

# Transparency Advisory Group

## Meeting Minutes

June 21, 2016

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### **Attendees:**

Charles Hawley, OHCS

Mike Magill, U of U

Sarah Woolsey, HealthInsight

Brock Stoner, HealthInsight

Sandi Gulbransen, U of U

Brantley Scott, OHCS

Sterling Peterson, OHCS

Wayne Cannon, Intermountain

Bri Marshall, HealthInsight

### **Via Adobe Connect/ Teleconference:**

Alan Ormsby, AARP

Jesse Liddell, Select Health

Susan Scofield, Wowza

Will Garrison, Wowza

Jeff Rabkin, Wowza

### **2016 Goals Review**

1. Goal #1 - We did approve process to have office based data review and feedback. Charles will give up date on that
2. Goal #2 - We will talk about this goal today which is maternity data to public facing entities
3. Goal #3 - We are constantly working on 6 key groups for use of APCD data. Last meeting if you didn't attend, this was discussed. Notes were robust discussing those groups & how it's going.
4. Goal #4 - This is talking about data submission and FQHC pilot - continues at slow pace but intentionally
5. Goal #5 - This is talking about dental data
6. Goal #6 - We will talk more about this later in the summer
  - For those new to the group, we've been pretty good at making sure our goals are met each year.
  - This is a fun group to be a part of & we accomplish a lot
  - Quick point of information on Goal 4 -this includes Medicare data. OHCS working on incorporating into APCD

### **Update on UtahHealthScape Site - Please see slides for more information:**

#### **Background on UtahHealthScape:**

- UtahHealthScape (UHS) has been around for a while.
- The goal is to bring some of the publically available transparency data that Medicare produces or potentially that other groups produce; and make it consumer friendly and Utah focused. Get people linked into meaningful aspects
- UHS has been going through overhaul
- One important piece is that with some legislative mandate we've been asked to do cost transparency

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- Today we're looking at 2<sup>nd</sup> draft and iteration of maternity cost data that comes from All Payers Claims Database
- We'll be seeing a demo on that. Intention is to get your feedback and questions
- We're showing new launch pad on UHS. We're comparing by facility
- Historically we've had quality data by facility we've now added new component of maternity cost by facility
- We'll show this here, will also share with important stakeholder groups to get their input
- New site will likely launch in August

#### **Wowza (Web Developer) Presentation:**

- Looking at usage zip code wasn't as useful as going to specific facility and what they can expect to pay there
- We are working on increasing access to consumer data. Last year we crossed threshold of 50% of internet users are on mobile
- People are looking by hospital, nursing home – that's how they are searching for things
- The modular section you'll see for hospital is intended to optimize search engine results
- Enhance sustainability of UHS – much of what we're looking at is through live links to that data
- Easier to update and expand. Easier to manage and upload information and updates
- Home page for hospital: They can search by name or location and by city or zip code
- What can I find here, what can I do here section. Data sources links to where data sources are coming from. This section is intended to build trust and lets people know what they can find on this site
- Areas for video – possibly doing this on why there are differences in cost to having a baby in Utah
- Results page: All pages are responsive so if you adjust screen size, the site adjusts as well
- Sorted by hospital name. Can be sorted by patient experience and quality too. Have ability to go through each page. Some hospitals don't have all the data – reported as N/A.
- Each of the summary measures have a question mark symbol that gives user more information if they hover over it
- Blue ribbons denote HealthInsight quality awards – hospitals who have achieved Medicare quality benchmarks
  - TAG noted there was no description of the Blue Ribbon and it needs explanation. Wowza said that there is explanation of it on profile page but it makes sense to add to these pages too, they will give it question mark for more information on how and why the award is given

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- Discussion on if measures should be national or Utah centric
  - Sandi and Brantley both think it should be more Utah centric
  - Unlikely consumers are going to leave the state to get care
- We should provide link to the national data from our site
- We do have a lot of patients that come to us from out of state – might want to compare to another facility in other state
- Results page is to provide briefest snapshot of each one. Looking at hospital page is has their name, contact info, geographical info and map
- Patient experience and over quality. In addition we hae score for hospital and how it compares to other nearby hospitals
- Have ability to view all ratings – will give pop up that will explain breakdown of all the pieces that go into summary score
- We’re using HealthInsight rankings data. This will change. Hospital compare is CMS billing data. Data is at least a year old
  - Might be useful to point that out on this page – be explicit on the dates of the data on Hospital
- Taken numerators and denominators – weighted average
- If they have a lot of heart attack patients, they’ll get more points for that – it’s a complex methodology
- What is ‘linear mean score’?
  - Linear mean score might not be something of interest to consumers
- One thing we need for sustainability is that we have to pull from existing databases. So it’s good to know we can blank or hide things like that as needed
- Backend information management allows for a lot of flexibility in terms of turning data off or changing wording
- Built and designed to be flexible so HealthInsight can manage over time, analyze user data and change things to whatever extent the resources allow. Not wedded to a lot of the content on site, it’s easy to change
- Need to improve visual on patient experience measures
  - Little confusing to go from 4 out of 5 stars to percentages
  - Will be nicer once we unify visually
  - Wayne - Might be nice to display the good news first if that’s possible

