



**SAN FRANCISCO
HEALTH SERVICE SYSTEM**
Affordable, Quality Benefits & Well-Being

April 11, 2019 Board Meeting

Expert Medical Services

Utilization Reporting Period – January – December 2018

April 11, 2019 Agenda

2018 Utilization Highlights

- Services – 2-year Trend
- Member Engagement
- Expert Medical Opinion
 - Demographics
 - Diagnostic and Therapeutic Impact Details

SFHSS Member Story



The member is a 35-40 year-old woman with about two years of low back pain concentrated on her left side, along with hip and knee pain **without a formal diagnosis**. Treatment that failed to provide lasting relief includes physical therapy, bracing, pain psychology, acupuncture, injections and pharmacotherapy. Medications have included celecoxib, tizanidine, gabapentin, duloxetine and a prednisone trial.

Recommended treatment: The member has been recommended trigger point injections.



Member **reached out to Best Doctors** for optimal treatment plan.

Best Doctors obtained all of the members **records, tests, scans**.



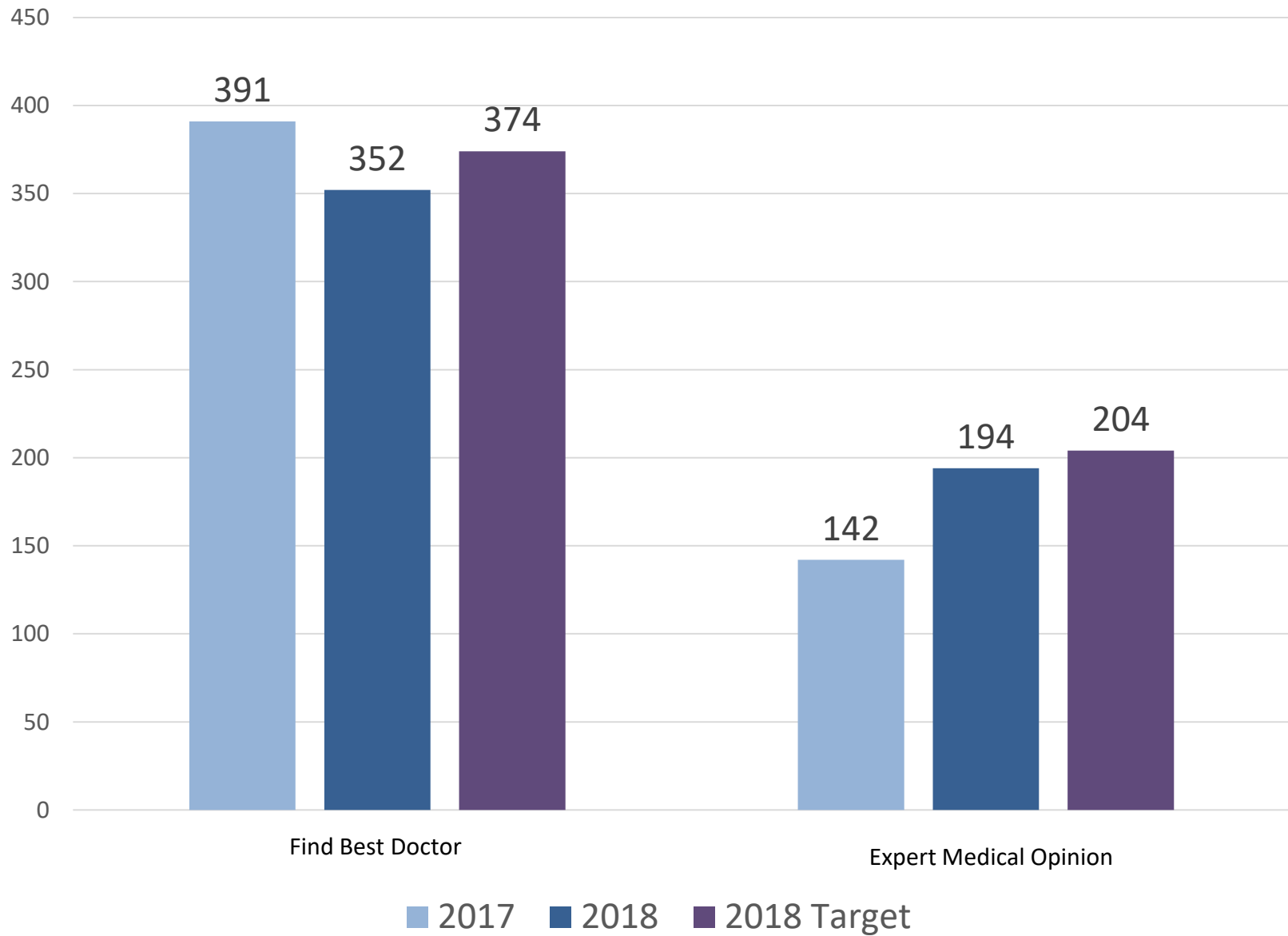
The Best Doctors Expert **clarified the diagnosis, changed the treatment plan, and noted** that possible causes of the member's symptoms include sacroiliitis, referred pain originating from the hip, or referred discogenic pain from lumbar discs. Sacroiliac joint injection should be tried next in order to rule in or out sacroiliitis as a possible cause of her pain. Instead of trigger point injections, the Expert recommends testing first to determine the diagnosis. Treatment will depend on the testing results, **averting the need for proposed treatment at this time**.

