HIV Care and Treatment Service Utilization Data

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Commission on HIV
2011 HIV/AIDS Data Summit
January 21, 2011
Presentation Overview

• What are service utilization data?
• How data are collected
• How data are analyzed and reported
• What are the uses of these data?
• What are the limitations of the data?
• Summary of YR 19 (FY 2009) Service Utilization Data
What Are Service Utilization Data?

They are information about:

- Services funded by OAPP
- Services provided by OAPP-contracted care providers
- Services used by PLWH in OAPP-funded system of care
What Are Service Utilization Data?

They can tell you:

• What services are funded with what level of investment
• Who is served in the system of care
• Who accesses what services; where; how frequently
What Are Service Utilization Data?

Combined with other information, they can tell you:

- Level of compliance in terms of SOC, contract requirement, and performance measures
- Whether services are meeting the needs
- Whether services are improving health outcomes
Service Utilization Data Collection

Providers:

- Document client info and service encounters
- Report client and service info
  - Directly enter data in Casewatch
  - Transfer data to Casewatch from their own health IT systems
  - Via monthly reports to OAPP
Service Utilization Data Collection

**OAPP:**

- Unduplicate records based on client unique record number (URN)
- Request missing data
- Clean and validate data
- SAS analyses of data extractions
Service Utilization Reporting

• Mandated reporting to funders
  – HRSA HIV/AIDS Bureau
    • Ryan White client data reporting (RDR; RSR)
    • Conditions of Awards
  – State Office of AIDS
    • Ryan White client data reporting
    • Contract requirements
Service Utilization Reporting

• Local reporting for planning
  – Annual service utilization report
    • March each year
    • http://www.lapublichealth.org/aids
  – Commission priorities and allocations
    • Year-end service utilization
    • Ongoing service utilization for specific service categories
  – OAPP planning and allocations
  – Other community planning activities
Service Utilization Data Flow

1. **Client Encounters**
   - Data entry in EMR
   - Data dump/transfer to Casewatch

2. **Casewatch (ACMS)**
   - Data in Casewatch
   - Data extraction
   - Data cleaning/validation analysis
   - Analyzed data in report form
   - Planning allocation performance measure
   - Report data to funders

3. **HRSA and State OA**
   - Data entry in Casewatch

4. **Commission, OAPP, Others**

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HRSA and State OA

OAPP

Commission, OAPP, Others
Uses of Service Utilization Data

- Mapping client distribution in relation to service sites
- Detect gaps in services
- Project trends and service needs
- Assess unmet need (not in care)
- Improve services
Uses of Service Utilization Data

*Example: Care Service Delivery Sites, 2008*

Legend

*Ryan White Care Sites*
- Case Management Services
- Housing Services
- Medical Case Management
- Medical Nutritional Therapy
- Mental Health Services
- Outpatient/ambulatory Med Svcs
- Treatment Adherence Services
- SPA

Source: Casewatch, 2008,
Uses of Service Utilization Data

Example: Distribution of Clients by Resident Zip-code in Relation to OAPP Medical Outpatient Sites

Source: Casewatch YR 19 (March. ’09 – Feb. ‘10):
Limited to Zip-Codes w/ > 10 RW clients.
Uses of Service Utilization Data

Example: Projected LAC Clients ≥ 50 years in 2012

Year 17 N=19,804

Data Source: Casewatch Year 17 (March 2007 – Feb 2008)
Uses of Service Utilization Data

Example: Transitional Case Management Client Profile

HIV/AIDS Status
- 48% HIV+; Not AIDS
- 19% HIV+, AIDS Status Unknown
- 33% CDC Defined AIDS

Primary Medical Insurance
- 71% No Insurance
- 27% Public
- 2% <1%

Data Source: Casewatch Year 18 (March 1, 2008 – February 28, 2009)
Uses of Service Utilization Data

Example: HIV-1 Viral loads among RW Clients

- 14,875 RW clients database had 1 or more medical outpatient (MOP) visit in YR 19.
  - Of that, 12,725 (~86%) had at least one viral load test during that year.

N = 12,725

Source: Casewatch YR 19 (March ‘09 – Feb. ‘10):
Data limited to RW Client w/ 1 or more MOP visit
### Year 19 Service Utilization Data

<table>
<thead>
<tr>
<th>Total clients</th>
<th>18,545</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients who had at least one medical visit</td>
<td>14,875 (80%)</td>
</tr>
</tbody>
</table>

Data Source: Casewatch Year 19 (March 2009 – February 2010)
## Year 19 Service Utilization Data

<table>
<thead>
<tr>
<th>Service Category</th>
<th>No. Clients Served</th>
<th>% Clients Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Outpatient</td>
<td>14,875</td>
<td>80%</td>
</tr>
<tr>
<td>Psychosocial Case Management</td>
<td>4,180</td>
<td>23%</td>
</tr>
<tr>
<td>Oral Health Care</td>
<td>2,967</td>
<td>16%</td>
</tr>
<tr>
<td>Nutrition Support</td>
<td>2,576</td>
<td>14%</td>
</tr>
<tr>
<td>Mental Health Psychotherapy</td>
<td>2,345</td>
<td>13%</td>
</tr>
<tr>
<td>Medical Case Management</td>
<td>2,093</td>
<td>11%</td>
</tr>
<tr>
<td>Mental Health Psychiatry</td>
<td>1,917</td>
<td>10%</td>
</tr>
</tbody>
</table>

Data Source: Casewatch Year 19 (March 2009 – February 2010)
Year 19 Data – Client Profile

Gender

N = 18,545

- 83.8%
- 14.6%
- 1.8%
- <0.1%

Gender: Male, Female, Transgender, Other/Unknown

Data Source: Casewatch Year 19 (March 2009 – February 2010)
Year 19 Data – Client Profile

