

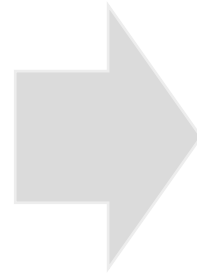
# Spotlight on CalPERS Health Data Strategy & Research

Jared Shinabery, Health Plan Research and Administration  
David Cowling, PhD, Clinical Policy and Programs

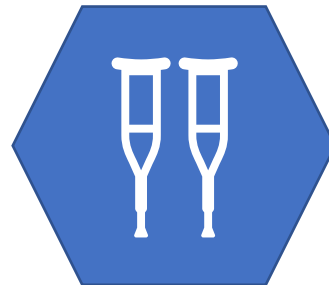
# CalPERS Health Data

## Data Sources

- Health Plans
- Pharmacy Benefit Managers
- myCalPERS



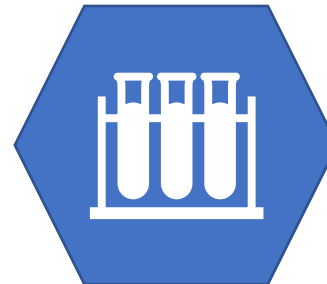
Medical claims



Ancillary claims



Prescription  
drug claims



Labs



Health plan  
enrollment



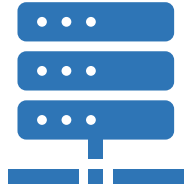
Primary care  
attribution



Health  
demographic  
profile

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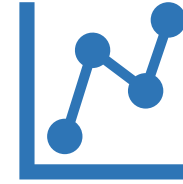
# Health Data Warehouse



Started in 2002



Secure, cloud-based architecture



Nearly one billion records

# Data Security and Privacy

Encrypted at-rest  
and in transit

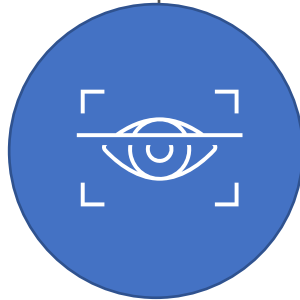


Annual third-party security audits



Strict access control, incl. multi-factor authentication

Audit records



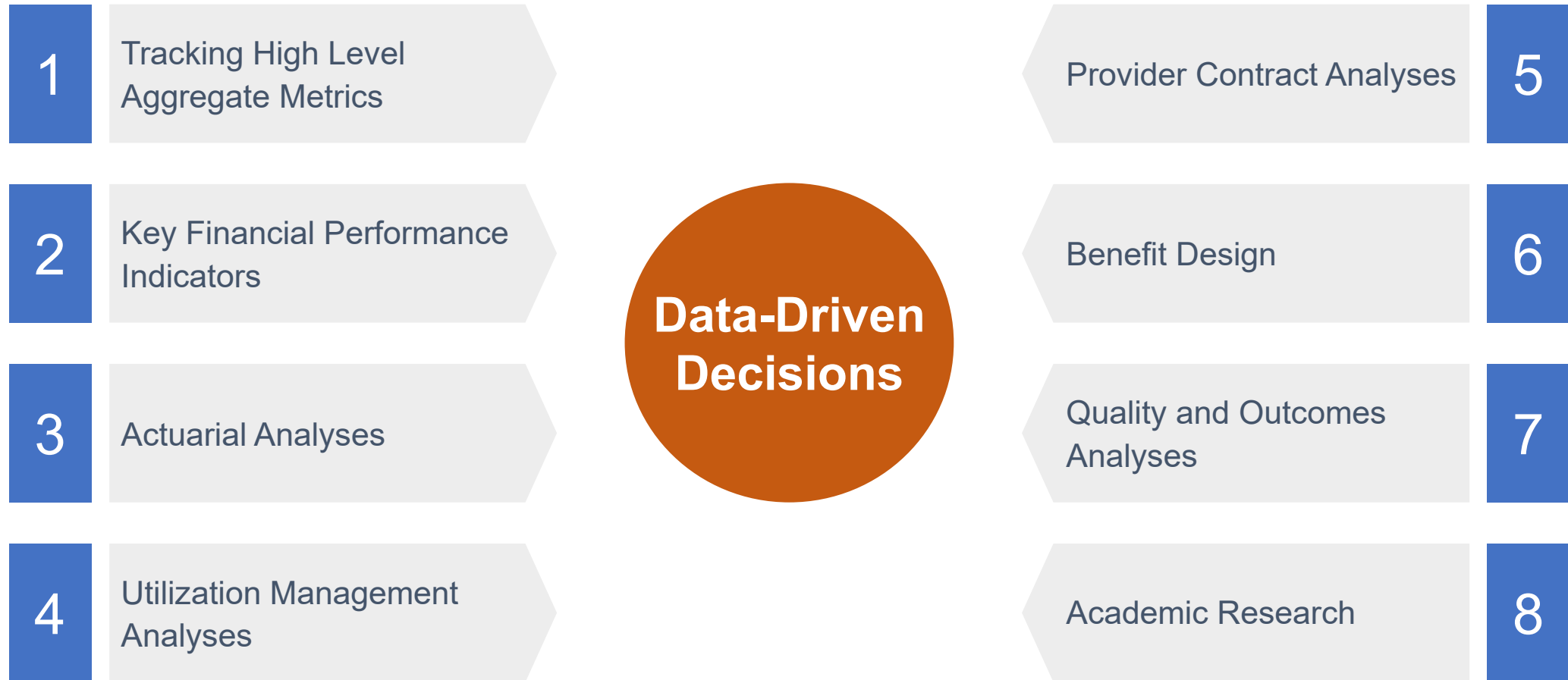
Mandatory annual information security and privacy training

