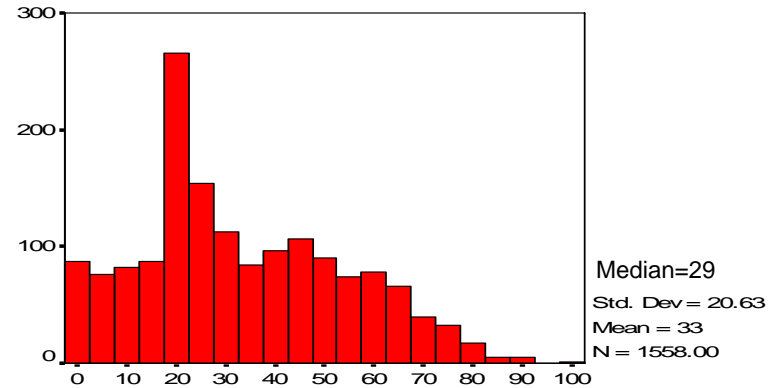


CHC 3 - Age

CHC 2



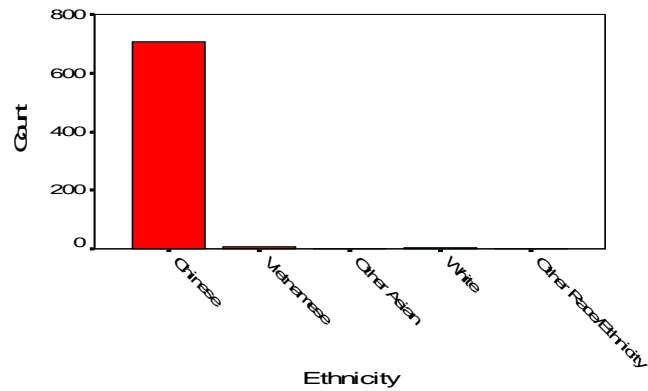
CHC 4



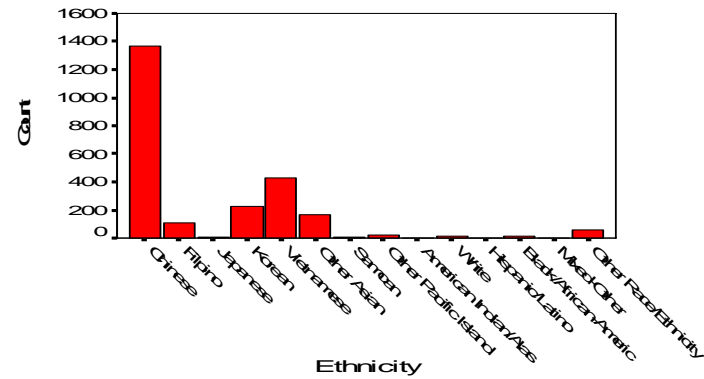
CHC 5 - Age

Race/Ethnicity of ES users

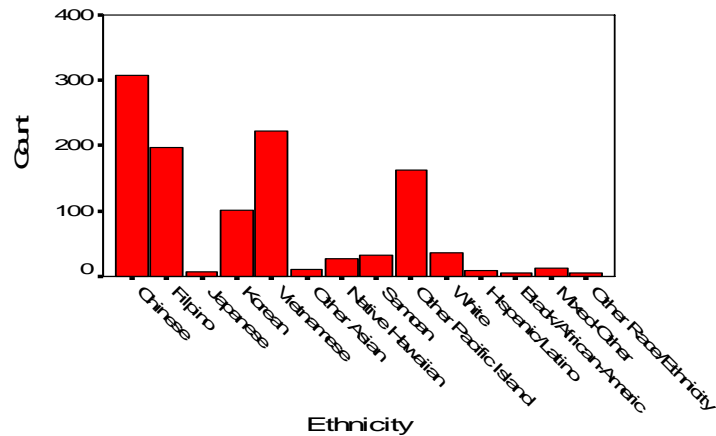
CHC 1



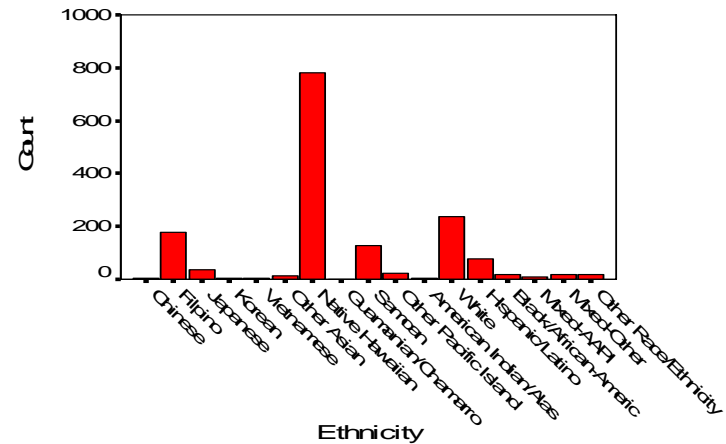
