

[Abstract Link](#)



Family PACT Provider Profiles: Individualized client demographic metrics within a large network of California family planning clinics

American Public Health Association Annual Meeting San Francisco, CA October 29, 2012 Health Informatics Session 3428.1

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Presenter Disclosure

Sandy Navarro

The following personal financial relationships with commercial interests relevant to this presentation existed during the past 12 months:

No relationships to disclose

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Qualitative comments:



“In the past this data was critical in making the case that our clinic could support an adolescent only department. It made the case and we’ve been successful as a result, expanding it over the last three years and looking to expand hours again shortly.”

-Title X-Funded Clinician Provider in Los Angeles County



Background



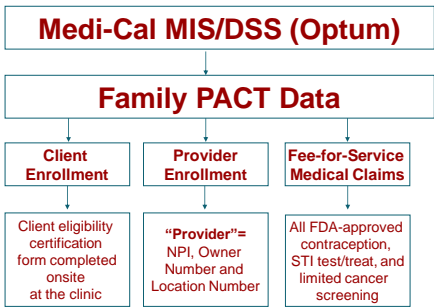
- Over 2,000 Clinics
 - Title X-funded (~15%)
 - Non-Title X Public (~30%)
 - Private (~55%)
- Over 1.8 million clients
 - Title X-funded (over 50%)



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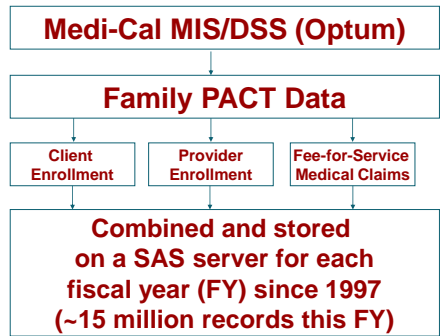
Family Planning, Access, Care, and Treatment (Family PACT) Data



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Family PACT Data



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Family PACT Data

Medi-Cal MIS/DSS (Optum)

Family PACT Data

- Client Enrollment
- Provider Enrollment
- Fee-for-Service Medical Claims

In house clinician provider database

External data

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Provider Profile Background

Quality Improvement and Utilization Management (QI/UM) Metrics

- First semi-annual set of “profiles” was distributed by mail in 2005
- Now nine QI/UM indicators
- Retrievable online 2007
- “Paperless option” 2008

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Background

Family PACT “QI/UM” Provider Profile

Chlamydia Screening Rate
Family PACT Women, 25 and Under

Period	Screening Rate (%)
JAN-JUN '10	68%
JUL-DEC '10	75%
JAN-JUN '11	78%
JUL-DEC '11	79%

Peer Median

Peer 5th Percentile

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Background

Family PACT “QI/UM” Provider Profile

- Model starting point for national meaningful use reproductive health indicators
- A provider feedback loop is an essential component

Watts L, et al. In a California Program, Quality and Utilization Reports on Reproductive Health Services Spurred Providers to Change, *Health Affairs*. April 2012; 31:4852-62. <http://content.healthaffairs.org/content/31/4/852.full.html>

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Client Demographic Provider Profile

- First released Summer 2011
- Give providers opportunities to better understand their client population and client trends over time
- Only available to view and download from the Family PACT website (www.familypact.org)
- Encourage providers to ‘go paperless’
- Feedback survey started Sept 2012

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Feedback Respondents (n=27)

- From 12 of 58 California Counties
- By Primary Role in Family PACT

Stakeholder	41%
Provider: Clinical staff	37%
Provider: Administrative staff	22%
	100%

- Title X-Funded Family PACT Provider (41%)
- Used Methods and Interpretation document? (33% yes)
- Seen Demographic Profile before? (50% yes)

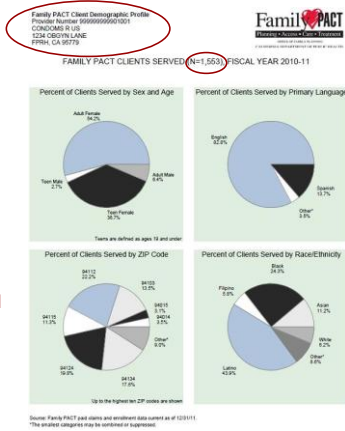
Preliminary Data

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Page 1: Pie Charts

Four pie charts about the provider's clients in the most recent fiscal year period

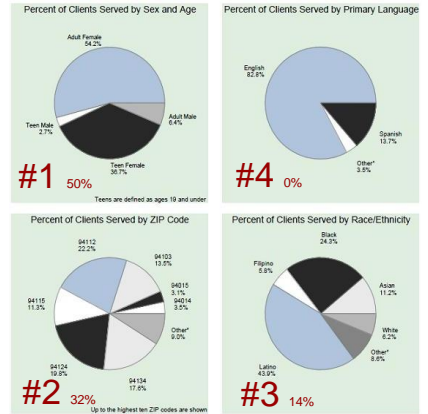
- At least 50 served
- Min 15 per slice
- Max 10 slices



Preliminary Data
Page 1: Pie Charts

Which was the most useful?