Anonymized data



Strict data sharing protocols

# How CalPERS Uses Health Data



# CalPERS Health Data Strategy

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# CalPERS Health Data Strategy

## Vision

To be the industry leader in leveraging health care data to accelerate innovation, accountability, and continuous improvement in the delivery of quality, accessible, affordable, and equitable health care for members.

## Mission

To unlock the full potential of our health care data to drive evidence-based decisions, policies, and programs through **accessible, timely, reliable, and actionable** data insights.

# Health Data Strategy Goals

## Streamline access to data insights

- Self-service analytics
- Interactive dashboard portal (internal)
- Data governance
- Explore opportunities for sharing data insights with external stakeholders





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# Health Data Strategy Goals

## Timely data

Automate to the extent possible

## Reliable Data

Continuous quality improvement process and transparency

## Actionable data

Tie data insights to specific actions or recommendations; enrich our data with external data sources

## Industry Leadership

Foster strategic collaborations and share insights with other purchasers, coalitions, associations, academic institutions, and health data/technology companies

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# Data to Action

## Health plan performance and health quality dashboard

**Purpose:** Proactively hold health plans accountable for meeting their performance metrics related to quality, behavioral health, and health care equity.

**Description:** Quality metrics for health plans will be presented visually to show which targets are being met, annual trends, and comparisons across plans and with other purchasers. Where feasible, views will be filterable by demographics.

The dashboard will include:

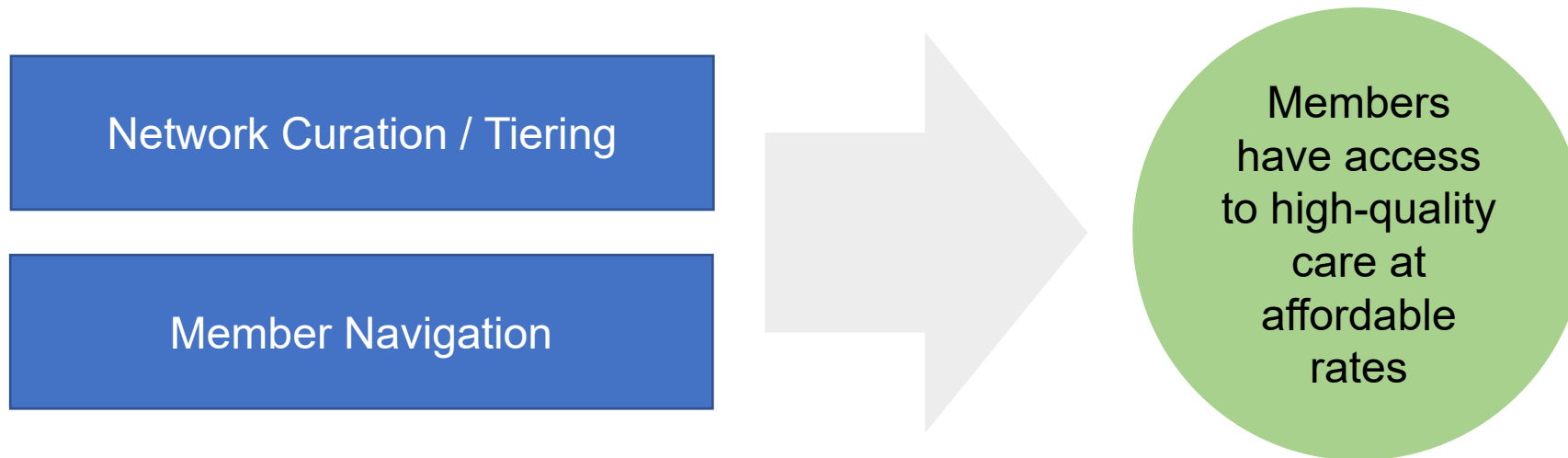
- Quality Alignment Measure Set
- Additional NCQA metrics
- Select measures/questions from the health plan member survey

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# Data to Action

## Provider network quality optimization

**Purpose:** Enhance CalPERS' ability to evaluate the quality of the providers and facilities in our networks and optimize them.

