

Key Issues In Health Services Research

Presentation to:

The Department of Pharmacy
Health Care Administration

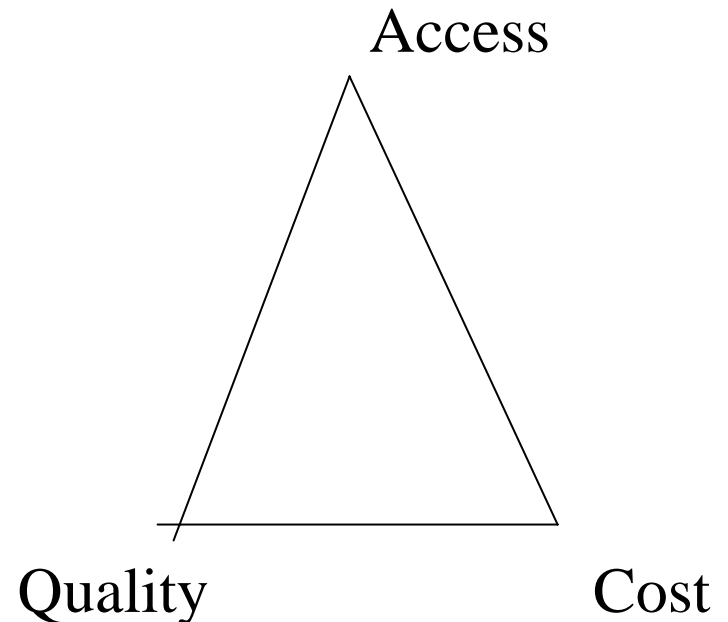
Allyson Hall, PhD

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.

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



Consumer Behavior/Consumer Driven Health Care

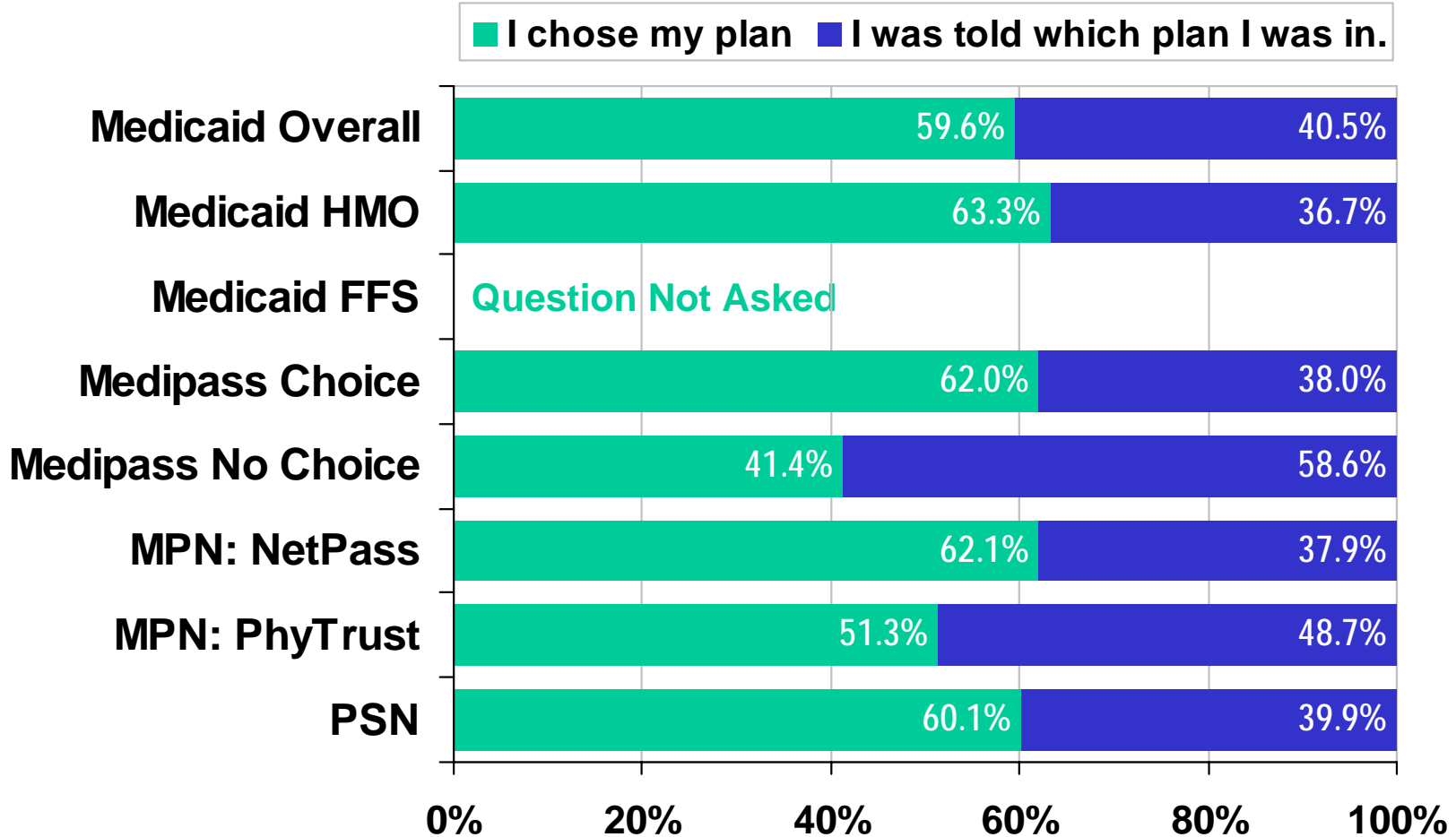
- Only one 'randomized' clinical trial
 - RAND Health Insurance Experiment (1970s to early 1980s)
- Recent rise on emphasizing the 'consumers role' health care
 - Health Savings Accounts
 - Medicaid Reform
 - Florida
 - Medicare 'Part D'

