

# SACRAMENTO COUNTY

## Department of Health Services



SEPTEMBER 2018

HEALTHY PARTNERS PROGRAM ANNUAL REPORT  
FISCAL YEAR 2017/18

PREPARED BY  
DHS PRIMARY HEALTH DIVISION

## OVERVIEW

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### *Healthy Partners Annual Report Fiscal Year 2017/18*

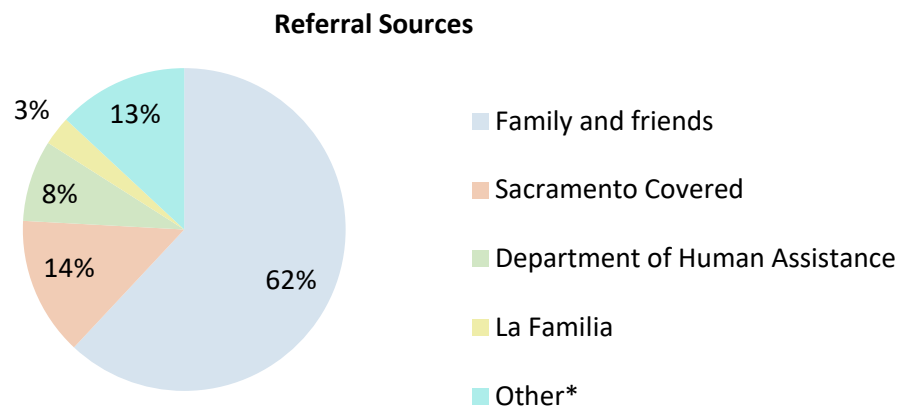
The Sacramento County Board of Supervisors approved a limited health care benefits program for Sacramento County residents meeting eligibility criteria who are uninsured and undocumented in June 2015. The program is called “Healthy Partners” and was launched in January 2016. This report is based on Fiscal Year 2017/18.

<b>Date</b>	<b>Item</b>
June 2015	Board of Supervisors approved the program.
June 2015 – December 2015	Intensive planning was completed in order to implement the program midyear. This included internal work and ongoing stakeholder input.
January 2016	The Healthy Partners program was launched. It began with primary and preventative services, behavioral health services, pharmaceuticals, and diagnostics.
February 2016	Per stakeholders’ request, the stakeholder group transitioned into a Healthy Partners Advisory Group.
April – May 2016	Employee Health Systems Medical Group (EHS) began provision of advanced imaging diagnostics. Sacramento Physicians’ Initiative to Reach out, Innovate and Teach (SPIRIT) program and the UC Davis (UCD) onsite specialists began providing specialty services.
August 2016	Full enrollment was achieved and a wait list went into effect.
Spring 2017 – Ongoing	Continued phase in of specialty services.
January 2018	EHS announced withdrawal from the local market. Discussed continued work with Healthy Partners to assist in member transition.
February 2018	Board of Supervisors approved removal of upper age limit and expanded enrollment cap to 4,000 members. County began contract negotiations with Advanced Medical Management, Inc. (AMM) after a procurement for various county services.
June 2018	Advanced Medical Management, Inc. began providing administrative management services.

## OUTREACH & ENROLLMENT

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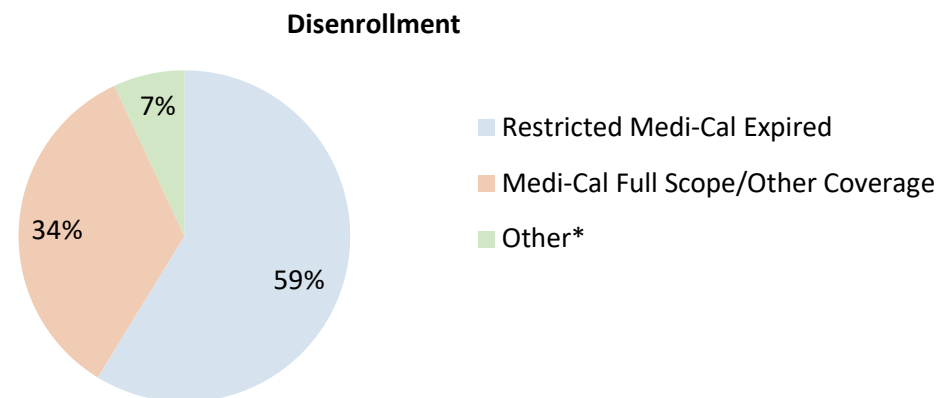
**REFERRALS:** The most common source of referrals is through word of mouth by family and friends. The other major agency sources include: Sacramento Covered, Department of Human Assistance and La Familia Counseling Center, Inc.