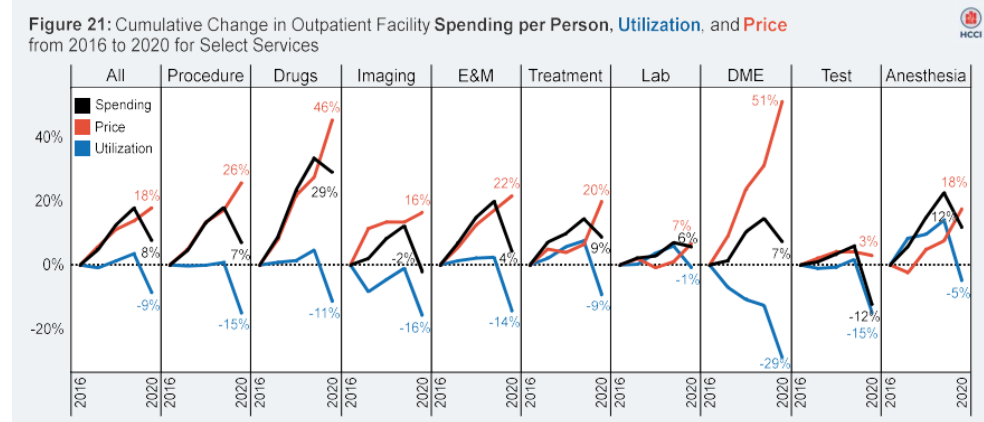
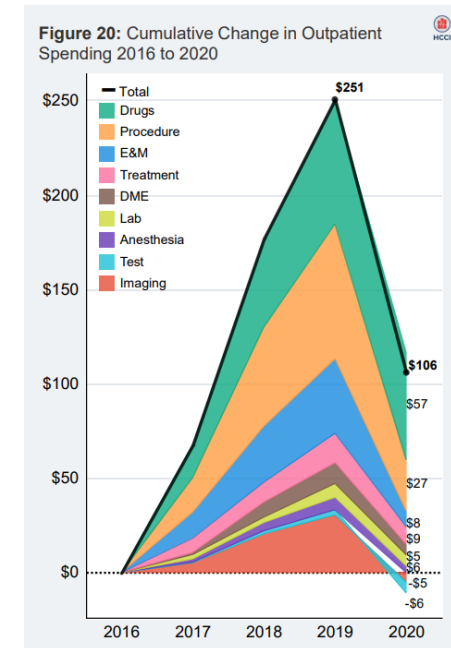


# Data to Action

## Health care cost and utilization dashboard

**Purpose:** Add focus our cost-cutting efforts through the identification and close monitoring of cost-drivers.

**Description:** This dashboard will provide a granular view of cost-drivers broken out by inpatient, outpatient, professional services, and prescription drug spending trends. Where feasible, views will be filterable by demographics, geography, and health plan enrollment. Spending will be comparable across CalPERS plans and with national averages.



# Overview of CalPERS Health Care Research

David Cowling, PhD

Health Innovation and Pilot Performance Section

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# Health Care Research and Evaluation



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# Previous Research Projects

- Evaluation of a price transparency tool to CalPERS PPO members  
(*Health Affairs x2, American Journal of Managed Care*)
  - **Takeaway:** The price transparency tool was not very effective with the CalPERS benefit design
- Evaluation of the CalPERS, Blue Shield of California, Hill and Dignity Accountable Care Organization (ACO)  
(*Medical Care, Health Services Research, Journal of Patient Experience*)
  - **Takeaway:** The commercial ACO improved outpatient process quality measures modestly and slowed outpatient spending growth by the fourth year of operation, but had a negligible impact on inpatient hospital cost, use, and quality measures

