Key Issues In Health Services Research

Presentation to:
The Department of Pharmacy
Health Care Administration
Allyson Hall, PhD
What is health services research?

- multidisciplinary field of scientific investigation
- social factors, financing systems, organizational structures and processes, health technologies, and personal behaviors affect:
  - access to health care,
  - the quality and cost of health care,
  - health and well-being
- research domains are individuals, families, organizations, institutions, communities, and populations.

AcademyHealth, 2000
Issues in health services research

- Consumer Behavior/Consumer Driven Health Care
- Coverage and Access
- Health and Health Care Disparities
- Health Care Financing
- Long-term care
- Quality/Patient Safety/Medical Errors

AcademyHealth, 2006
Consumer Behavior/Consumer Driven Health Care

• Only one ‘randomized’ clinical trial
  – RAND Health Insurance Experiment (1970s to early 1980s)

• Recent rise on emphasizing the ‘consumers role’ health care
  – Health Savings Accounts
  – Medicaid Reform
    • Florida
  – Medicare ‘Part D’
The Problem: It’s not like buying a pair of shoes

- Medicine/health – technical field – difficult to know what we currently or will need
- Cultural issues
- Socioeconomic issues
  - You can buy cheap shoes
Q. Did you choose your health plan or were you told which plan you were in?

Reflects distribution among survey respondents

<table>
<thead>
<tr>
<th>Plan Type</th>
<th>I chose my plan</th>
<th>I was told which plan I was in.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicaid Overall</td>
<td>59.6%</td>
<td>40.5%</td>
</tr>
<tr>
<td>Medicaid HMO</td>
<td>63.3%</td>
<td>36.7%</td>
</tr>
<tr>
<td>Medicaid FFS</td>
<td>Question Not Asked</td>
<td></td>
</tr>
<tr>
<td>Medipass Choice</td>
<td>62.0%</td>
<td>38.0%</td>
</tr>
<tr>
<td>Medipass No Choice</td>
<td>41.4%</td>
<td>58.6%</td>
</tr>
<tr>
<td>MPN: NetPass</td>
<td>62.1%</td>
<td>37.9%</td>
</tr>
<tr>
<td>MPN: PhyTrust</td>
<td>51.3%</td>
<td>48.7%</td>
</tr>
<tr>
<td>PSN</td>
<td>60.1%</td>
<td>39.9%</td>
</tr>
</tbody>
</table>

Sources: 1. Medicaid Managed Care Surveys, FY 2005 and Medicaid Fee-for-Service Surveys, FY 2005, Florida Center for Medicaid & the Uninsured.
2. Medicaid HMO Surveys, FY 2005, State Center for Health Statistics
Information Received About Medicaid Plans/Programs

Percent of respondents reporting that they acquired information about their Medicaid plan prior to enrolling

Medicaid Overall: 57.3%
Medicaid HMO: 65.9%
Medicaid FFS: 51.8%
Medipass Choice: 51.8%
Medipass No Choice: 43.4%
MPN: NetPass: 53.9%
MPN: PhyTrust: 49.0%
PSN: 50.9%

Percent of respondents reporting that “all” or “most” of the information they acquired was correct

Medicaid Overall: 88.7%
Medicaid HMO: 85.7%
Medicaid FFS: Question Not Asked
Medipass Choice: 93.4%
Medipass No Choice: 91.2%
MPN: NetPass: 91.1%
MPN: PhyTrust: 90.3%
PSN: 88.7%

Sources:
1. Medicaid Managed Care Surveys, FY 2005 and Medicaid Fee-for-Service Surveys, FY 2005, Florida Center for Medicaid & the Uninsured.
2. Medicaid HMO Surveys, FY 2005, State Center for Health Statistics

Reflects distribution among survey respondents.
Coverage and Access

- We keep counting the number of uninsured
  - Employment based coverage declining
  - Pressure on public programs

- The numbers keep going up

- We keep documenting that people without health insurance have less access to health care

- Strategies: High deductible and limited benefit programs
Distribution of Children, Aged 0-6 Years, Enrolled in Florida MediPass in Years 2000-2003 With a Dental Claim, With and Without General Anesthesia (GA)

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Number of Children</th>
<th>Number of Children with at least one dental claim</th>
<th>Percent with a dental claim</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>601,721</td>
<td>75,537</td>
<td>12.50</td>
</tr>
<tr>
<td>2001</td>
<td>683,669</td>
<td>82,328</td>
<td>12.0</td>
</tr>
<tr>
<td>2002</td>
<td>752,150</td>
<td>92,313</td>
<td>12.30</td>
</tr>
<tr>
<td>2003</td>
<td>802,293</td>
<td>101,805</td>
<td>12.6</td>
</tr>
</tbody>
</table>
Distribution of Primary Care Continuity of Care Index, 2000-2001

Individuals Enrolled on Medicaid’s Home and Community Based Waiver Program

- 0.0 - 0.2: 8.77%
- 0.2 - 0.4: 4.06%
- 0.4 - 0.6: 11.80%
- 0.6 - 0.8: 18.41%
- 0.8 - 1.0: 56.96%

Mean score = 0.75, n = 6,781
Medicaid Reform

- Customized benefit packages
- Consumers can opt-out
- Enhanced benefit accounts
- Choice Counseling
Medicaid Reform Evaluation
Duncan (PI; with Hall, McKay and Lemak)

Organizational Analysis: Describes the development and implementation of Medicaid Reform

Economic Analysis: Describes the fiscal impact of the reforms

Patient Experiences/Satisfaction:

• CAHPS

• Qualitative longitudinal interviews – how do patients/consumers make decisions?
Health and Health Care Disparities

• Continued documentation of differences in health and health care between socioeconomic and sociodemographic groups
  – Race/Ethnicity
  – Income/Poverty
  – Educational Attainment

• Issues are multi-factorial and complex
Figure 1: Cases per 100,000 for selected diseases, Florida 2004

Florida Department of Health, Office of Minority Health Florida Health People 2010: Program Report
What does the concept of ‘race’ measure

Biological Construct?

Or

Social Construct?
Race as a social construct

- Significance is in the **social classifications**
  - Social experience
  - Cultural beliefs
  - Income and wealth
  - Racism
  - Education
A framework for understanding the relationship between race and health

Race -> Biological factors
| Cultural factors
| Socioeconomic factors
| Racism
| Political factors

Biological factors -> Health practices
| Psychosocial stress
| Environmental stress
| Psychosocial resources
| Medical care

Health practices -> Biological processes

Biological processes -> Health outcomes

Adopted from King and Williams
## Changing Demographics

<table>
<thead>
<tr>
<th>Year</th>
<th>Foreign-born in Florida:</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>17.6% 3.0 million</td>
</tr>
<tr>
<td>2001</td>
<td>16.7 % 2.7 million</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Foreign-born in the US:</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>10.4% 28.4 million</td>
</tr>
<tr>
<td>2003</td>
<td>11.7% 33.5 million</td>
</tr>
</tbody>
</table>

- 18% of populations speaks a language other than English at home (47 million)
- 8% of the population are LEP

Census Bureau, 2004
Cultural Competency

….The ability of systems to provide care to patients with diverse values, beliefs, and behaviors, including tailoring delivery to meet patients’ social, cultural, and linguistic needs….  

Betancourt, 2002
Awareness and Integration of:

- Health-related beliefs and cultural values
- Disease incidence and prevalence
- Treatment efficacy