*\*Other includes: Community clinics (5%), Miscellaneous organizations (5%), Not specified (2%), and Media (1%).*

**ENROLLMENT:** As of June 30, 2018, **3,486** members were enrolled in the Healthy Partners program. There is no wait list in effect as membership is now capped at 4,000. Enrollment appears to be growing at a slower pace due to the churn of enrollment and disenrollment. There is also wariness about receiving public benefits. Members who were previously disenrolled due to the upper age limit were contacted and, if criteria were met, were re-enrolled in the program.

**DISENROLLMENT:** During Fiscal Year 2017/18, a total of 547 members were disenrolled from the Healthy Partners Program. Disenrollment occurs when a member no longer meets program requirements including when health care coverage is obtained. The chart below shows the top reasons for disenrollment during the Fiscal Year:



*\*Other includes: County of Residence Change (5%) and Income Level Above 138% FPL (2%)*

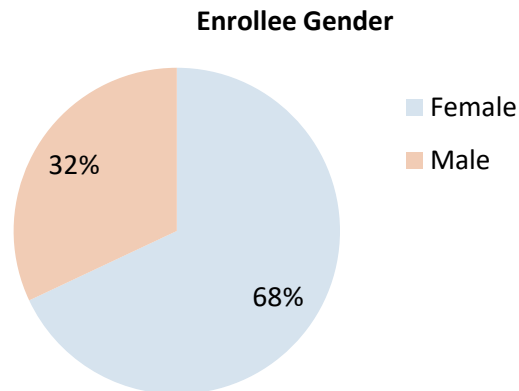
Members may not renew restricted scope Medi-Cal for various reasons including: gaining new coverage, moving, fear of being on public benefits due to the current political climate, or lack of knowledge about the need to maintain health care benefits when not ill. Staff will work to retain members and provide education about Healthy Partners benefits.

## DEMOGRAPHICS

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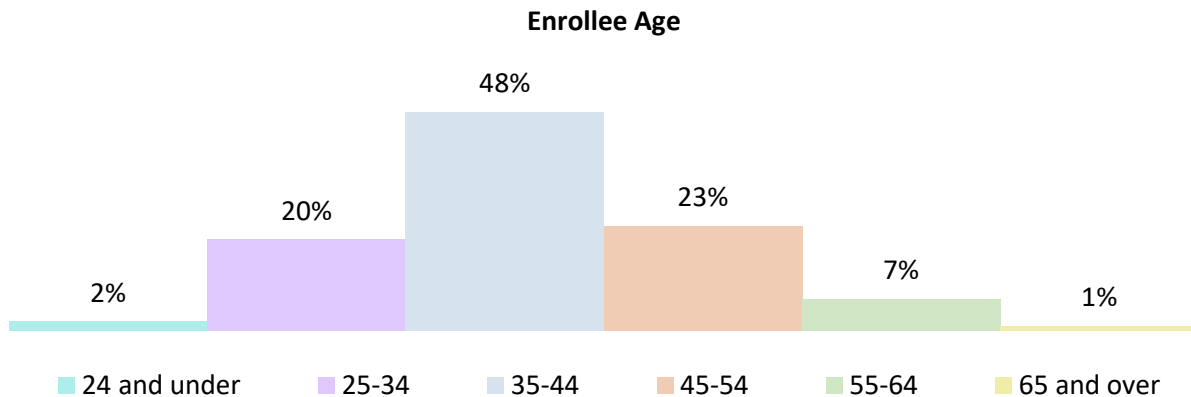
### GENDER

There is a much larger proportion of female (68%) versus male (32%) enrollees.



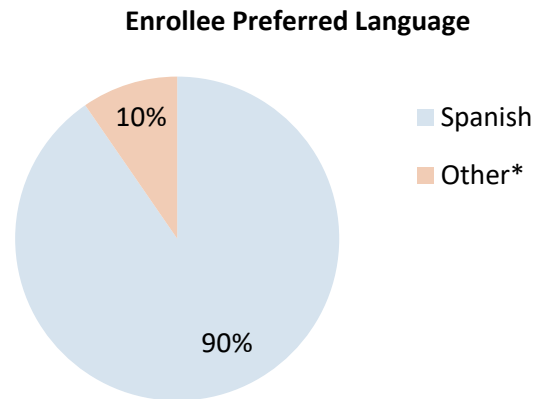
### AGE

Most members (91%) are age 25 years to 54 years of age. Individuals below age 19 qualify for full scope Medi-Cal. As of June 30, 2018, there were 32 enrollees age 65 or older. This number will gradually increase. Members were pleased that the upper age limit was lifted.