Cost avoidance: \$10,566.86

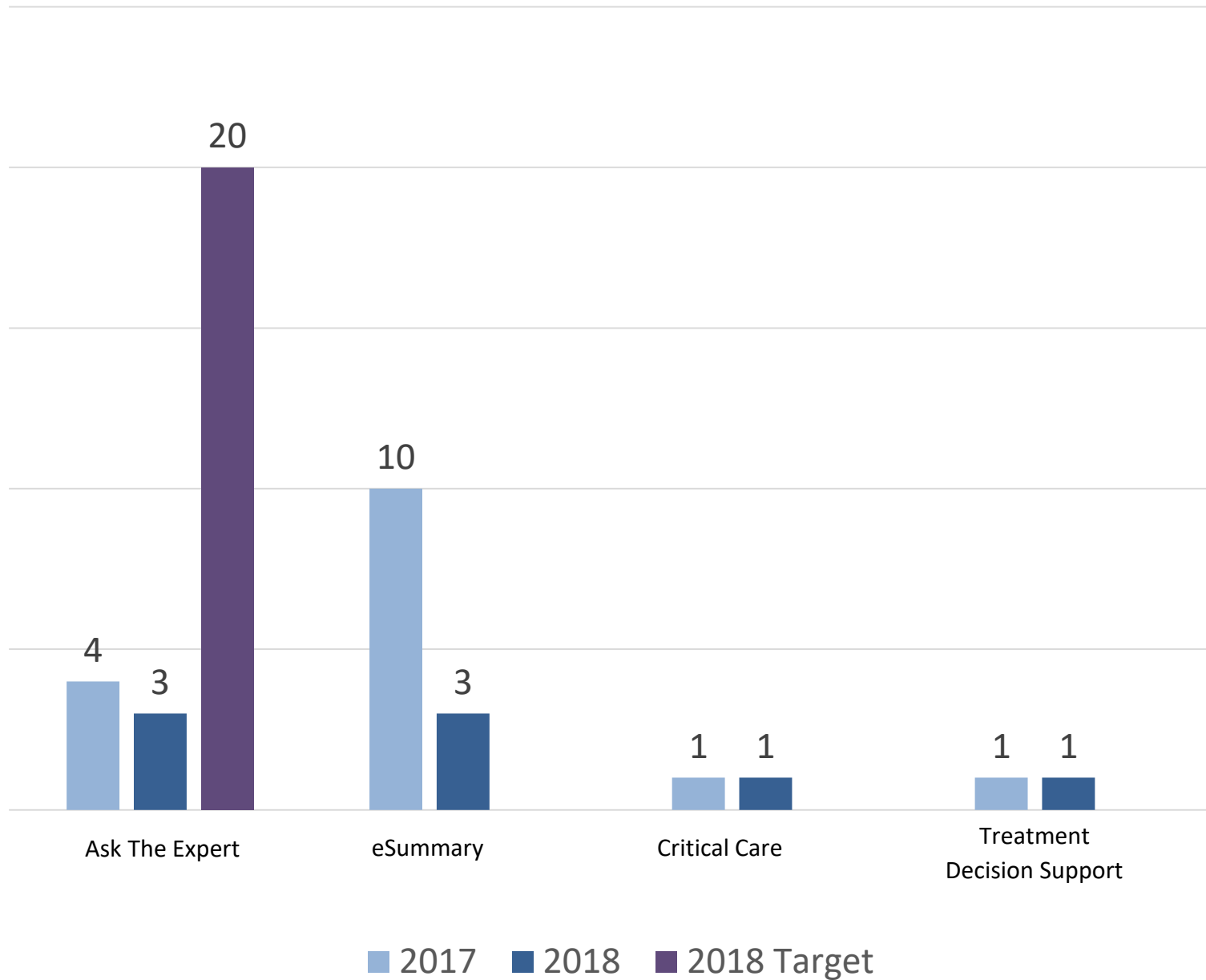
SFHSS Best Doctors Member Quote:

*“The expert had **great observation and was very detailed.**”*

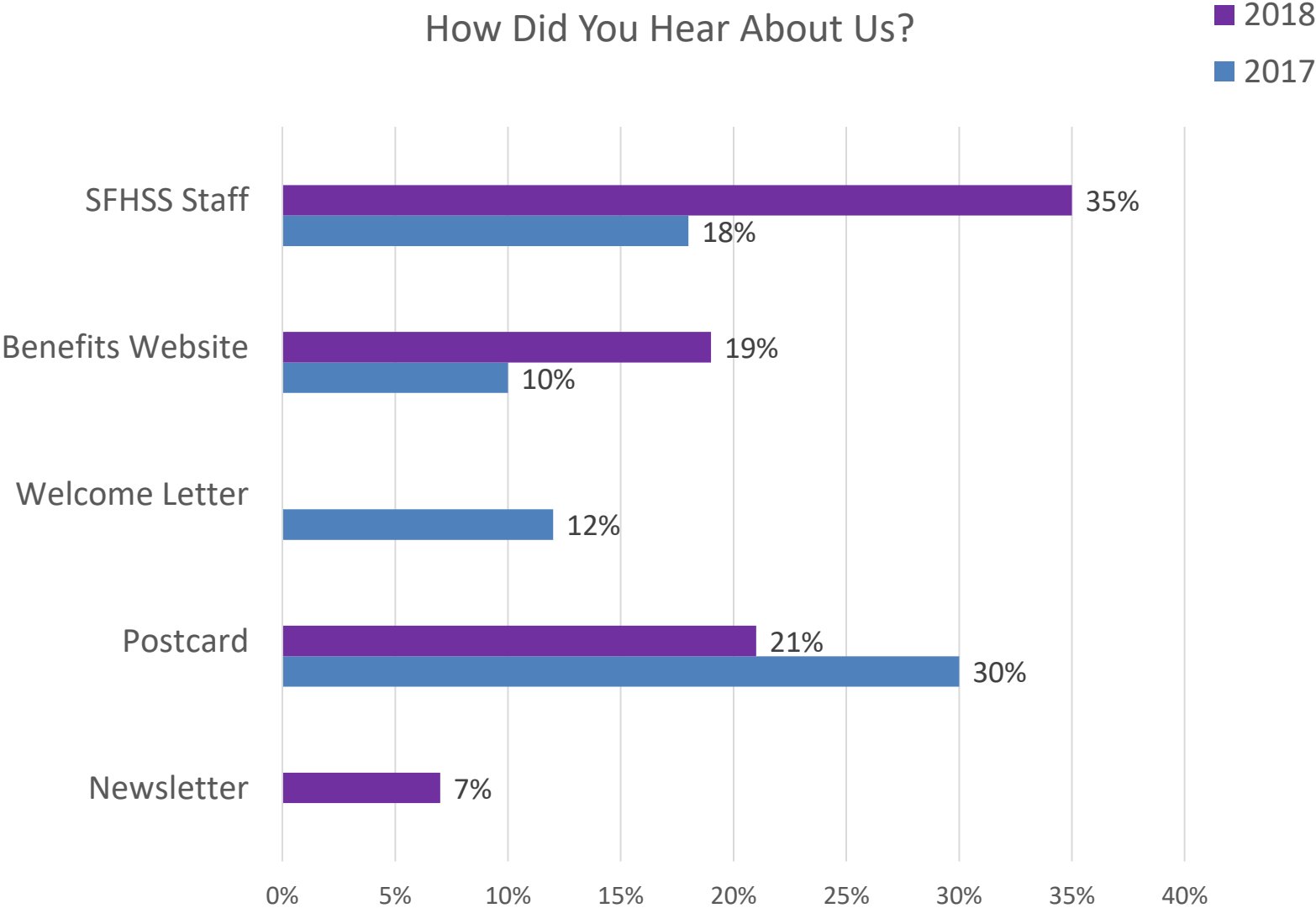
Find Best Doctor and Expert Medical Opinion – 2-year Utilization Trend