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

Enrollee Choice of Program

Q. Did you choose your health plan or were you told which plan you were in?

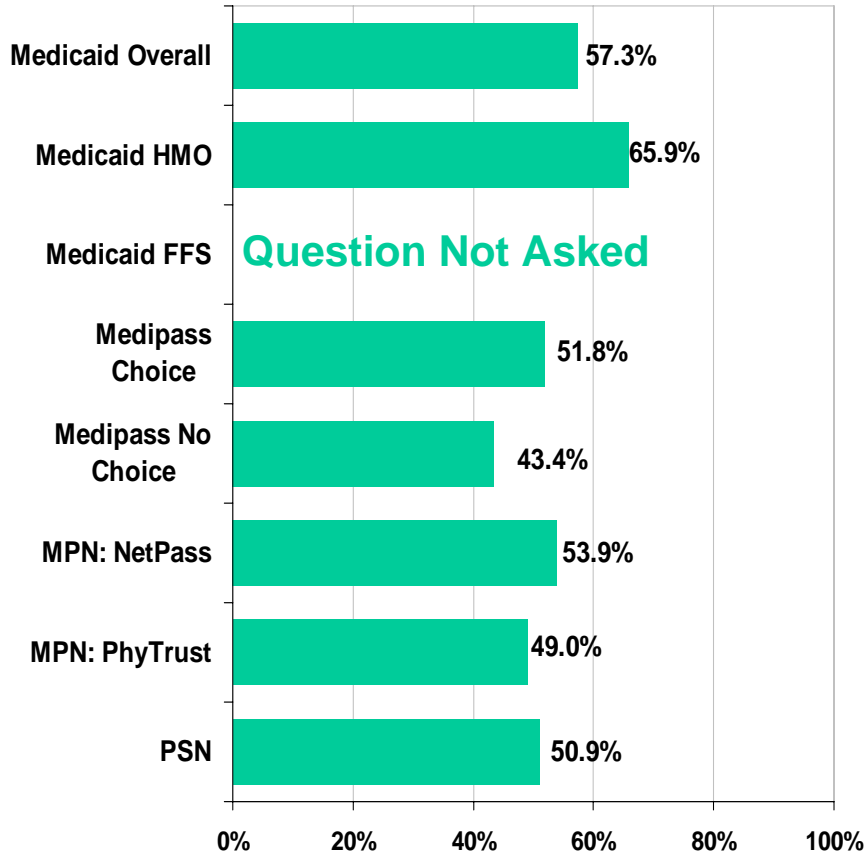


Reflects distribution among survey respondents

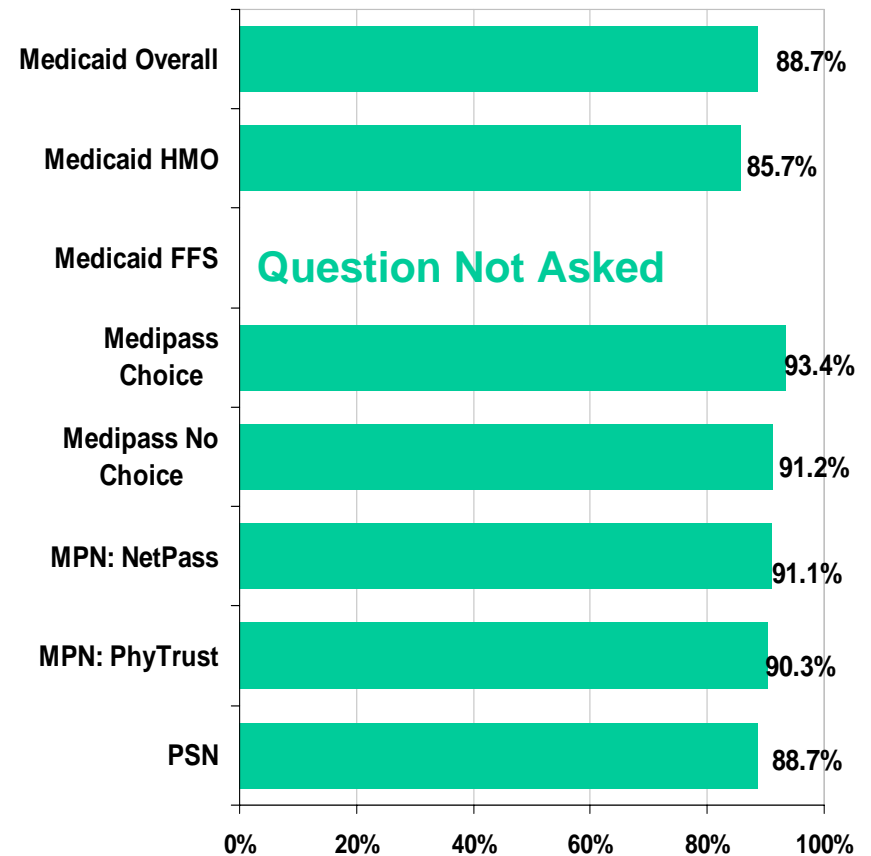
Sources: 1. Medicaid Managed Care Surveys, FY 2005 and Medicaid Fee-for-Service Surveys, FY 2005, Florida Center for Medicaid & the Uninsured.
 2. Medicaid HMO Surveys, FY 2005, State Center for Health Statistics

Information Received About Medicaid Plans/Programs