## PREFERRED LANGUAGE

Spanish (90%) is the preferred language. See below for a list of “other” preferred languages.



*\*Other includes: English (6%), Russian (2%). The remainder had less than 1% each – Arabic, Punjabi, Farsi, Hindi, Mongolian, Portuguese, Armenian, Tagalog, Vietnamese, Chinese, Chinese-Mandarin, Ethiopian, Fijian, Hmong, Korean, Nepali, Punjabi/Hindi, Romanian, Tongan, Ukrainian, and Unknown.*

## NEIGHBORHOODS/GEOGRAPHIC DISTRIBUTION

“Community Health Assessment of Sacramento County (2016),” prepared by Valley Vision, Inc. for the Healthy Sacramento Coalition, groups 15 zip codes into three geographic areas within the County – North Area, South Area, and Downtown. These zip codes have consistently high rates of poor health outcomes (above county, state, and Healthy People 2020 benchmarks) with regard to chronic disease and mental health.

**North Area** (Zip codes: 95660, 95673, 95815, 95821, 95838, & 95841)

Area	Zip Code	Total Enrollees
Arden Arcade / Del Paso Heights / Old North Sacramento	95815	192
Arden Arcade / Del Paso Manor	95821	93
Arden Arcade / Foothill Farms / Belmont Estates	95841	22
Del Paso Heights	95838	174
North Highlands	95660	116
Rio Linda	95673	30
<b>Total</b>		<b>627</b>

**South Area** (Zip codes: 95817, 95820, 95822, 95823, 95824, 95828, & 95832)

Area	Zip Code	Total Enrollees
City Farms / Fruitridge Manor	95824	416
Elmhurst / Oak Park / Franklin Blvd.	95817	35
Florin	95828	234
Hollywood Park / Land Park	95822	172
Meadowview	95832	60
Parkway / Valley Hi / North Laguna	95823	562
Tahoe Park / Elmhurst / Oak Park / Colonial Heights / Colonial Acres	95820	410
<b>Total</b>		<b>1,889</b>

**Downtown** (Zip codes: 95811, 95814)

Area	Zip Code	Total Enrollees
Downtown	95811	5
Richards / Alkali Flats / Mansion Flats / Southside Park	95814	4
<b>Total</b>		<b>9</b>

**Other Neighborhoods**

Area	Zip Code	Total Enrollees
Antelope / Foothill Farms	95842, 95843	82
Arden Arcade / Campus Commons	95825, 95866	123
Carmichael / Orangevale / Fair Oaks	95608, 95662, 95628	57
Citrus Heights	95610, 95621	95
Del Paso Heights / Natomas	95833, 95835, 95834, 95837	177
East Sacramento / Winn Park / Newton Booth	95816	6
Elk Grove / Laguna	95624, 95757, 95758, 95759	81
Elverta / McClellan	95626, 95652	6
Excelsior / Calvine / Vineyard	95829, 95830	17
Folsom	95630	8
Galt	95632	39
Hood	95639	2
Land Park / Pocket / Greenhaven	95818, 95831	26
Rancho Cordova	95670, 95655, 95742	123
Rosemont / College Greens	95826	29
Sacramento / Lincoln Village / Sierra Oaks	95827, 95864	46
Sloughhouse / Herald / Wilton	95638, 95683, 95693	20
Walnut Grove / Courtland / Isleton / Ryde	95615, 95690, 95680	24
<b>Total</b>		<b>961</b>

The chart below summarizes the other tables. **72%** of the enrollees reside in communities with consistently high rates of poor health outcomes related to chronic disease. It is well known that individuals who do not have health coverage suffer from health disparities and often only seek treatment when the service need is high. Lastly, Healthy Partners enrolls members from all over Sacramento County.

Healthy Partners Enrollees Zip Code Summary Chart Point in Time: June 30, 2018		
Community Groups	Number of Enrollees	
North	627	<b>72%</b> of enrollees reside in communities with consistently high rates of poor health outcomes related to chronic disease.
South	1,889	
Downtown	9	
Other Communities	961	<b>28%</b> reside in other communities
<b>Total Enrollees</b>	<b>3,486</b>	

*Zip Code Data Source: Community Health Assessment of Sacramento County, prepared by Valley Vision, Inc. for the Healthy Sacramento Coalition, 2012 and 2016.*

## PROGRAM STRUCTURE

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### PRESCRIPTIONS

Healthy Partners enrollees have a split benefit for prescriptions through low cost retail stores such as Walmart or through the County Pharmacy.

