Self-Insurance Governing Board

Meeting Minutes

Virtual Meeting July 11, 2024

Attendance:

Sara Lowe, Deputy Treasurer

Emily Zwetzig, Budget Director

Lora Provolt, Human Resources Director

Amie Johnson, Board Chair

Maria Vergis, Scribe

Absent: Mark Gassaway, Finance Director

Leslie Lopez, Chief Civil Deputing Prosecuting Attorney

Guests: Lilian Belaen, Kaiser

Keith Bachman MD, Kaiser

Jolene Daniels, Kaiser

Ky Thai, Kaiser

Chika, Yagi, Kaiser

Sarah Redford, Aon

Jennifer Weddle, Aon

**Kaiser Permanente News and Updates- Lilian Belaen, Executive Account Manager**

* Thurston Way Imaging Center just opened near the Vancouver Mall. The center provides imaging services such as CAT scans, ultrasounds, and mammography.
* A Center for Black Health and Wellness at the Interstate location is set to open this summer. It is centered on culturally responsive primary care with the goal to improve the health of black members and elevate their care experience.
* The Salmon Creek Medical Office has been undergoing a remodel. The lobby is being refreshed with new furniture and paint, and clinical rooms are being updated.
* Kaiser just completed the purchase of Advanced Endoscopy Center, which is located close to the Salmon Creek Medical Office. It will now be called the KP Salmon Creek Surgery Center. They will continue to provide screenings like colonoscopies and endoscopies.
* Get Care Now provides 24/7 virtual care that can connect members with a clinician to report symptoms or ask questions by video or phone call. The clinician will direct members to the most appropriate level of follow up care. There is no copay for members to use this service.
  + Get Care Now is a 50-state solution. Members traveling and out of state students can access care with clinicians licensed in the state they’re calling from.
  + Kaiser has many ways for members to access care. They offer in person and virtual primary and specialty care, advice nurses, and video urgent care programs.
* Recent Innovations-Dr. Bachman
  + Specialty Care Optimization (SCOPE). The goal of this program is to reduce the number of days between referral and getting people seen.
    - Kaiser is updating the referral and appointment process. Each department is working with primary care to determine what’s an appropriate referral and what tests need to be done prior to being seen.
  + Telehealth and Virtual Care
    - Real-time remote patient monitoring is used for specific applications. Data from home monitoring is used in cardiology, congestive heart failure, blood pressure management, or high-risk OB care.
    - E-Visits have been expanded to treat medical problems using algorithms. Physicians review patient information to determine the level of follow-up care.
    - Technology supported transcription uses ambient AI technology that can transcribe and summarize an office visit. It is always reviewed by physicians. It has significantly reduced physician charting time after the visit.

**Clinical Analytic Reports-Dr. Bachman**

* Demographics
  + 713 subscribers (employees) and 1,746 members.
  + Average family size is 2.4, which means each employee is bringing in 1.4 additional members.
  + Average subscriber age is 46 years, which is higher than the regional average of 40.6.
  + 51.5% of the group is female.
  + The enrollment stability index shows a stable group with 94% of subscribers keeping the insurance for 11 of the last 12 months.
* Member Engagement
  + There is a high rate of members getting connected using the kp.org email system. Kaiser thinks that is important because members are more likely to use mail order pharmacy, schedule visits online, or use the phone for video visits.
  + 92% of members, with enrollment for more than 1 year, had a clinic visit where BMI, blood pressure, and the amount of exercise were assessed, which is higher than the regional average of 85%.
  + Preventive care is high. Cancer screenings, flu shots, Diabetes, or Cholesterol screenings were at 87%.
  + Members are highly engaged. They know how to access primary care, which means they are more likely to manage chronic conditions and avoid ER services.
* Preventive Services Overview
  + Kaiser uses a set of evidence-based metrics to measure themselves against other health plans (HEDIS). When preventive care is in the 90th percentile, it means the group is doing very well because it’s in the top 10% of all health plans in the country.
    - The breast cancer screening rate is almost at the 80th percentile at 79.5% and is above the regional average. The age for screening is changing from 50 to 40, based on the preventive task force recommendation that stresses the need for mammography.
    - The cervical cancer screening rate has been stable over the last two years. It’s currently at 85%.
    - The colon cancer screening rate of 70.5% is above regional average.
    - The childhood immunization rate is 64%, which is down from 70.6% in the prior period but higher than the regional average of 55.3%.
    - The flu shot rate has decreased to 30% during the 2023 flu season. This decrease in flu shots has been seen across all KP’s Book of Business. The reason for the decline is unknown, but possibly related to the backlash against COVID. Flu shots will be available this flu season in both doctor’s offices and standalone flu clinics.
* Lifestyle Risks Overview
  + The prevalence of obesity or overweight remains high at 81% over the last two years and is higher than the regional average.
  + The childhood obesity or overweight rate is high at 39%, which is higher than the regional average of 32%.
  + The percentage of people not getting the minimum of 150 minutes of exercise per week remains stable at 68%. This means only 32% of people are getting 150 minutes a week of physical activity.
  + The prediabetes rate is up 27%. This group is at a higher risk for Diabetes. This correlates with an aging population and the high rates of obesity or overweight.
  + Cholesterol levels are stable and are typical of the regional average.
  + Elevated blood pressure rates (undesirable BP above 140/90) have slightly improved from 15% to 14%. Kaiser is working hard at getting blood pressure managed by initiating treatment and retesting every member with elevated blood pressure.
  + The smoking rate has decreased from 9.1% to 7.6% which is a nice reduction and is lower than the regional average.
* Chronic Condition Prevalence
  + This report measures changes over time.
    - Because there has been more Diabetes screening over the last 2 years, more Diabetes cases have been detected.
      * 5.8% of the group has Diabetes, compared to 4.8% for the regional average. This rate is not too surprising given the prevalence of both overweight and the higher age of the group.
      * These members are automatically enrolled in KP’s disease management program.
    - Depression levels have decreased from 8.8% to 6.9%, which is below the regional average of 7.5%.
    - The Asthma rate is stable at 2%.
    - The Coronary Artery Disease rate is stable at 0.3%, which is consistent with the regional average.
    - The Heart Failure rate 0.5%, which is comparable to the regional average of 0.6%.
    - The hypertension rate has increased from 4% to 5% in the current period.