Race/Ethnicity

N = 18,545

Percent (%)) Clients

Latino 47.9%
White 24.9%
African American 23.1%
Asian Pacific Islander 3.2%
Native American 0.6%
Other/Unknown 0.4%

Data Source: Casewatch Year 19 (March 2009 – February 2010)
Year 19 Data – Client Profile

Age

Percent (%) Clients

N = 18,545

- 26.1% ≥50
- 39.3% 40-49
- 23.5% 30-39
- 7.2% 25-29
- 3.2% 19-24
- 0.8% ≤18

Data Source: Casewatch Year 19 (March 2009 – February 2010)
Year 19 Data – Client Profile

HIV/AIDS Status

N = 18,545

- 55.8% CDC Defined AIDS
- 31.8% HIV+, Not AIDS
- 12.0% HIV+, AIDS Status Unknown
- 0.4% Unknown

Data Source: Casewatch Year 19 (March 2009 – February 2010)
Year 19 Data – Client Profile

Insurance Status

N = 18,545

Percent (%):
- Private: 6.4%
- Public: 30.6%
- No Insurance: 61.2%
- Other: 1.7%
- Unknown: 1.1%

Primary Medical Insurance

Data Source: Casewatch Year 19 (March 2009 – February 2010)
Year 19 Data – Client Profile

Income Level

Percent (%) Clients

N = 18,545

- 64.4% Equal to or below FPL
- 26.0% 101-200% of FPL
- 6.0% 201-300% of FPL
- 2.2% 301-400% of FPL
- 1.2% >400% of FPL
- 0.2% Unknown

Data Source: Casewatch Year 19 (March 2009 – February 2010)
Year 19 Data – Client Profile

Housing/Living Situation

N = 18,545

- Permanent: 85.4%
- Homeless/Transitional: 6.2%
- Institution (residential/health care/correctional): 5.3%
- Other: 1.6%
- Unknown: 1.5%

Data Source: Casewatch Year 19 (March 2009 – February 2010)
Year 19 Data – Client Profile

Homeless, Incarcerated and All Clients by Race/Ethnicity

Data Source: Casewatch Year 19 (March 2009 – February 2010)
Year 19 Data – Client Distribution

Client Distribution by Residence SPA

<table>
<thead>
<tr>
<th>SPA 1</th>
<th>SPA 2</th>
<th>SPA 3</th>
<th>SPA 4</th>
<th>SPA 5</th>
<th>SPA 6</th>
<th>SPA 7</th>
<th>SPA 8</th>
<th>SPA unknown</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of Clients</td>
<td>412</td>
<td>2,541</td>
<td>1,262</td>
<td>6,074</td>
<td>606</td>
<td>2,804</td>
<td>1,363</td>
<td>2,893</td>
</tr>
<tr>
<td>% of Total Clients</td>
<td>2.2%</td>
<td>13.7%</td>
<td>6.8%</td>
<td>32.8%</td>
<td>3.3%</td>
<td>15.1%</td>
<td>7.3%</td>
<td>15.6%</td>
</tr>
</tbody>
</table>

N = 18,545

Data Source: Casewatch Year 19 (March 2009 – February 2010)
Year 19 Clients in Medical Care

Gender – compared with all clients

Data Source: Casewatch Year 19 (March 2009 – February 2010)
Year 19 Clients in Medical Care

Race/Ethnicity – compared with all clients

Data Source: Casewatch Year 19 (March 2009 – February 2010)
Year 19 Clients in Medical Care

Age Group – compared with all clients

Data Source: Casewatch Year 19 (March 2009 – February 2010)
Year 19 Clients in Medical Care

Key Service Categories

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Clients in Medical Care</th>
<th>Clients in Service</th>
<th>% in Medical Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oral Health</td>
<td>2397</td>
<td>2967</td>
<td>80.8%</td>
</tr>
<tr>
<td>Medical CM</td>
<td>2029</td>
<td>2093</td>
<td>96.9%</td>
</tr>
<tr>
<td>Psychosocial CM</td>
<td>3032</td>
<td>4180</td>
<td>72.5%</td>
</tr>
<tr>
<td>Transitional CM</td>
<td>316</td>
<td>583</td>
<td>54.2%</td>
</tr>
<tr>
<td>MH Psychotherapy</td>
<td>1747</td>
<td>2345</td>
<td>74.5%</td>
</tr>
<tr>
<td>Substance Abuse-Residential</td>
<td>300</td>
<td>428</td>
<td>70.1%</td>
</tr>
<tr>
<td>Nutrition Support</td>
<td>1831</td>
<td>2576</td>
<td>71.1%</td>
</tr>
</tbody>
</table>

Data Source: Casewatch Year 19 (March 2009 – February 2010)
Year 19 Clients in Medical Care

Frequency of Medical Visits

Mean = 5.5 visits
Median = 5.0 visits

Data Source: Casewatch Year 19 (March 2009 – February 2010)
Service Utilization Data Limitations

• Represent service utilization at a specific point in time (date of data extraction)
  – Delay in data reporting may not include all service activities that occurred

• Clients served and services delivered should be considered in the context of financial investment/expenditures
  – by OAPP
  – Outside of system (e.g., elimination of Dental-Cal)
Service Utilization Data Limitations

- Accuracy and completeness of data rely heavily on service providers data input
- Service units mean different things for different service categories
- Important clinical data via data transfer are still missing
- Lack a good way to identify clients who exit the care system
Questions?
Acknowledgement

Juhua Wu
*Care Grants Manager*

Min Kim
*Research Analyst*

and

All the providers who submitted their data
For More Information

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This presentation will be available at
www.publichealth.lacounty.gov/aids