Low Cost Retail – Medications are the patient’s only out of pocket costs for the program. Typically each prescription is either \$4 or \$10 depending on whether it is a one month or three month prescription.

Healthy Partners Formulary – The County Pharmacy has a formulary for medications deemed essential and not available through low-cost retail. The formulary was developed by a clinical / administrative program leadership team and is reviewed and updated annually. Staff continue to assess the practice of obtaining medications from two sources.

For Fiscal Year 2017/18, the most common classes of medications dispensed from the County formulary are included below.

Types of Medication	Percent
Diabetes Medications & Supplies	53%
Cardiovascular	18%
Asthma	10%
Migraine/Pain Management	7%
Gastrointestinal	7%
Miscellaneous (neurological, anti-rheumatic, anticonvulsant, anticoagulant)	5%
Mental Health	1%

## DIAGNOSTIC SERVICES

The organization of diagnostic services providers is illustrated below:

Diagnostic Services FY 2017/18	
Type	Provided by:
Radiology – simple films (on site)	County
Laboratory tests (on site)	Quest
Diabetic Retinopathy Screening (DRS)	SPIRIT, EHS, and AMM
Advanced imaging – ultrasound, digital mammography, magnetic resonance imaging (MRI), fluoroscopy, computed tomography (CT), and bone density	EHS and AMM
Pathology	EHS and AMM

## SPECIALTY SERVICES

The organization of specialty services is illustrated in the tables below – *please note that AMM began provision of administrative management services June 2018:*

Outpatient Specialty Services FY 2017/18				
Specialty	EHS	SPIRIT	UCD	AMM
Physical Therapy	X			
Dermatology	X			
Pathology	X			
Colon & Rectal Surgery	X			
Gastroenterology	X			
Occupational Therapy	X			
Ophthalmology	X	X		X
Gynecology	X	X		X
Optometry	X	X		
Pulmonology		X		
General Surgery		X		
Retinal Surgery		X		
Urology		X		
Ear, Nose & Throat (ENT)		X		
Orthopedics		X		
Neurology		X		
Endocrinology		X		
Musculoskeletal (MSK)			X	
Rheumatology			X	
Nephrology			X	



Outpatient Procedures & Surgeries FY 2017/18			
Type of Surgery	EHS	SPIRIT	AMM
Ophthalmology	X	X	X
General Surgery	X	X	
Gynecology	X	X	
Gastroenterology	X		
Dermatology	X		
Colon & Rectal Surgery	X		
Urology		X	
ENT		X	

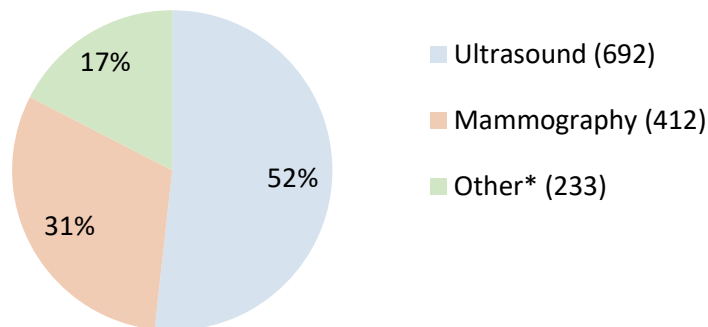
## SERVICES COMPLETED FY 2017/18

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### DIAGNOSTIC SERVICES

These services are in high demand. **1,337** were delivered this fiscal year in comparison to 1,606 in Fiscal Year 2016/17. [Note: There was a data error in the FY 2016/17 report when duplicate codes occurred for each visit.]