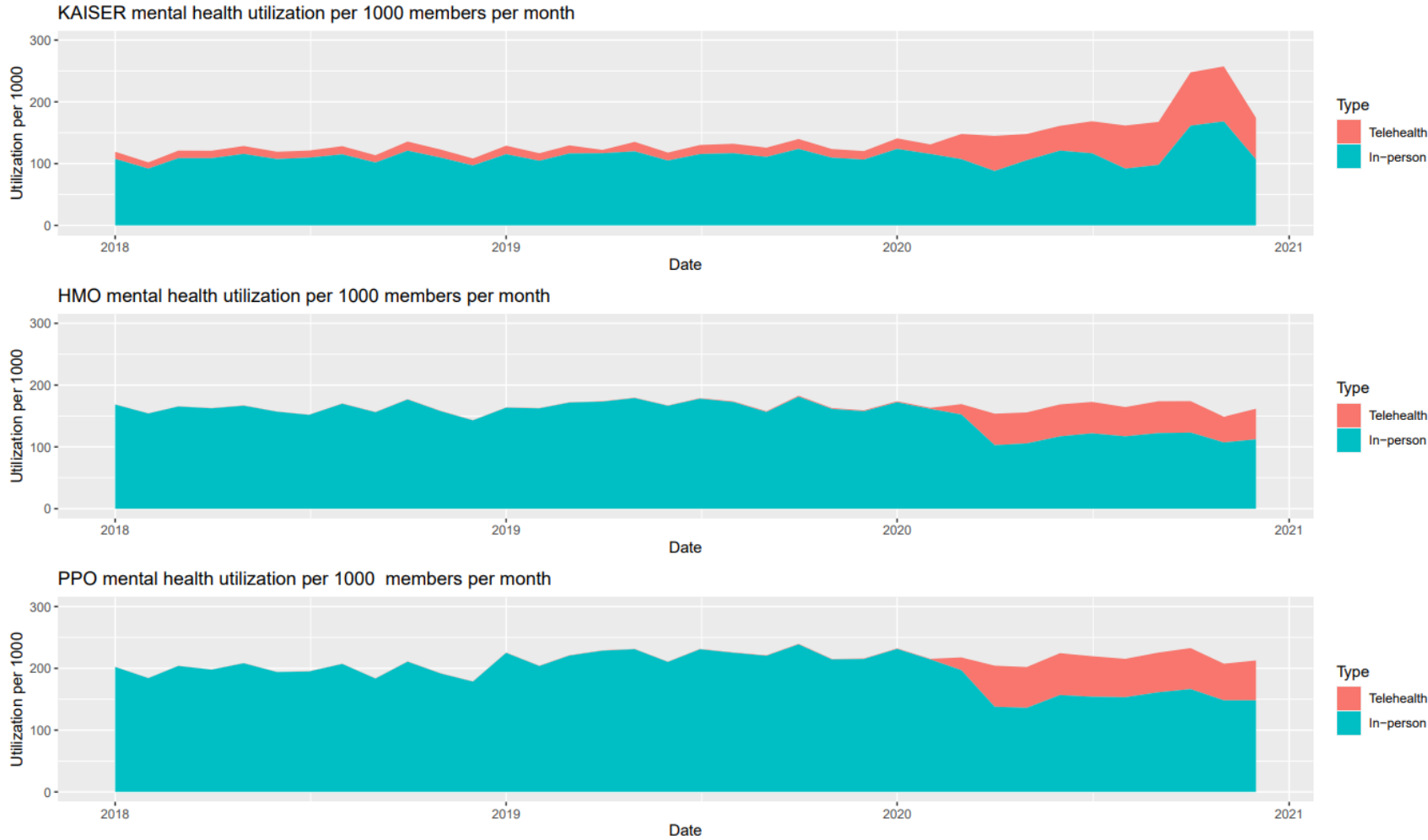
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# Previous Research Projects

- Evaluation of the CalPERS VBID (CalPERS PERS Select/Gold) plan (*JAMA Network Open*)
  - **Takeaway:** The VBID program was associated with positive targeted changes in outpatient and inpatient spending and utilization without increasing total costs
- Telehealth quality and utilization and patient experience (*Health Affairs*)
  - **Takeaway:** Access to integrated care may be more important to the adoption of health technology than patient-level differences