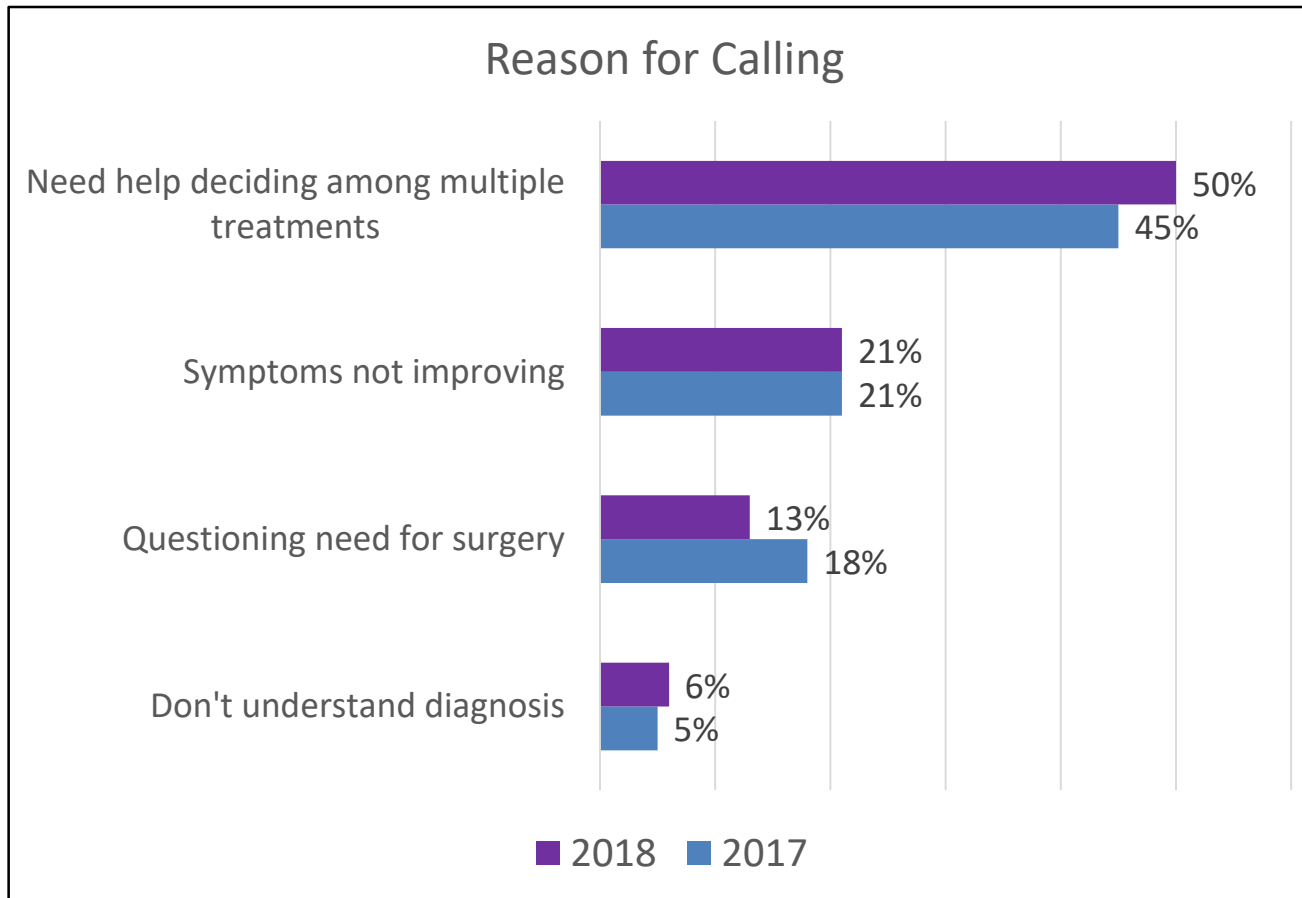
Other Services – 2-year Utilization Trend



