



# Outcomes Measurement Process

Healthy York Network  
York, Pennsylvania

# What is Healthy York Network? (HYN)

- York is located in south central Pennsylvania (an hour north of Baltimore, MD)
- Provides access to healthcare and medications at a discount, based upon hospital charity policies
- Involvement by three health systems, 2 medical groups, an insurance provider, an FQHC, the city health bureau, 600 providers, many social service agencies
- Healthy Community Pharmacy: PAs only not for profit pharmacy (that we know of)
- Disease management support for 5 conditions
- One of the first broad health collaborations in our region (HYN is 4 years old)

# HYN's Objectives

- Develop and maintain a community-wide network for providing healthcare for the uninsured and underinsured
- Screen applicants for Network membership and other public or private coverage
- Provide a system of care for the uninsured and underinsured to use when healthcare access is needed for essential services
- Provide pharmaceutical services which delivers timely access to essential medications
- Evaluate each applicant to determine if chronic disease management support is needed
- Collect claims information on network members to evaluate services provided (i.e. how much, when, where and by whom)

# What Data is Collected?

- Inpatient, emergency, pharmacy, outpatient, primary/specialty care . . . Any service given by an HYN provider
- Charges, write offs
- Diagnoses and procedures
- Medication data from Healthy Community Pharmacy
- Member satisfaction information
- Ancillary testing results

# How the Data is Collected

- Most data is merged into a data warehouse. This includes:
  - Member financial and demographic information collected via a web application
  - Claims submitted to SouthCentral Preferred, a PPO owned by WellSpan Health
  - Healthy Community Pharmacy data
  - Some clinical results from ancillary testing



# How the Data is Collected

- Some data is manually collected from participating organizations
- Various patient surveys occur throughout the year

Bottom line . . . The data is collected using the best method possible. It isn't always an easy process or done in the most desirable way

# How is the Information Used?

- HYN's Steering Committee (aka Board of Directors)
- Health systems' boards or committees
- Publications – internal and external
- Presentations to providers, social service agencies, legislators, community groups
- HYN's committees: Medical Policy, Pharmacy, Operations, Public Relations, caseworker staff
- Physician offices
- In grant proposals
- Funders

# Types of Reports

- Quarterly updates on base measures
- Scorecard: Key measures which describe how HYN is performing
- Community benefit summary
- Monthly stats to give a quick overview
- Disease management: clinical outcomes, return on investment
- Member satisfaction: new and existing
- Impact survey: evaluating patient perceptions

# Results or Inferences

- # of members have increased
- It appears Emergency visits per member per month are decreasing
- Inpatient visits PMPM are increasing
- Members with diabetes are experiencing better clinical outcomes
- Primary care visits are decreasing PMPM
- Patients say they have better access to healthcare

# The Good

- Improved picture of the healthcare access patterns of the uninsured
- Answers the questions: Is this a viable initiative or not? Does it make a difference?
- A foundation to educate the community
- Gives private physicians the proof that they are indeed serving the community
- Enables health systems to better describe one aspect of their community benefit efforts

# The Difficult

- Data is only as good as its source
- HYN members are only eligible in 6 month increments – makes comparisons hard
- Bringing together claims from various providers not clean or done efficiently
- Not everyone gets care from an HYN provider or pharmacy so information may be incomplete
- Unfortunately, not every provider submits claims

# Lessons

- Always watch how much data to collect as compared to its value to the program
- One thing leads to another
- Evaluate measures periodically: New measures needed? Out with the useless
- What is the story or message we're trying to tell?
- Do the best with what you have. It may not be ideal --- and say so.



# Is the Information Helping to Sustain HYN?

- Yes, it helps
- Be prepared to explain the data
- Be prepared to have it raise other questions with supporters and skeptics alike
- Encourage questions!
- Sustainability isn't just the data. It's also improving quality of life and telling the stories of those you've helped

# Contact Information

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