

HEALTHY YORK NETWORK BALANCED SCORECARD

(As of December 2007)

Perspective	Measure	Area	Desired Trend	Baseline	Goal	Results
Clinical	Disease Management indicators		Mixed			See Chart Diabetes Indicators ☺
	Medical home - % seen by HYN provider w/in 8 weeks of enrollment		Up	2004 – 14.09%		2005 – 20.39% ☺ 2006 – 28.35% ☺ 2007 – 22.71% ☺
	Member perception of getting access to medications, better access to health care, PCP access, frequency of ED use	Results from Impact & Re-enrollee survey Fall & Winter 2005 Summer & Fall 2006		Used ED in past 3 Mo.-25% Didn't have PCP visit-unable to pay – 44% Satisfaction with getting access to prescription meds 96% Felt had better access to healthcare 95%		Used ED/ past 3 Mo 11% ☺ Did not have PCP visit – unable to pay – 21% ☺
Financial	ED Use	Urgent	Same	2004 – 35% of total ED claims		2005 – 27% ☺ 2006 – 33% ☺ 2007 – 31% ☺
		Non-Urgent	Down	2004 – 65% of total ED claims		2005 – 73% ☺ 2006 – 67% ☺ 2007 – 69% ☺
	Hospital admits per 1000 members per month		Down	23 (Avg. for 9/04-8/05) 19 (W/O Pregnancy)	20	27 (Avg. for 9/05-8/06)☺ 21 (w/o Pregnancy) ☺ 24 (Avg. for 9/06-8/07)☺ 19 (w/o Pregnancy) ☺
	Pharmacy Costs		Down			In Progress
	PCP charges		PM/PM Down	1/05-12/05 \$26.80		1/06-11/06 \$25.54 ☺
	PCP visits		PM/PM Down	1/05-12/05 0.29		1/06-11/06 0.25 ☺
	Revenue via referrals to MA		Up	\$378,720 (4/04-3/05)	\$500,000/yr	\$928,390 4/05-3/06 ☺ \$754,810 4/06-3/07 ☺ \$714,045 4/07-11/07 annualized ☺
Free Care or HYN Write-Offs			\$6,321,595 2005 \$185.36 PM/PM		\$11,042,531 2006 \$259.87 PM/PM \$10,500,119 1 st 3 Q 2007 \$285.39 PM/PM	
Community	Membership	Current HYN membership since inception. Total # of apps processed	Up	2121 as of 4/1/04	4000 current enrollees	4728 as of 12/1/07 ☺ 25,434 apps. processed 23,644 apps. approved since 4/04
		Medical assistance	Up	334 applied 144 approved 4/04-3/05	350 applied/yr 170 approved/yr	612 applied 4/05-3/06 ☺ 353 approved 4/05-3/06☺ 531 applied 4/06-3/07 ☺ 287 approved 4/06-3/07 ☺ 547 applied 4/07-11/07 ☺ 181 approved 4/07-11/07 ☺

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Perspective	Measure	Area	Desired Trend	Baseline	Goal	Results
	Economy	Lost work/school (2006 Impact Survey)	Down	3 mo prior to enrollment Mean (average) 6.5 days Median 3 days		6 mo after enrollment Mean (Average) 4.29 days ☺ Median 1.5 days ☺
		Grants	Up			Applied for 3
		Contributions	Up			\$110,705
	Access	Pharmacy	Up	31% of members (Benchmark 4/04-3/05)	31%	31% of members ☺ (Avg. for 4/05-3/06) 26% of members ☹ (Avg. for 4/06-3/07) 27% of members ☹ (Avg. for 4/07-9/07)
Community		Lab/diagnostics (Based on total charges)	TBD	2005 16,754 tests = \$4,544,480 or \$133.26 PM/PM		2006 19,986 tests = \$6,432,454 or \$151.37 PM/PM 1/07-8/07 annualized 21,134 tests = \$7,881,766 Or \$163.04 PM/PM
	Socio economic disparity	Ethnicity/Race	Down			See chart
		Mammography	Up			75% of female members ages 50-69 who had a screening mammogram within a 2 year period
		Pap Smears	Up			50% of female members ages 18-64 who had a pap smear within a 3 year period
		Disease Mgt. Indicators	Down			In Process

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DIABETES DISEASE MANAGEMENT INDICATORS