CHC 2



CHC 3

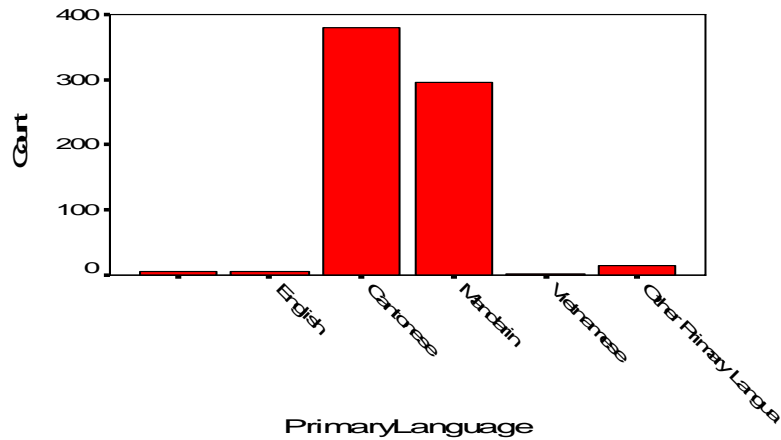


CHC 4

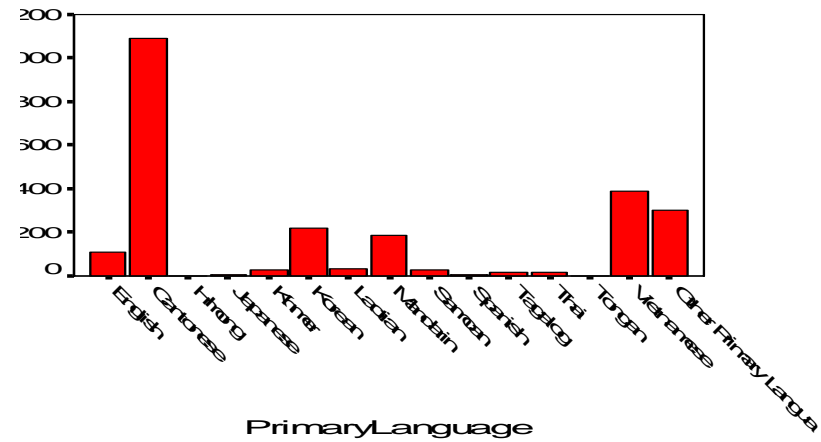


Primary language of ES users

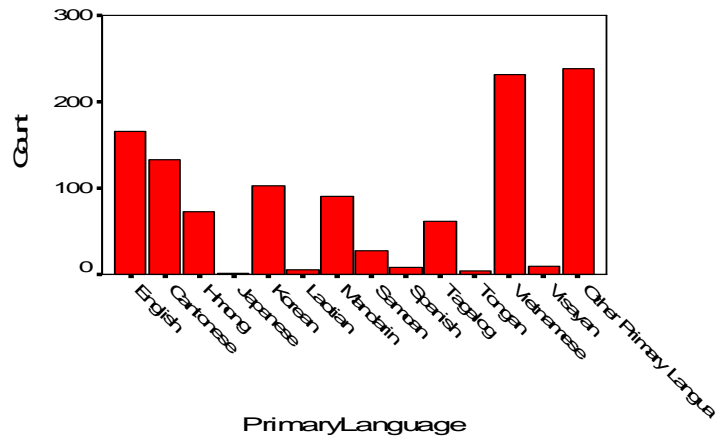
CHC 1



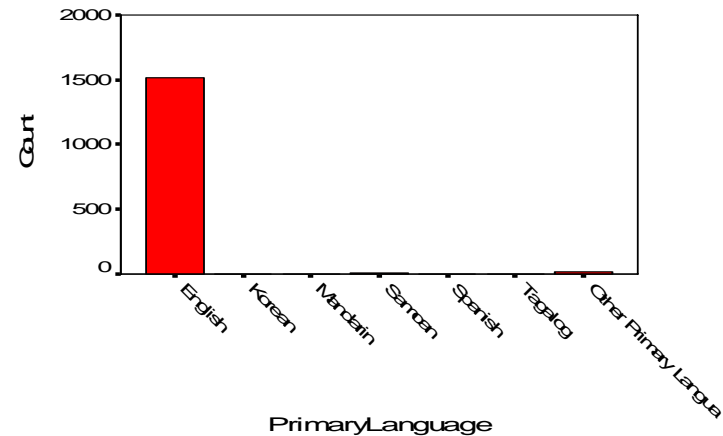
CHC 2



CHC 3

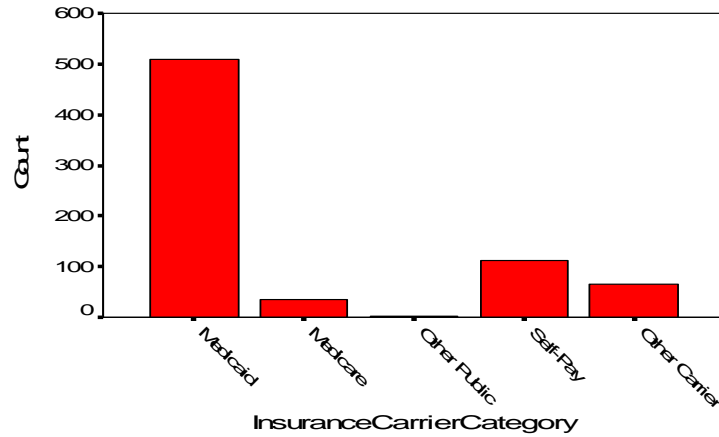