**Dental Updates and Innovations-Ky Thai, Dental Account Manager**

* Overall access has improved.
  + Currently, 64% of members with hygiene appointments and 50% of members with general dentist appointments are being seen within 10 business days.
  + 99% of members with dental emergencies are seen the same or the next day.
  + The goal next year is to have 75% of members seen within 10 business days for routine care.
  + There were 4,800 completed visits as of May 2024, a 14% increase compared to the same period last year.
  + With improvements to the online scheduling system, 12% or 4,000 appointments are being booked online by members. The goal is to reach 20% by the end of 2024.
  + KP continues to create a pipeline for dental hygienist and assistants through their partnership with Portland Community College and Pacific University. They have hired 55 dental assistants.
* Technology enhancements and tools allow for more member online interactions.
  + Fast Pass allows members with scheduled appointments to receive notifications to claim an earlier dental appointment when it becomes available.
  + Existing members can book most of their appointments online through scheduling tickets that are triggered by their treatment plan.
  + KP is in the process of rolling out the self-booking feature to their offices for dental hygiene appointments for adults and children.
  + Virtual dental care is available to members at no cost. Members can connect with the dental care team 24/7 through telephone advice, email, messaging, and video appointments, which is fully integrated with the member’s health record.
* 2023 Group Dental Performance
  + Medical and Dental integration (MDI) provides coordinated care and closes care gaps.
  + 90% of the group’s members utilized dental services at co-located offices, like Cascade Park and Salmon Creek.
  + 51% of members with Diabetes received care gap closures from the dental care team.
  + 36% of members received one or more care gap closures.
  + Overall, there were 298 medical care gaps closed for the group.

**Medical Plan Utilization-Chikuka Yagi**

* + Overview of the 5-year history of total claims paid by category. The period is 2019-2023.
    - There has been a 23% decline in enrollment, which is a loss of more than 500 members.
    - The aggregated cost increase during this period was 9%. There were large fluctuations in 2020-2021, but the equivalent increase is about 2.2% year over year.
    - Sara asked Kaiser what they thought were the drivers for the loss of enrollees.
      * Chika said some of the decline is from the workforce size shrinking, especially during COVID.
      * Amie said there was a decrease for a while during the pandemic because of turnover. Overall, the population has increased a little bit.
      * Lilian said KP can partner with Amie to assist her with the employee survey. They can help her develop some questions to identify the reasons why individuals are choosing the Regence plan over KP.
      * She said KP wants to be a trusted partner with Clark County. They want to reverse the trend of members leaving the plan.
      * Sara said the focus of the Board is make sure the self-insured plans are solvent. She said because the county is required to offer two competitive plans, the membership of those plans needs to be balanced to achieve that goal.
      * Dr. Bachman suggested doing an analysis of individuals to see what plans they are choosing at hire, and what plans they are changing to during open enrollment. Amie said she did an analysis of new hire enrollment and plan changes during open enrollment for a two-year period. She said new hires were less likely to choose KP or switch to KP during open enrollment.
      * Amie has talked to the HCC about providing more benefit education about various topics, including the High Deductible Plans (HDHP). She thinks some employees are hesitant to make the switch to an HDHP because they don’t completely understand how it works. She would be interested in having Kaiser do some webinars.
      * Lilian said KP has done many benefits 101 meetings that can be recorded. They can also support new hire orientations.
  + The updated claims experience captures the most recent 12-month period April 2023-March 2024 and compares it to the prior 12-month period April 2023-March 2023.
    - The county’s medical PMPM claims cost is 20% higher than KP’s Book of Business (BOB), which is reflective of a richer plan design.
    - The total claims cost rose 11%, compared to KP’s BOB increased by 8%.
      * For the first quarter 2024, the medical loss ratio is at 97%, which is paid claims divided by the premium.
      * Outpatient claims cost increased about 15%.

Meeting Adjourned.