DIABETES LAB ANALYSIS							
NOTE: Prior is as of 6/30/06							
	PRIOR	6/30/2006	9/26/2006	12/29/2006	3/30/2007	6/29/2007	9/28/2007
% with A1c	10%	54%	54%	53%	50%	51%	66%
% A1c<9.5 Tested	79%	81%	82%	83%	83%	83%	82%
% A1c<7.1 Tested	40%	41%	42%	41%	42%	43%	42%
% with Micro Albumin	7%	33%	36%	38%	41%	42%	55%
% with Eye Exam	8%	16%	18%	20%	22%	22%	21%
% with LDL	14%	57%	61%	63%	65%	67%	88%
% LDL<130 mg Tested	69%	77%	79%	77%	78%	79%	79%

Prior Time Frame for A1c is 6 months prior to Disease Management Enrollment date
 All other prior values are 12 months prior to Disease Management Enrollment date

** All numbers are based on members who are or where enrolled in Diabetes Disease Management

** Time Frame is based on member enrollment date

** Totals are based on a timeframe of 0 to 12 months from DM enrollment date

% with A1c	% of enrolled members with A1c in the given timeframe
% A1c Improved	% of enrolled members with A1c in the given timeframe with a result improved from the Prior Timeframe result.
% A1c < 9.5 Tested	% of enrolled members with A1c in the given timeframe with a result < 9.5 (includes only those members with a test result in the given timeframe)
% A1c < 7.1 Tested	% of enrolled members with A1c in the given timeframe with a result < 7.1 (includes only those members with a test result in the given timeframe)
% with Microalbumin	% of enrolled members with Microalbumin test in the given timeframe
% Eye Exam	% of enrolled members in the given timeframe with an eye exam (does not include claims sent through independent vision plans)
% with LDL	% of enrolled members with LDL test in the given timeframe
% LDL < 130mg Tested	% of enrolled members with LDL in the given timeframe with a result < 130mg (includes only those members with a test result in the given timeframe)

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ASTHMA DISEASE MANAGEMENT INDICATORS

(As of December 14, 2007)

12/14/2007

YEAR	ED Visits	ED Mbrs.	IP Visits	IP Mbrs.	IC Fills	AI Fills	SABD Fills	Rescue Ratio	# Enrollees
2002	1	1			10	10	42	19.23%	
2003	2	2			10	8	14	36.36%	
2004	8	5			20	18	12	60.00%	113
2005	34	20	13	5	104	103	10	91.15%	188
2006	53	32	15	7	143	143	31	82.18%	225
2007	22	16	19	6	124	124	45	73.37%	89
Grand Total	120	64	47	18	411	406	154	72.50%	615

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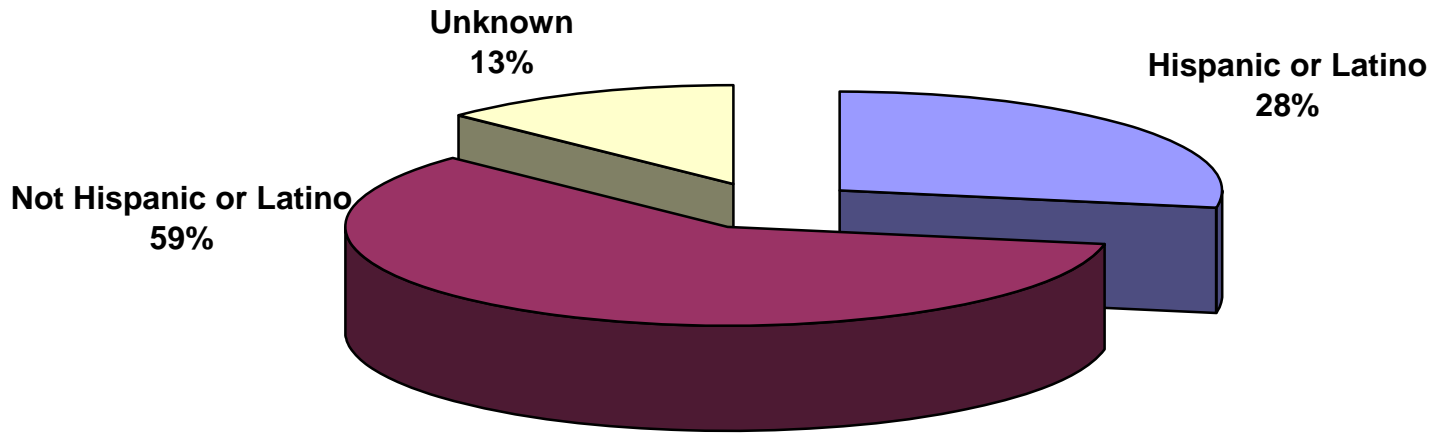
(HYN numbers based on enrollment data)