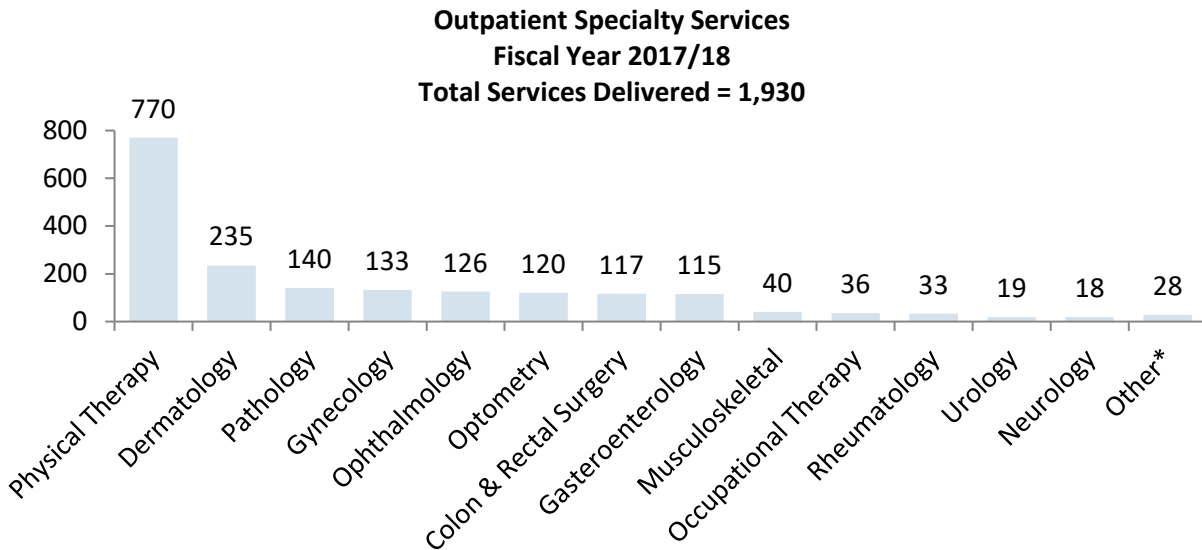
**EHS & AMM Diagnostic Services  
Fiscal Year 2017/18  
Total Services Delivered = 1,337**



\*Other includes: CT (7%), MRI (6%), Echo (2%), Radiology (1%), Fluoroscopy (1%), and Bone Density (1%). AMM delivered one echocardiogram.

## SPECIALTY SERVICES

Specialty Services are offered through multiple paths: 1) contracted vendor (EHS/AMM); 2) SPIRIT program (donated physician services), or 3) UC Davis contracted specialists. Depending on patient need and availability, staff submit referrals through one of these processes. Some of the SPIRIT services are also on-site.



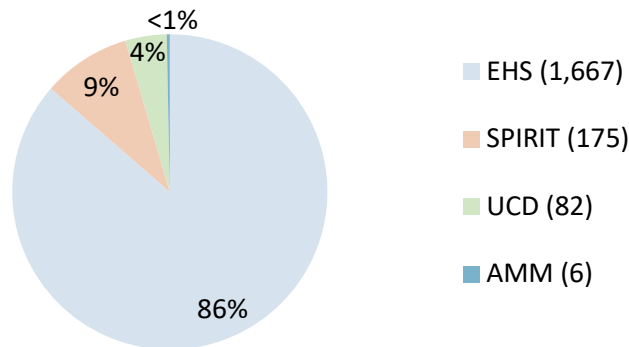
\*Other includes: Nephrology (9), Endocrinology (6), Pulmonology (5), General Surgery (3), Retinal Surgery (3), ENT (1), and Orthopedics (1).

The following specialty services were new this fiscal year: *Pathology, Colon & Rectal Surgery, Occupational Therapy, Optometry, General Surgery, Retinal Surgery, Musculoskeletal (MSK), and Ear, Nose & Throat (ENT)*. While the program did not begin with Physical Therapy services in 2016, it was added late in Fiscal Year 2016/17 due to patient need. It was a much needed addition.

Due to the transition of EHS and AMM, recruitment and assessment of additional specialties was placed on hold. It will take 6 – 12 months for AMM to fully onboard. SPIRIT continues to recruit specialists and remains a highly valued partner.

The next chart highlights specialty service delivery by provider. This year EHS (86%) delivered the bulk of the services.