CHC 4

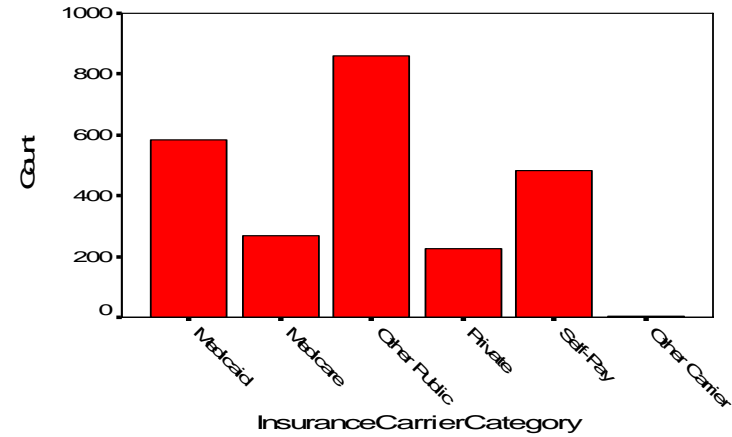


Insurance coverage of ES users

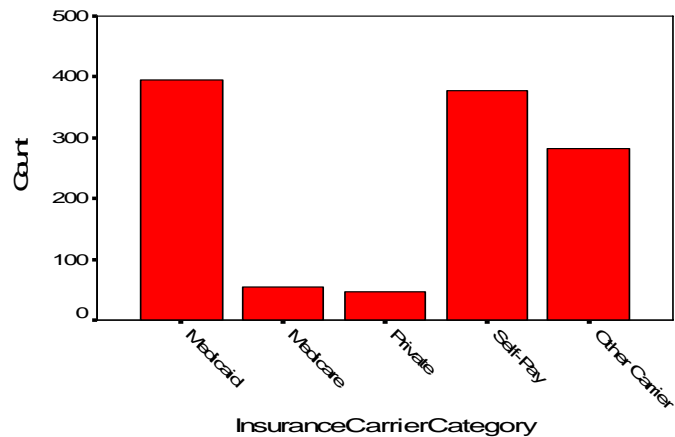
CHC 1



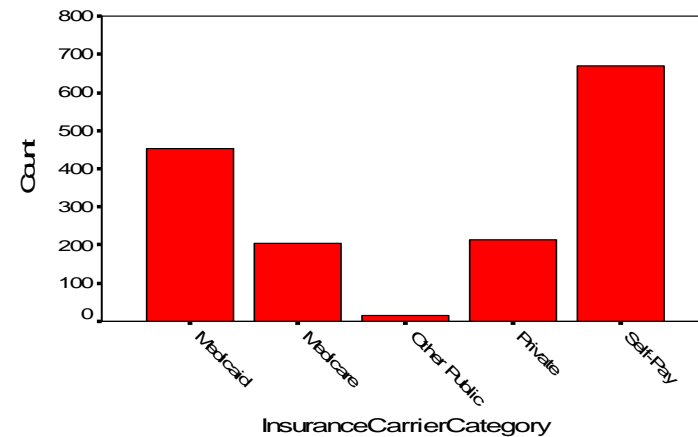
CHC 2



CHC 3



CHC 4

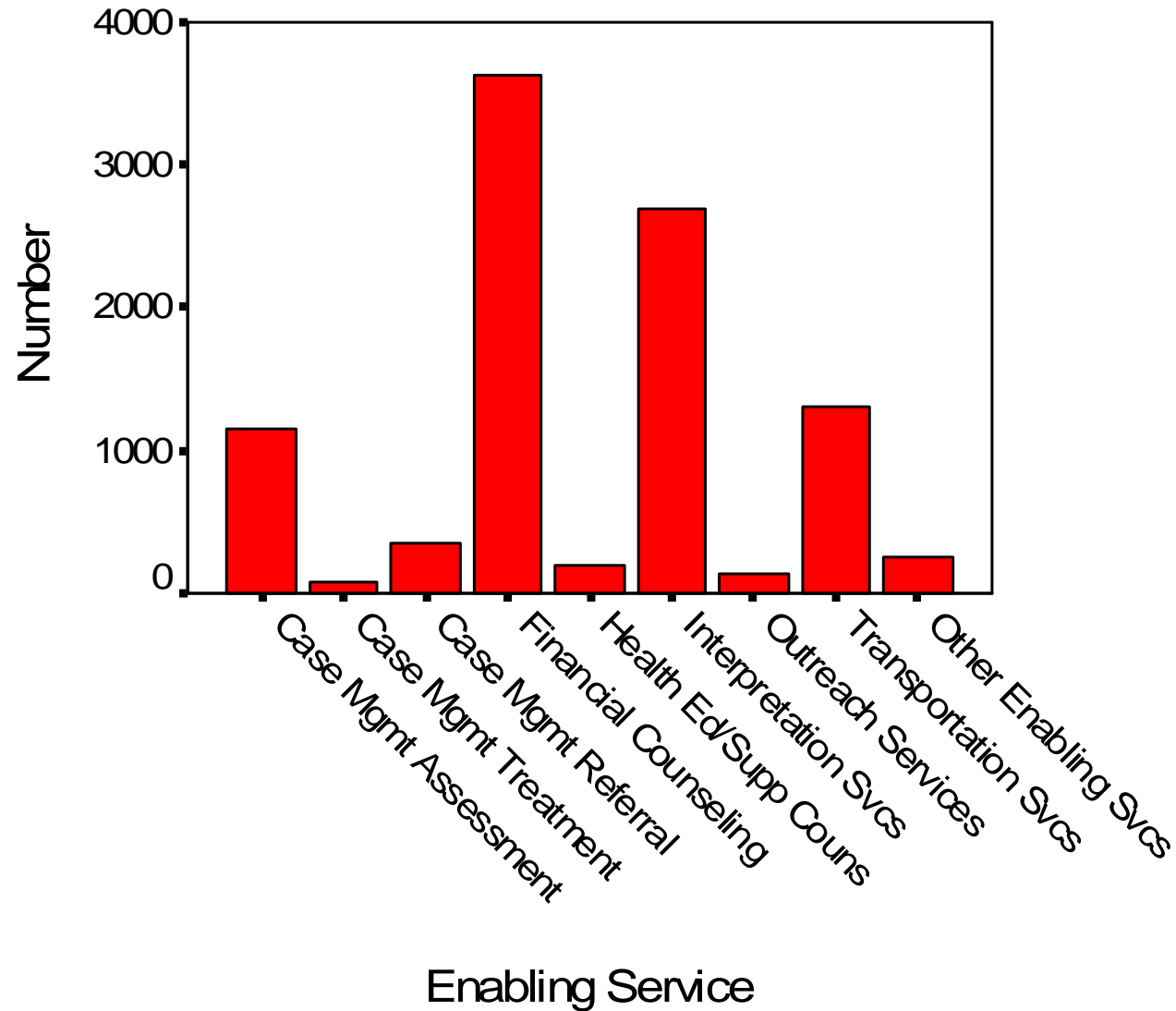


Utilization Data