(County Census data based on those who are at or below 200% of Federal Poverty Level)

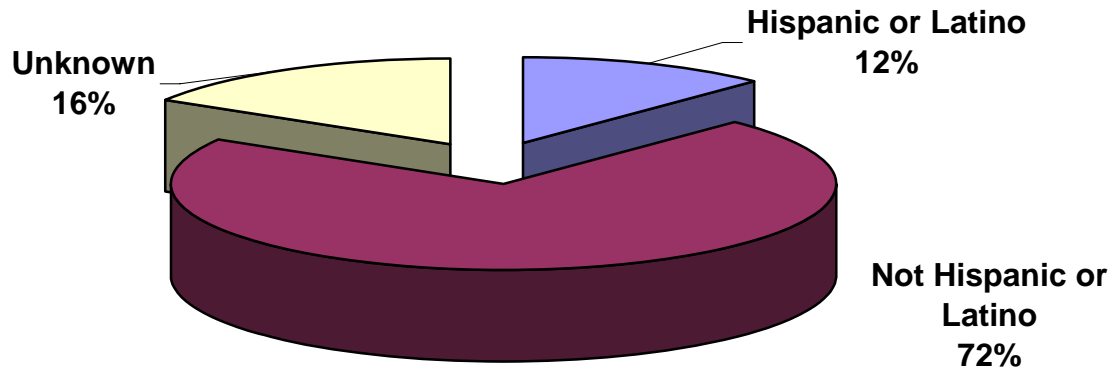
	HYN		COUNTY	
	2/28/2007		2000 CENSUS	
RACE				
American Indian or Alaska Native	25	0.63%	214	0.27%
Asian	40	1.00%	710	0.91%
Black or African American	381	9.56%	10174	12.99%
Native Hawaiian or Other Pacific Islander	2	0.05%	28	0.04%
Other	981	24.61%	8590	10.97%
Unknown	257	6.45%		
White	2300	57.70%	58618	74.83%
	3986	100%	78334	100%
ETHNICITY				
Hispanic or Latino	1109	27.82%	9601	12.26%
Not Hispanic or Latino	2364	59.31%	55933	71.40%
Unknown	513	12.87%	12800	16.34%
	3986	100%	78334	100%

HEALTHY YORK NETWORK BALANCED SCORECARD

HYN ENROLLMENT BY ETHNICITY AS OF 2/28/07

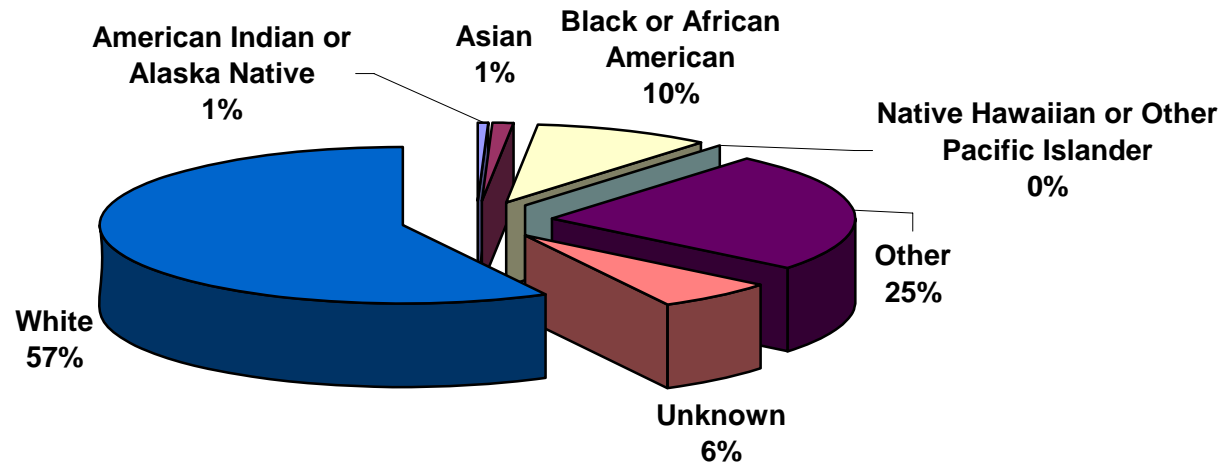


YORK COUNTY ETHNICITY BREAKDOWN (2000 CENSUS)