**Outpatient Specialty Services by Provider  
Fiscal Year 2017/18  
Total Services Delivered = 1,930**

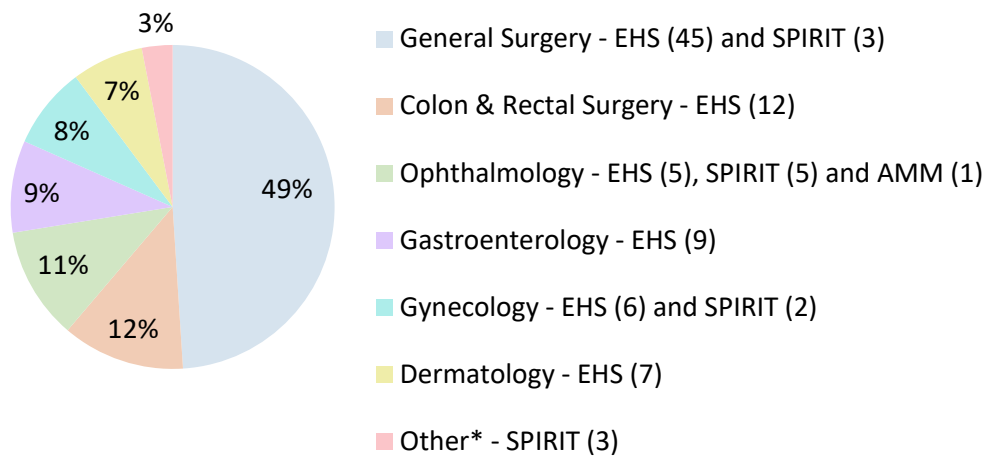


*AMM provided 0.3% of outpatient specialty services.*

### OUTPATIENT PROCEDURES/SURGERIES

This fiscal year, the following types of outpatient procedures and surgeries were added: *Gynecology, Gastroenterology, Dermatology, Colon & Rectal Surgery, and ENT*. We completed 98 in FY 2017/18 as compared to 10 in FY 2016/17.

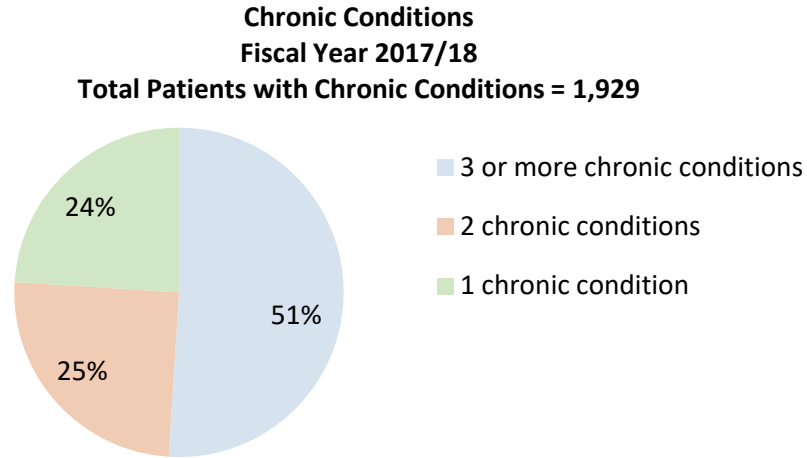
**Outpatient Procedures/Surgeries  
Fiscal Year 2017/18  
Total Surgeries = 98**



*\*Other includes: Urology (2) and ENT (1).*

## CHRONIC HEALTH CONDITIONS

Most patients (76%) have two or more chronic health conditions. Half of the patients (51%) with chronic conditions have three or more chronic health conditions. See the chart below:



The most common comorbidities are listed below.

Chronic Conditions	Top 3 Comorbidities
Diabetes	Obesity (41%), Hypertension (40%), Lipid Metabolic Disorders (30%)
Hypertension	Diabetes (45%), Obesity (38%), Lipid Metabolic Disorders (32%)
Behavioral Health	Obesity (29%), Diabetes (19%), Lipid Metabolic Disorders (17%)
Respiratory (Asthma, Allergies, etc.)	Obesity (32%), Behavioral Health (25%), Hypertension (17%)

*Many patients have multiple chronic conditions so percentages will not add up to 100%.*

## PATIENT EXPERIENCE

**Survey Data:** Patient experience feedback is derived from multiple sources including a patient survey. Survey data is captured in the next tables.

<b>Patient Experience Survey</b> <b>May 2018</b>	
Survey Question	Percent of enrollees who responded "yes" to this question.
Would you send your family and friends to us?	99%
Do you feel that we help you to make healthy lifestyle choices?	97%

Patient Experience Survey May 2018	
Survey Question	Percent of enrollees who responded "very good/good"
Able to make a same day appointment when sick or hurt.	53%
Health center hours work for me.	94%
Length of wait time at the clinic.	86%
Front desk is friendly and helpful.	91%
Provider listens to you.	96%
Nurses and Medical Assistants listen to you.	95%
Provider spends enough time with you.	92%
Provider gives you information you can understand.	98%
Provider considers your personal or family beliefs.	94%
Provider gives you good advice and treatment.	94%

While most areas are rated very highly, staff will work on appointment accessibility.