Member Engagement



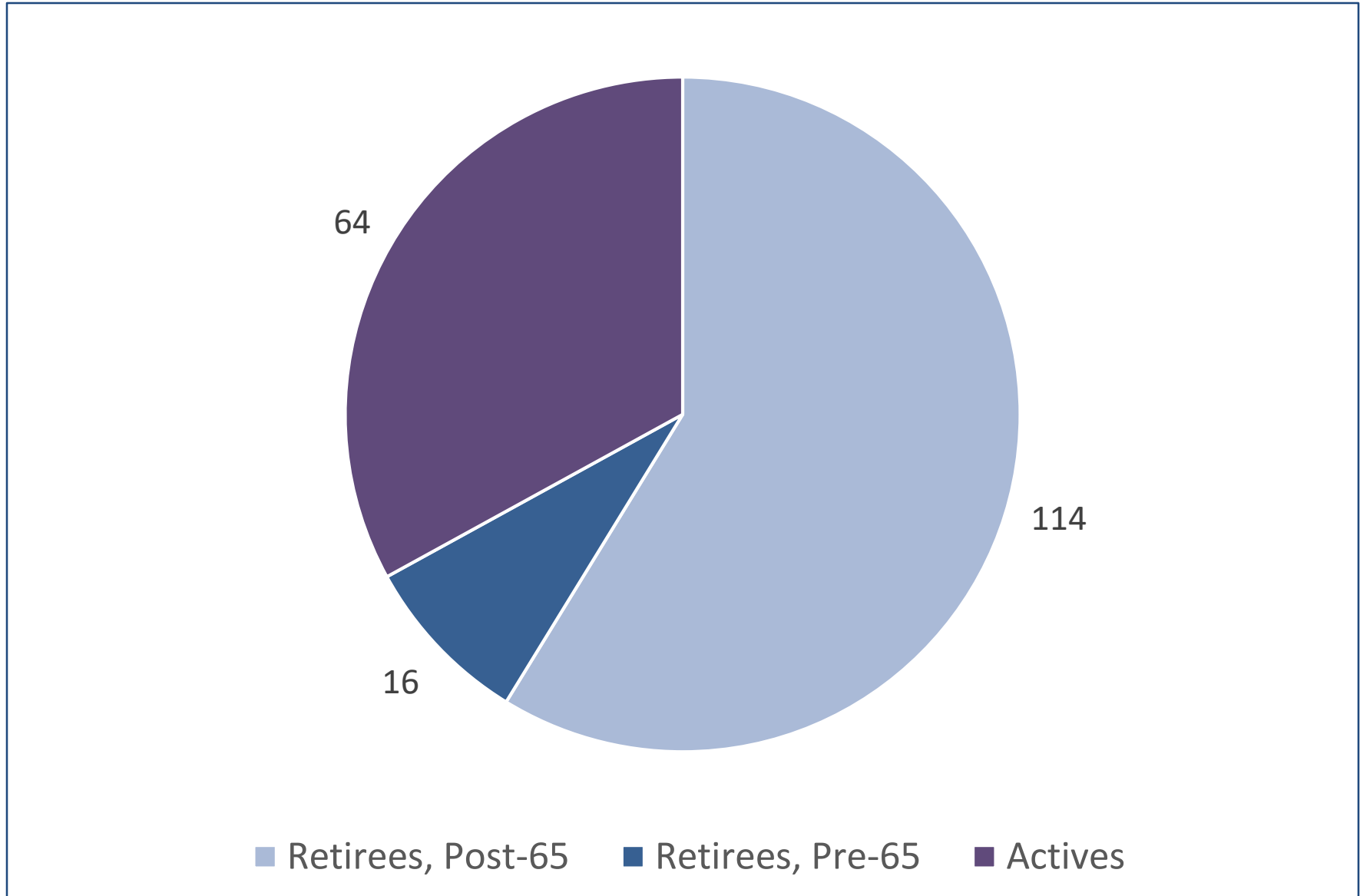
Member Engagement



Overall Member Satisfaction – 99%