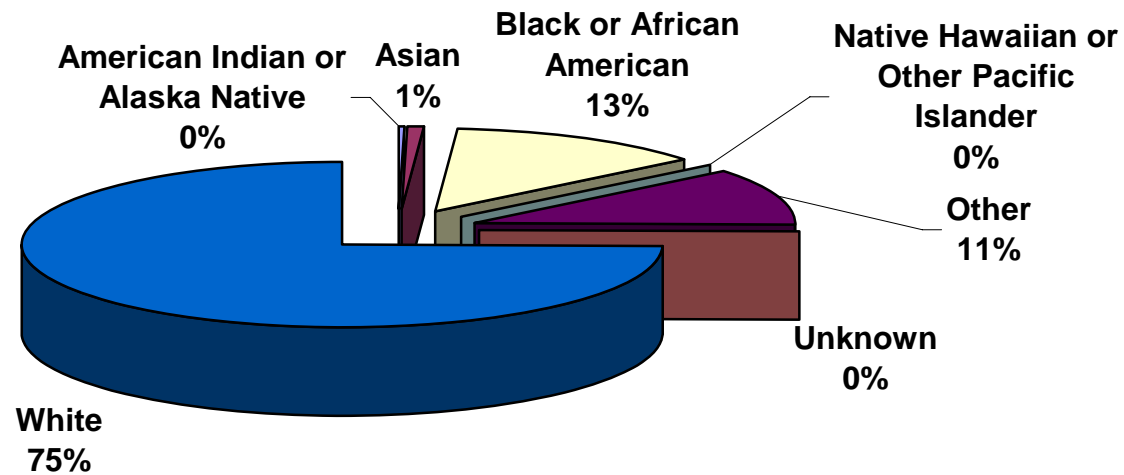


HEALTHY YORK NETWORK BALANCED SCORECARD

HYN ENROLLMENT BY RACE AS OF 2/28/07



RACE BREAKDOWN FOR YORK COUNTY (2000 CENSUS)



HEALTHY YORK NETWORK BALANCED SCORECARD

(HYN numbers based on claims data – as of 5/07)

MAMMOGRAM ANALYSIS				
Percentage of women ages 50-69 who had a screening mammogram within the last 2 years				
RACE/ETHNICITY	US*	HYN %	HYN	HYN#W/MAM
American Indian/Alaskan Native	77%	0%	10	0
Asian	68%	17%	12	2
Black/African American	82%	1%	190	1
White	82%	3%	1151	37
Hispanic or Latino	80%	5%	208	10

*Source - National Center for Chronic Disease Prevention and Health Promotion, Centers for Disease Control and Prevention, Behavioral Risk Factor Surveillance System 2000 as reported on the Kaiser statehealthfacts.org

Issues that would effect HYN data:

Data comes from FACTS claims system. If a member had a mammogram that was totally paid by her primary insurance, we would not see that claim.

If a member had a mammogram while covered by a commercial insurance (i.e.Blue Shield) prior to enrolling in HYN we would not see that claim.

We would not have the data if a member had a mammogram while living outside this area.

We only recently (2005) began getting claims from Memorial Hospital so there may have been some members who had a mammogram at Memorial over a year ago and we would not be seeing those claims.

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(HYN numbers based on claims data – as of 5/07)

PAP SMEAR ANALYSIS				
Percentage of women 18-64 who had a pap smear within the last 3 yrs				
RACE/ETHNICITY	US*	HYN	#W/PAP	HYN TOTAL#
American Indian/Alaskan Native	83%	18%	6	33
Asian/Pacific Islander	72%	18%	8	45
Black/African	88%	14%	59	430
White	87%	12%	310	2552
Hispanic or Latino	82%	27%	342	1250

*Source - National Center for Chronic Disease Prevention and Health Promotion, Centers for Disease Control and Prevention, Behavioral Risk Factor Surveillance System 2000 as reported on the Kaiser statehealthfacts.org

Issues that would effect HYN data:

Data come from FACTS claims system. If a member had another insurance that paid the pap smear in full we would not see that claim.

We would not have the data if a member had a pap smear while living outside this area.

If a member had a pap smear while covered by commercial insurance (i.e. Blue Shield) prior to enrolling in HYN we would not see that claim.

We only recently (2005) began getting claims from Memorial Hospital so there may have been some members who had a pap smear at Memorial Hospital over a year ago and we would not be seeing those claims.