# Example: Telehealth Quality and Utilization and Patient Experience

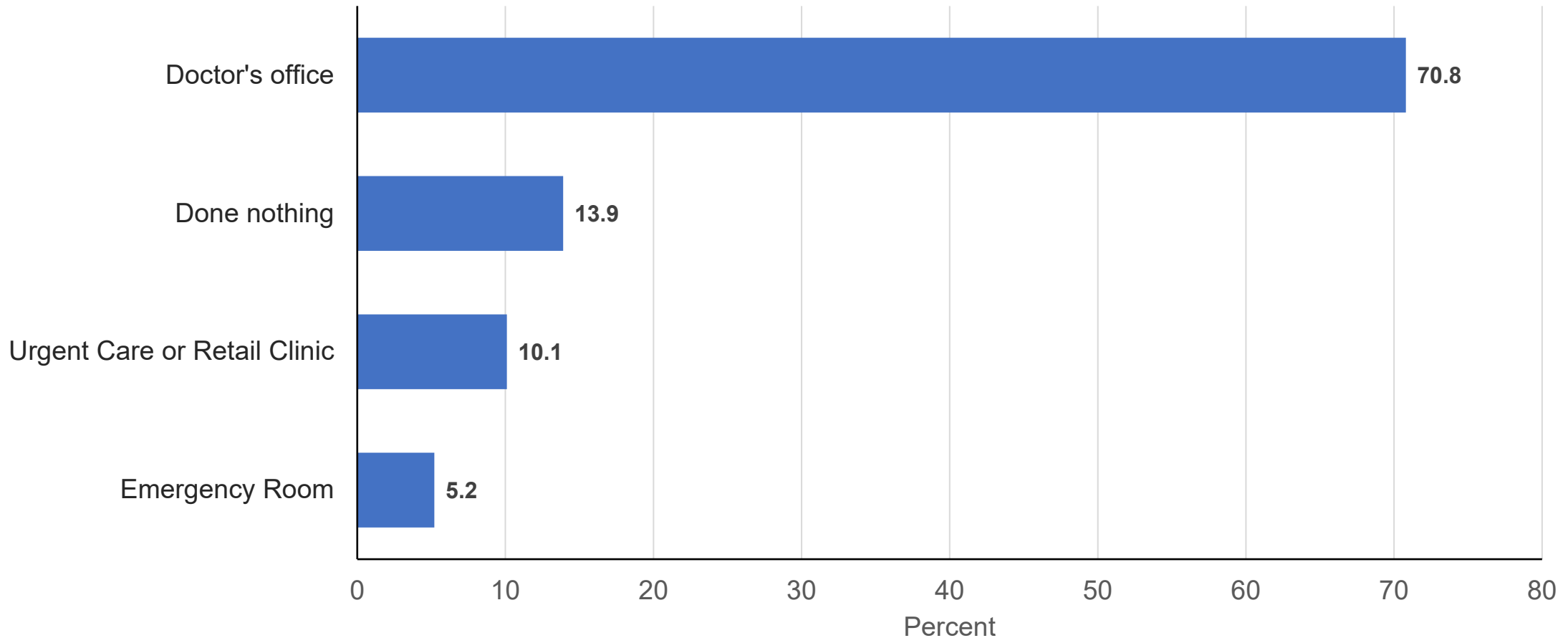


In-person and telehealth mental health utilization per 1000 members, 2018 to 2021

## Example: Percent Who Report Agreement with Statements About Telemedicine, by Age, 2020

	Overall	Ages 18-35	Ages 36-45	Ages 46-55	Ages 56-65
Telemedicine is a convenient way for me to receive care	64.1	64.9	76.7	58.3	53.5
Telemedicine is my preferred way of receiving care	11.7	10.2	16.2	10.9	7.7
Telemedicine uses technology that is difficult for me	1.5	0.0	0.6	1.6	4.2
Telemedicine saves me time traveling to a hospital or clinic	57.4	64.7	63.5	52.2	48.8

# Percent Who Report Where They Would Have Gone for Care Instead, if not Used Telemedicine, 2020



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# Current Research Projects

- **Telehealth clinical quality project**

- Rationale: Better understand when telehealth should be promoted and if quality is different
- Clinical quality and follow-up use of services
- Partnership with RAND

- **Maternity quality project**

- Rationale: Understand use of c-sections, which is associated with risks for mother and babies
- Initiative with CDHCS, Covered CA & California Maternal Quality Care Collaborative

- **Members experience with coordination of care**

- Rationale: Better understand members experience with coordination of care
- Survey of member experience with PCP, specialist, coordination of care, impact of costs on care

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# Upcoming Research Projects

- **Evaluation of the member incentive for labs**

- Rationale: Program in PPO basic to address use of large cost variation of lab costs
- Understand where services are provided and impact on member and CalPERS cost
- Modify program if necessary

- **Biosimilar program evaluation**

- Rationale: Biosimilar pharmaceuticals have the potential to dramatically reduce costs for members and CalPERS while providing similar care
- Determine uptake across carriers and their implementation strategies
- Understand strategies to increase uptake