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



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



Reflects distribution among survey respondents

- 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*

Coverage and Access

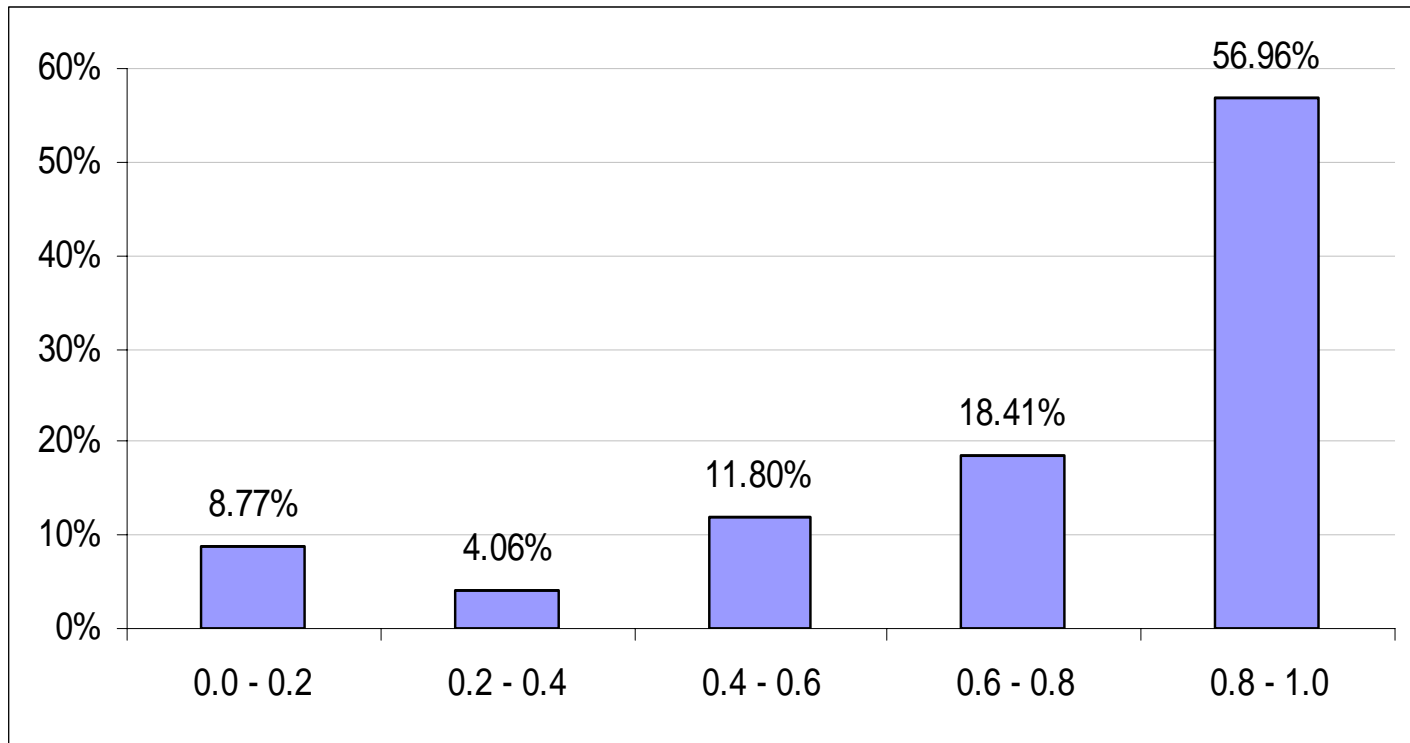
- We keep counting the number of uninsured
 - Employment based coverage declining
 - Pressure on public programs
- The numbers keep going up
- We keep documenting that people without health insurance have less access to health care
- Strategies: High deductible and limited benefit programs