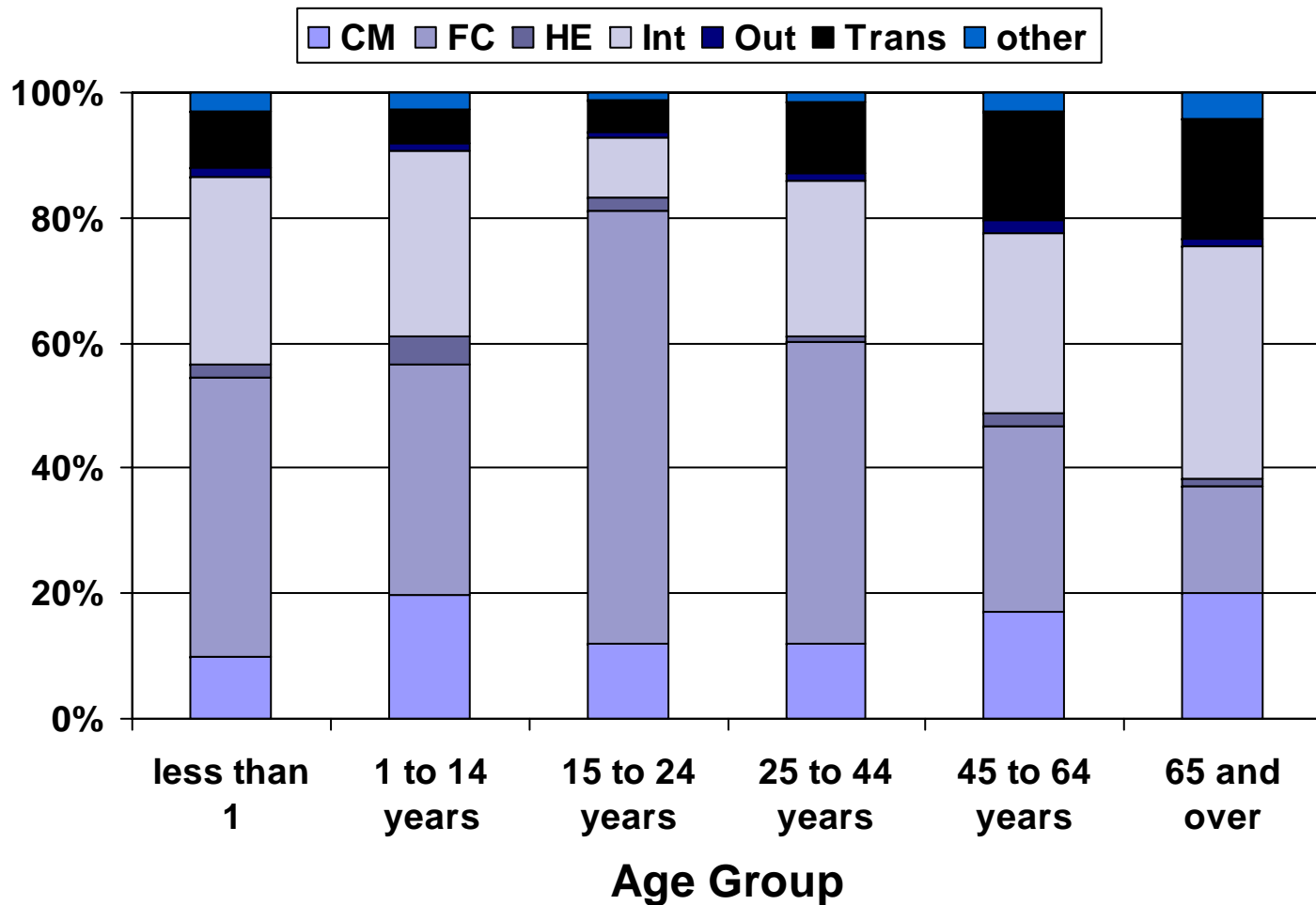




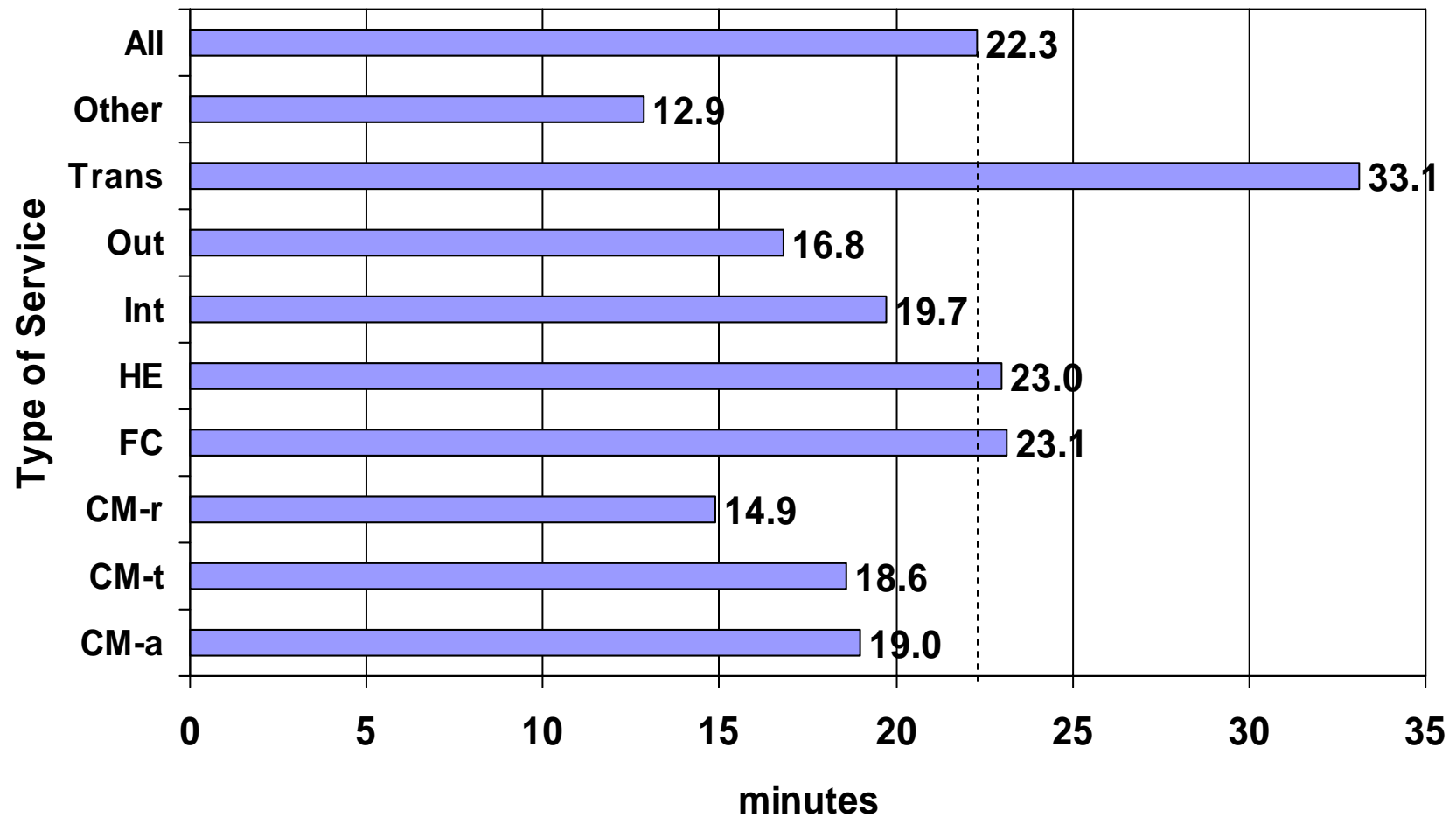
Type of Services Provided



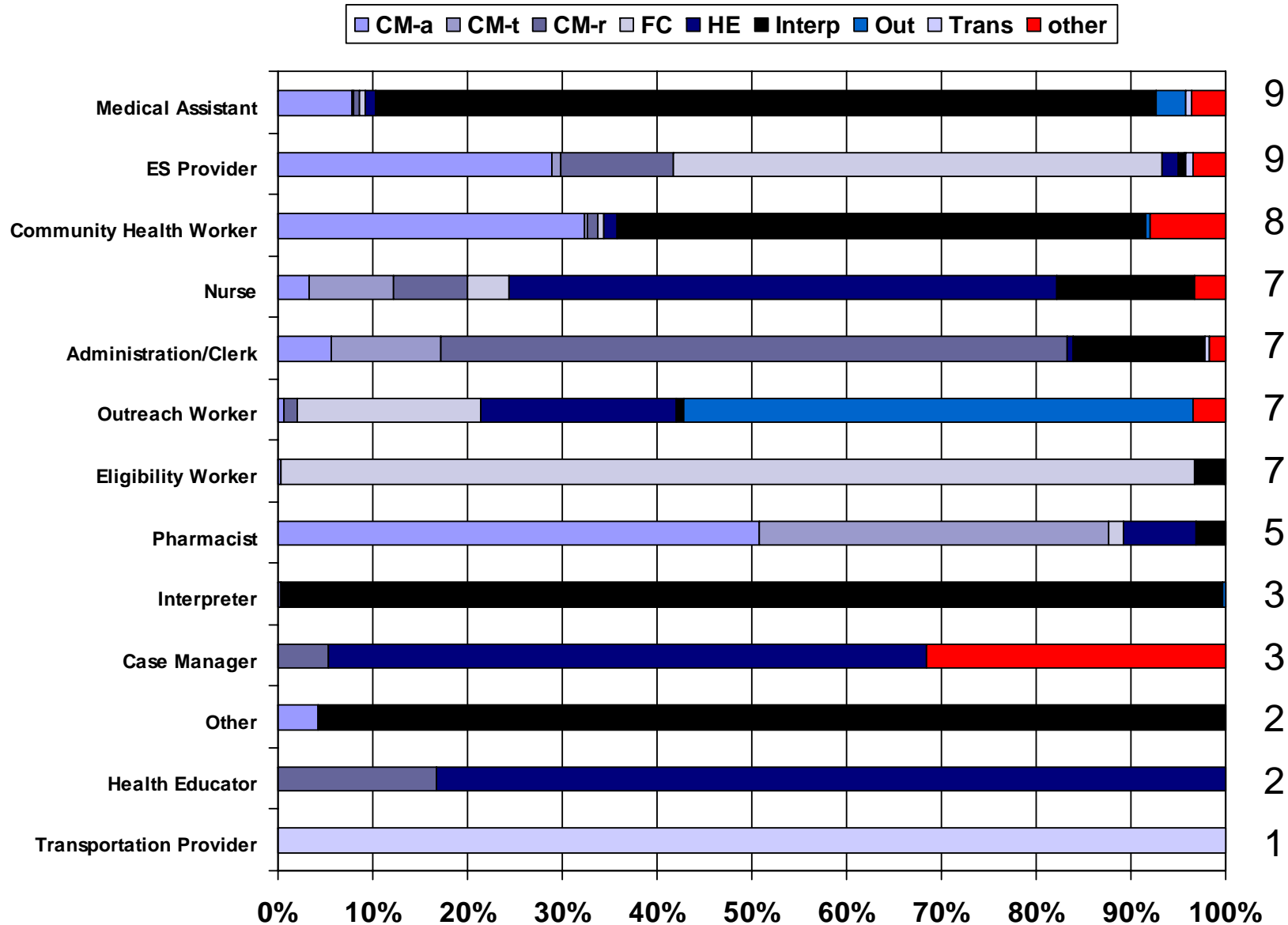
Service Use by Age Group



Average Length of Services



Provider Type by Enabling Service





Project Evaluation – Feedback

- Enabling services staff were interested in showing how their services impacted their patients' health
- Enabling services staff were willing to provide information about their work
- Enabling services staff were involved with improving processes
- Health centers faced many similar challenges and benefits with the project



Limitations of the Data

- Health centers use different methods for providing enabling services
- Enabling services (ESAP) data reflects those services captured through the protocols implemented at each health center
- “Other enabling services” include those that link patients with non-medically related services, such as housing, food, education
- Services less than 10 minutes are not captured



Health Needs Project: Preliminary Data

- Do ES users have different characteristics from non-ES users?
- What are the health needs of ES users?