**Patient Testimonials:** Staff also asked some patients what they thought about the Healthy Partners program. See below for a few comments:

*"I have been enrolled in the Healthy Partners since 2015. Through this health program I learned how to control my Diabetes and Hypertension since I was diagnosed. I had the same physician since I had my first appointment; where as in other clinics they changed my doctor in each visit. My Healthy Partners' doctor really cares about my health. I always feel better after talking with my health provider. The pharmacy and call center services make my life less stressful. I was treated with respect and dignity. The entire personnel are courteous and professional. I would not hesitate to refer this health program to others who need health care." - Healthy Partners member*

*"I am very fortunate to have found this health program in the Sacramento area. From the time I first entered the registration office to present day. The services in this clinic are excellent, I have never had to sit and wait longer than an hour to see my doctor. Dr. Sarah Turgasen really takes in consideration my physical and mental health. The other doctors that I have visited before briskly talk about my health, but when I found the Healthy Partners health program I feel like they took the time with getting to know my personal health history. I genuinely feel like my doctor cares about me. I was very impressed with every staff member; they were very professional and attentive. I would like to express my deepest thanks to who created this amazing program." - Healthy Partners member*

*"I am fascinated with the Healthy Partners health program. My entire experience from registering into the program to this moment was beyond positive. My health provider is friendly, accessible and very knowledgeable about my health issues. She makes specialist referrals that are needed in order to improve my quality of life. I have the sense that Dr. Turgasen REALLY cares about my whole being and not just the fact that I need a physical exam. She spends time with me and never leaves the room until every question is answered. This health program is the MAXIMUM and has a significant impact in my health. County of Sacramento, Primary Care Center possesses the qualities of kindness and caring which I think is important to maintain a healthy lifestyle." - Healthy Partners member*

## PHYSICIAN EXPERIENCE

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Provider Experience is also important to capture. Providers have noted differences in serving Healthy Partners enrollees versus other beneficiaries such as Medi-Cal or the indigent including higher appointment show rates, adherence to treatment, and expressions of gratitude. A few provider comments are noted below:

### **Specialty Provider:**

*“Giving back to the community is a way to show my gratitude and share my good fortune with others. Philosophically, as a physician my mission has been to help reduce suffering regardless of reimbursement.” - Michael Lawson, MD, Gastroenterologist, SPIRIT Volunteer*

*“I’m always happy to contribute to these sorts of things and for the past year I’ve been doing a full day of SPIRIT clinic once per month. It’s a wonderful community service that provides patients that ‘fall through the cracks’ access to care and gives providers an opportunity to contribute. Your staff is a joy to work with as well.” - Ed Denz, OD, Optometry, Kaiser Permanente, SPIRIT Volunteer*

### **Primary Care Provider:**

*“My passion around healthcare has always been rooted in helping the underserved and making an impact in my community. As a native Spanish speaker, born in Mexico, I feel very privileged to care for and connect with our Healthy Partner’s patients. I have been in primary care practice for 8 years now and I can confidently say that the vast majority of my patients enrolled in Healthy Partners are exemplary patients. The willingness and desire they have to engage and become active partners in managing their health is awesome. Patients served through the Healthy Partners program have often times not had any preventative health care access and we find new diagnoses of depression, PTSD, diabetes, hypertension, and countless other chronic conditions. Within several months, after starting some combination of lifestyle recommendations, medications, and/or psychotherapy, we see significant improvements in their health and wellbeing. As a primary care doctor this is extremely rewarding. I know there are still so many barriers outside of access to health services that prevent many of our undocumented immigrants from staying healthy, but I know we are reducing one important obstacle.” - Stephany Sanchez, MD, County Health Center*

## EXPENDITURES

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The Medical Treatment Account contains revenues that are dedicated to the Healthy Partners program for diagnostic and specialty services. The revenues included a total of \$2.5 million (\$1.7 million Health Realignment and \$800,000 General Fund). There was approximately \$1.6 million in savings for Fiscal Year 2017/18.

While EHS continued to roll out specialties during the initial half of FY 2017/18, this stopped once EHS announced their departure from the local market. Procurement, contract negotiations and program development began with AMM in January 2018 and is still in process. Once stabilized, staff will begin to review specialty additions.