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)

Year	Total Number of Children	Number of Children with at least one 1 dental claim	Percent with a dental claim
2000	601,721	75,537	12.50
2001	683,669	82,328	12.0
2002	752,150	92,313	12.30
2003	802,293	101,805	12.6

Distribution of Primary Care Continuity of Care Index, 2000-2001

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



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

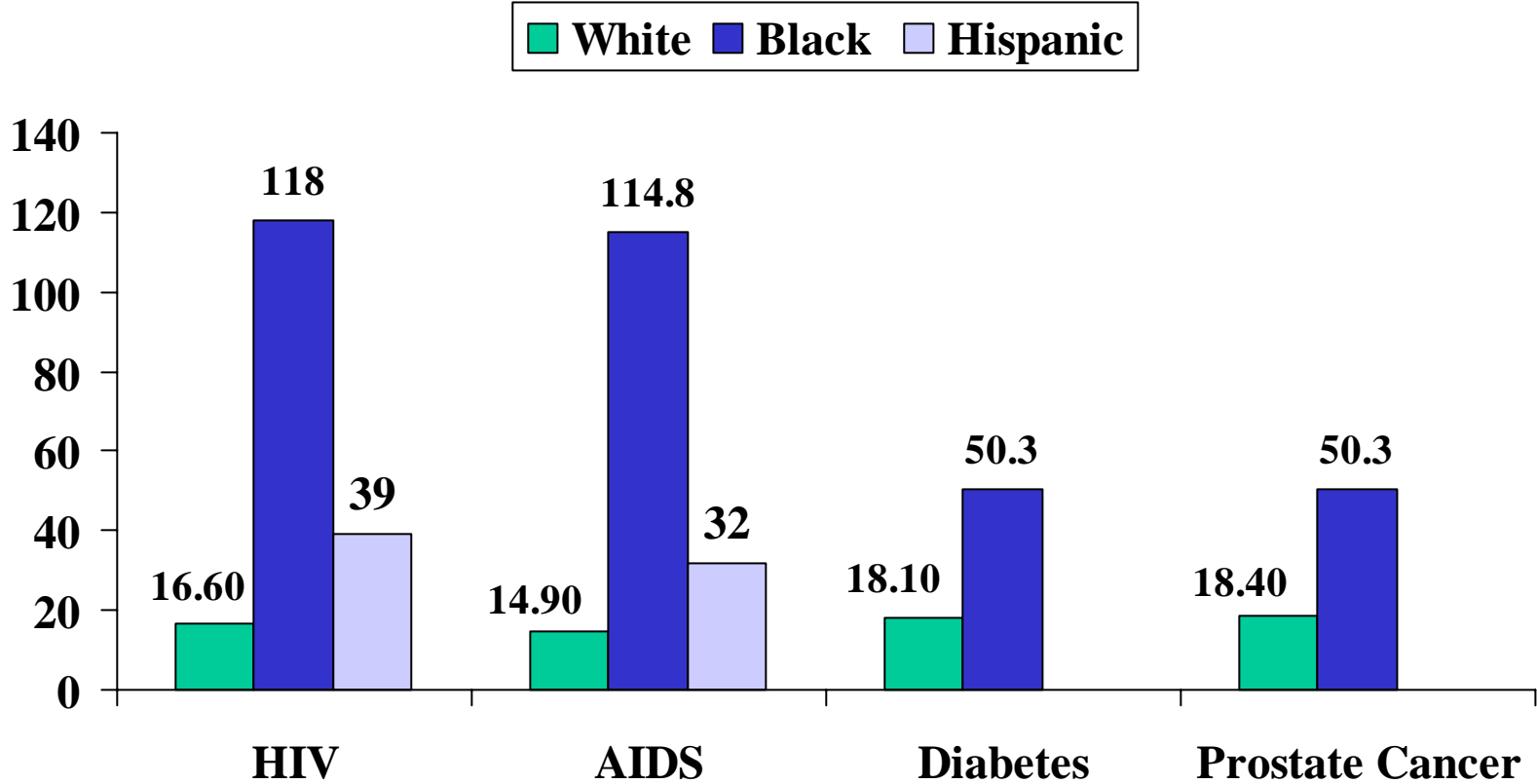
Patient Experiences/Satisfaction:

- 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



What does the concept of 'race' measure

Biological Construct?

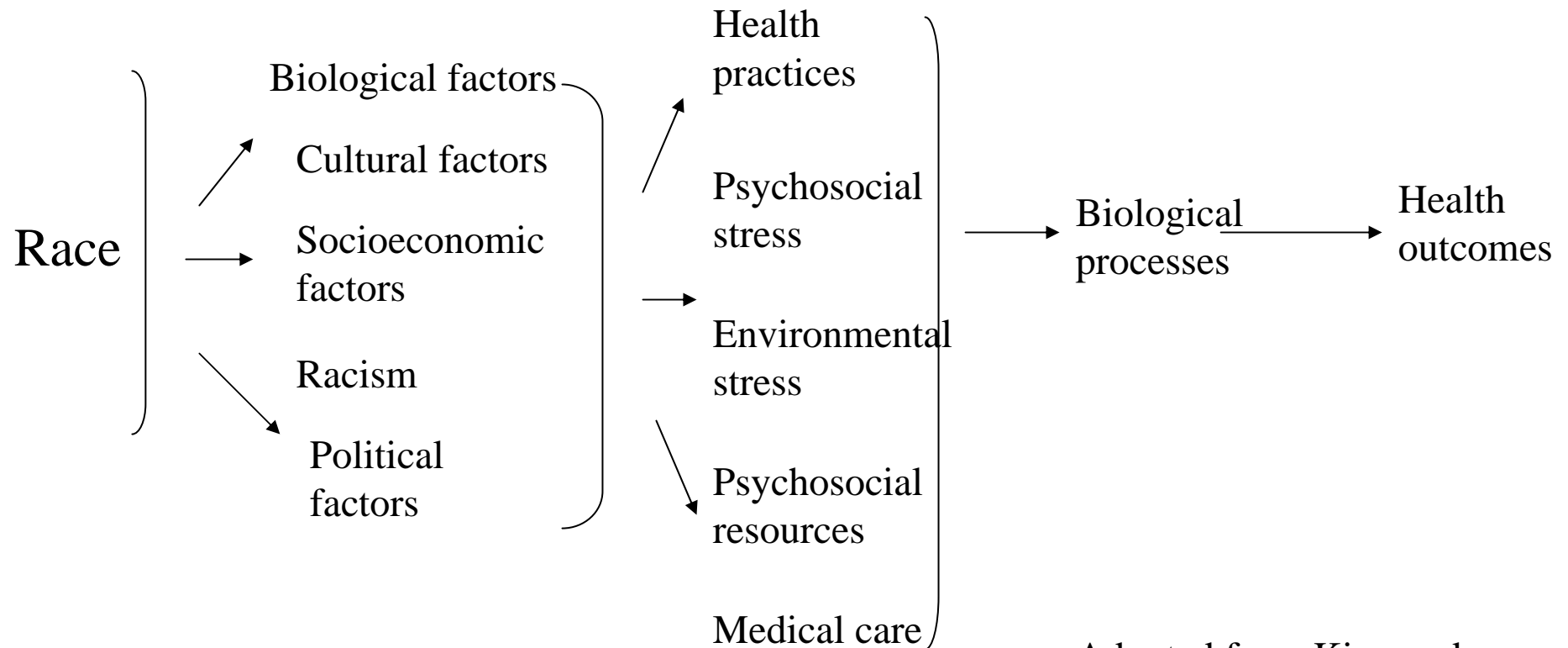
Or

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



Adopted from King and Williams

Changing Demographics

Foreign-born in Florida:

2000	17.6%	3.0 million
2001	16.7 %	2.7 million

Foreign-born in the US:

2000	10.4%	28.4 million
2003	11.7%	33.5 million

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

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