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- Google reviews – we have decided these won't be on site. Now it will be UHS badges – people can look for as signs of good care. We have surgery checklists or access to CHIE or are a PCMH. Some are nationally guided lists, some are local. Utah customized aspect of site in place of Google reviews
- All the pieces below are modular – can pull out, add to or modify over time. Each module have title, descriptive, legend if needed.
- Maternity Care Costs: Vaginal vs cesarean delivery – average cost and cost range. How does this compare to nearby by hospitals
- Cost in state of Utah is a little confusing. It shows the range despite when you have the average. Not sure the range matters under Costs in the state of Utah – it's misleading. They are quite uncommon – not sure if they are absolute minimums or maximums. Feels like a median number there would be useful. If you stick to statewide ranges, if possible it should be averaged when someone clicks on user cost. Probably shouldn't be a range, sort of this travel question, may have options
- Another idea for range – instead of absolute range, there is no hospital the median charge; would be better to do a range of medians
- Sarah: Point is we should change what that cost information includes. But number two is display of the range – changing to median
- Who is this the cost to? Cost to consumer or is this the charge?
  - We've done work in previous iteration – cost paid to provider by insurance – but contact their insurance
- Have nice wire frame but need to flesh out more methodology stuff so they can find that information
- This is more of allowed amounts. This is what provider gets from both provider and insurer
- Sandi – this is facility and professional costs? This needs to be patient friendly.
  - Professional charges aren't billed by hospital – need other part of website
  - Sandi – need to be clear this isn't the total – it's a piece of total
- Mike: is target user individual choosing where to deliver?
  - YES.
  - Relevant figure to me in choosing where to deliver is how much it costs out of pocket?
- We have some information on current UHS website that describes payer relation – not complete picture, where you're at with your payer matters – all that will be incorporated into the site
- Mike: Is anyone in Utah doing reference pricing?
  - No but there are ones doing bundled CMS pricing
- If there is reference price and I have to pay a difference then price does make a difference



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- Brantley: If I have some insurance and know I have to pay 20% after deductible, this still gives me estimate of what I have to pay. It is useful but really depends on what insurance you have and what kind of plan you are on
- Sarah met one woman who lived up north and she went all the way down to Provo to their hospital because she knew they were cheapest
- Will include note that consumers need to check with insurance carrier
- Need to put links to insurers websites, like we did on last version of UHS
- Maternity Care safety – reported different than patient experience and quality measures

#### UtahHealthScape Cost Data

- Recap of Maternity Cost Data Development
- Just so you're aware, want to be transparent about how we came up with this
- Feel comfortable about what we're presenting. Gave us pause. We were exploring if we could do neonates – turns out it's difficult, took more time but you can hear it on presentation
- Link to view presentation:  
<https://drive.google.com/file/d/0Bye1y56DcxZjQkV2U2wwOXp0U2s/view>

#### Status of 106.5 Transparency Reporting Feedback

- Clinic quality comparison
- We have to do public reporting on clinics cost or quality
- Quality is what we've chosen
- In process for about 3 months now. Review period closed yesterday.
- Have press release that's been written. Norm going to do video to explain this which will go out with press release. You'll be able to see those this week
- Got questions from the U – working on them still
- Got a bunch of phone calls talked to a lot of people. Much was documented – for most part we got a lot of positive feedback
- We'll publish and sure we'll hear more feedback
- Will be on open data site here: [www.opendata.utah.gov](http://www.opendata.utah.gov)
- When we put up geographic – been on front page – as soon as we publish will likely be on front page – but if you search APCD you'll see it
- Kudos to this group for informing this process and helping with the MPS group
- We've done our best, will get their attention if they haven't heard yet
- Reported at clinic level with FTE more than 5... 240 were reported total – 240ish. 120 rolled into geographic clinics

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- Antibiotics and A1C are only two measures being reported
- Now we'll start working on identifying more measures for the next round

## Discuss need to meet in July:

- Team discussed and agreed to cancel
- **July meeting canceled**
- Watch for things to come through
- Could potentially send "homework" out in July
- Watch for Open Data to send that out and share

## Next Meeting:

**August 16<sup>th</sup>, 2016**

Cannon Health Building  
288 North 1460 West, Room 125  
Salt Lake City, Utah 84116