## HEALTHY PARTNERS ADVISORY GROUP

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Members are listed in the following table:

Seat	No.	Member Representation
Advocates	4	Building Healthy Communities, Sacramento Covered, Sacramento Area Congregations Together (Sacramento ACT), Legal Services of Northern California
Community FQHC	1	One Community Health
Hospital Systems	2	Dignity Health, Kaiser ( <i>represent all four hospital systems including Sutter Health and UC Davis Medical Center</i> )
Physicians	2	Sacramento Latino Medical Association, UC Davis Department of Internal Medicine
SPIRIT	1	Sierra Sacramento Valley Medical Society
DHS	3	Convener, Program Staff
<b>Total</b>	<b>13</b>	

## ACCOMPLISHMENTS

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- The County Board of Supervisors approved major changes to the Healthy Partners program on February 6, 2018 (see Resolution Number 2018-0089): *the upper age limit was eliminated AND the enrollment cap was increased from 3,000 to 4,000 members.* Immediately following the hearing, staff completed the following:
  - ✓ Adopted the new criteria as well as revised key documents.
  - ✓ Alerted key agencies and stakeholders who refer applicants.
  - ✓ Contacted individuals formerly disenrolled due to age and enrolled if still meeting the criteria.
  - ✓ Worked through and abolished the wait list.
  - ✓ Began recruitment for county positions when the positions were created in July 2018.
- The following outpatient specialty services were new this fiscal year: *Pathology, Colon & Rectal Surgery, Occupational Therapy, Optometry (vision exams and glasses), General Surgery, Retinal Surgery, Musculoskeletal (MSK), and Ear, Nose & Throat (ENT).*
- The following types of outpatient procedures and surgeries were added this fiscal year: *Gynecology, Gastroenterology, Dermatology, Colon & Rectal Surgery, and ENT.*
- Reviewed and added items to the Healthy Partners Formulary.

## CHALLENGES

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Despite the successes, this year was not without challenges. They included:

- County Health Center management turnover (Project Director, Clinic Manager responsible for Healthy Partners Administration). Managers are still in training and learning about various Health Center operations.
- Transition of vendors from EHS to AMM. The loss of EHS has been striking. EHS was very dedicated to this program and was highly involved in program development. They were also successful at starting new services. The AMM transition and learning process will continue into FY 2018/19.
- Health Center transition to a new Electronic Health Record (McKesson Practice Partner to Epic OCHIN). Any electronic record transition is a significant endeavor. This is a robust product and staff are still learning the features, one of which is a patient portal called MyChart. Epic OCHIN is compatible with Epic which is in use by three out of the four health systems including UC Davis which is helpful to our teaching faculty.
- Patient access (same day) did not receive a high rating in the patient survey (53% responded same day access was very good/good). Staff will work on this in FY 2018/19.

## COMING ATTRACTIONS FOR FISCAL YEAR 2018/19

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Some changes are planned for the new fiscal year:

- The Healthy Partners Medical Treatment Account is budgeted at \$2,262,918. As a result of the February 6, 2018 Board Hearing, \$280,000 was redirected to Clinic Services and Pharmacy (See Resolution Number 2018-0089). County positions included: one clerical staff, one medical assistant, and a half-time pharmacy technician. Funds were added to the UC Davis contract for increased physician hours. Positions were created in the June 2018 budget hearing. Recruitment is in process.
- UC Davis Family Medicine contract was approved in July 2018. Contract work is in process to add a small onsite women's health clinic. These providers specialize in family medicine and obstetrics. One of the providers is a native Spanish speaker. A Primary Care Physician (part-time contracted) will also begin in October 2018. She is also a native Spanish speaker.

## DATA SOURCES AND LIMITATIONS

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The data used to generate this report comes from: multiple databases (Epic OCHIN Electronic Health Record, McKesson Electronic Medical Record, AS400, and RX300), patient experience surveys, and contractor documents (SPIRIT, EHS, and AMM). Next year, two of these data sources will be eliminated due to the E.H.R. transition.

Data reflects a point in time. There is a claims lag so there may be changes in specialty numbers after the report is issued. Lastly there was a duplication error noted in the FY 2016/17 diagnostic data. See that section for revised information.



## ACKNOWLEDGMENTS

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It is a privilege and an honor to administer this program. *Many, many thanks to all who provide services, donate services, and advocate for our services:*

- SPIRIT Partners: Dignity Health, Sutter Health, Kaiser, UC Davis, Sierra Sacramento Valley Medical Society
- La Familia Counseling Center, Inc.
- Sacramento Covered
- County Health Center and Pharmacy Staff
- County Department of Human Assistance
- Employee Health Systems Medical Group, Inc.
- Advanced Medical Management, Inc.
- Healthy Partners Advisory Group and Advocates
- Public Health Advisory Board
- County Health Center Co-Applicant Board
- County Board of Supervisors and Chiefs of Staff

## COUNTY BOARD OF SUPERVISORS

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District 1	Phil Serna
District 2	Patrick Kennedy, Vice Chair
District 3	Susan Peters, Chair
District 4	Sue Frost
District 5	Don Nottoli