Methodology

Setting

Three community health centers serving primarily AAPIs located in:

1. New York, NY
2. Seattle, WA
3. Waianae, HI

Population

1. Enabling Service Users (N=2656):

-All patients who used at least one enabling service in 6/04

2. Non-Enabling Service Users (N=2190):

-Random sample of patients who had a primary care visit in 6/04

-Excluded patients who used enabling services during our data collection period

Measures

Demographic: Gender, Age, Ethnicity, Insurance

Primary diagnosis of all primary care visits from 6/1/02-6/30/04

*coded as Ambulatory Care Sensitive Conditions (Falik et al, 2001; Billings, et al. 1993)

Table 1. Patient Demographics – ES Users and Non-Users (Preliminary Data)

	ES User		Non-ES User		Total	
	Frequency	Percent	Frequency	Percent	Frequency	Percent
Total	2,656	100	2,190	100	4,846	100
Gender						
Female	1,809	68	1,255	57	3,064	63
Male	847	32	935	43	1,782	37
Ethnicity						
Chinese	1,150	43	779	36	1,929	40
Filipino	165	6	231	11	396	8
Korean	107	4	38	2	145	3
Vietnamese	307	12	307	14	614	13
Other Asian*	137	5	120	5	257	5
Native Hawaiian	469	18	318	15	787	16
Samoan	66	3	40	2	107	2
Other Pacific Islander	29	1	37	2	66	1
Total AAPI	2430	92	1870	86	4300	88
White	132	5	138	6	270	6
Other Race/Ethnicity**	92	3	180	8	272	6
Insurance Carrier						
Medicaid	1,004	38	976	45	1,980	41
Medicare	337	13	251	11	588	12
Other Public	505	19	272	12	777	16
Private	285	11	358	16	643	13
Self-Pay	525	20	326	15	851	18
Other Carrier	0	0	6	0.3	6	0.1
Age						
Younger than 1	72	3	137	6	209	4
1-4	154	6	195	9	349	7
5-14	174	7	298	14	472	10
15-24	390	15	240	11	630	13
25-44	687	26	488	22	1,175	24
45-64	687	26	501	23	1,188	25
Older than 64	492	19	331	15	823	17

*Other Asian Includes Japanese and Asian Indian

**Other Race/Ethnicity includes American Indian/Alaska Native, Black, Hispanic/Latino, Mixed-AAPI, and Mixed-Other

Table 2. Chronic and Acute Ambulatory Care Sensitive Conditions – ES Users

	ES User	
	Frequency	Percent
Chronic Conditions		
Asthma	127	2
Epileptic Convulsions	17	0.3
Cellulitis	160	3
Diabetes	324	5
Congestive Heart Failure	71	1
Hypertension	108	2
Iron-Deficiency Anemia	12	0.2
Pulmonary Disease	174	3
Total	993	17
Acute Conditions		
Bacterial Pneumonia	3	0.1
Ear, Nose, & Throat Infections	667	11
Gastroenteritis, Dehydration	41	1
Hypoglycemia	7	0.1
Kidney/Urinary Infections	163	3
Pelvic Inflammatory Disease	3	0.1
Failure to Thrive	14	0.2
Tuberculosis	4	0.1
Immunization-related Events	0	0
Total	902	15
Reproduction & Dev	917	15
Routine Care	874	15
Other	2,307	38
Total	5,993	100
Average number of conditions per user		1.5



Management Decisions

What can we do with the data?

How can it be useful?

- to allocate resources effectively
- to appeal for more funding
- to improve services
- to target services



Future Studies

How to use the data in research studies:

- To look at enabling services in more detail:
 - Describe variation of services
 - Determine the nature of need for services

- To look at the contribution of enabling services at health centers to quality care and reduction of health disparities

The ESAP Team





Thank you!

- Our health center partners
- Bill Shanks, Hawaii Patient Accounting Services
- Linda Tran, AAPCHO

Funded by: Agency for Healthcare Research and Quality and MetLife Foundation (HP), Office of Minority Health and the California Wellness Foundation (RCW)