(None of the above 5%)



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Page 1: Pie Charts

Understandable
Useful
Accurate

- Strongly agree/Agree
- Neither
- Strongly disagree/Disagree



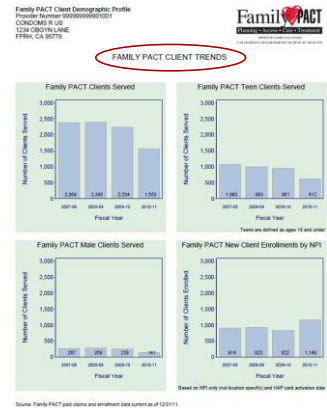
Preliminary Data

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Page 2: Trends

Four bar charts about the provider's clients in the most recent four fiscal years

- Min 15 per bar
- Max 4 bars

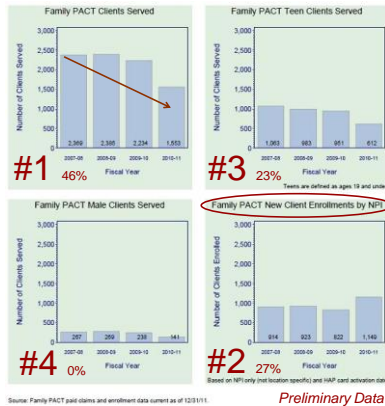


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Page 2: Trends

Which was the most useful?

(None of the above 5%)



Preliminary Data

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The Bar Charts

Understandable
Useful
Accurate

- Strongly agree/Agree
- Neither
- Strongly disagree/Disagree



Preliminary Data

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How you use or may use the Demographic Profile?



1. Outreach, advertising, or intervention (59.1%)
2. Grant application or funding proposal (45.5%)
3. Compare two or more clinics (45.5%)
4. Linguistic or cultural competency efforts (40.9%)
5. Staff orientation or training (40.9%)
6. Ordering educational materials in appropriate languages (40.9%)
7. Clinic hours, location, and/or staffing (27.3%)
8. I don't think we will use it at all (4.5%)
9. Other comments, please specify (36.4%) . .

Preliminary Data

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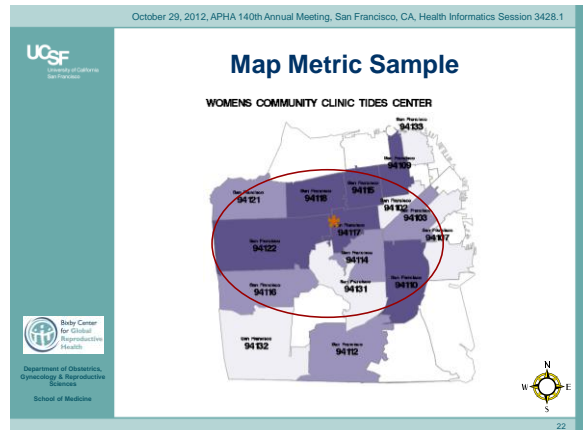
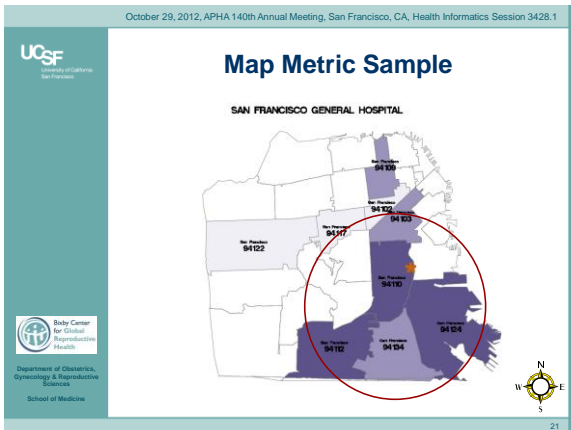
Qualitative comments:



"It would be so much more helpful if the data were more timely. . ."
-Clinician Provider in Los Angeles County

"Zip code chart is not stratified by race/ethnicity which would be helpful for our targeted interventions. . ."
-Family PACT Stakeholder in Contra Costa County

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Discussion

- Model start point for organizing EHR data
- Useful to both Providers and Stakeholders
- Uniform clinic-to-clinic reporting
- Family PACT (Family Planning Clients)
- Few know about the Demographic Profile
- Work to be done opting to go "paperless"

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**THANK YOU.
QUESTIONS?**