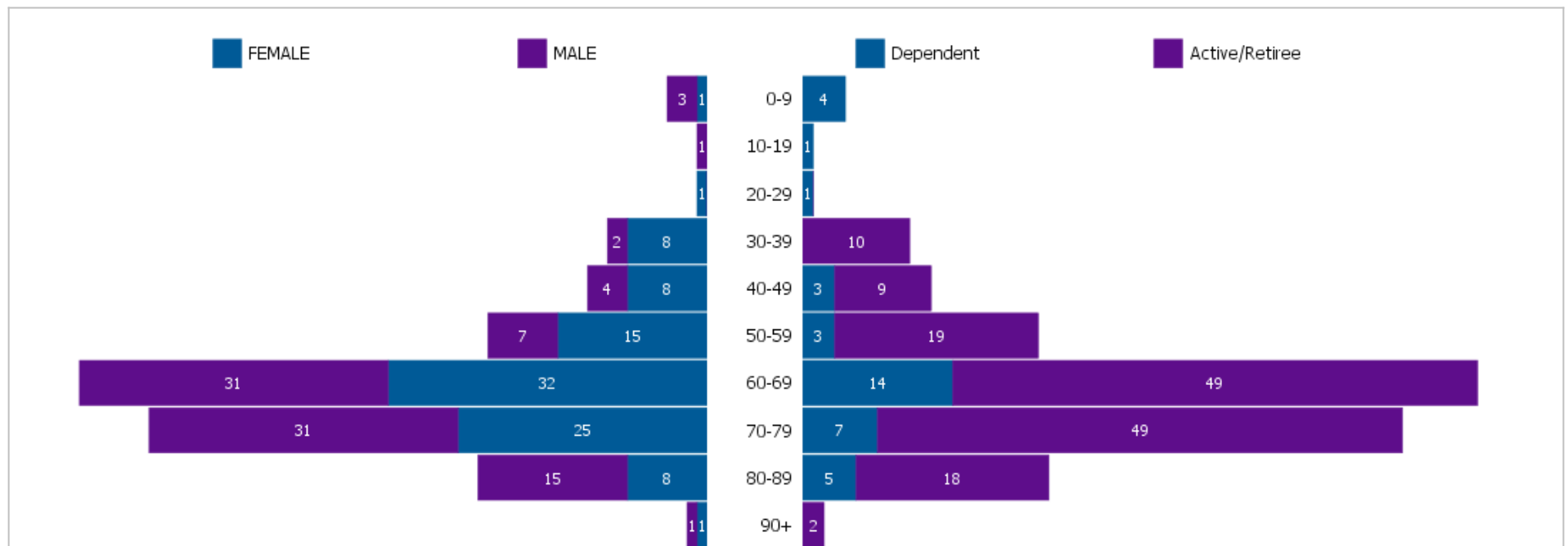
40% Response Rate

Expert Medical Opinion – 2018 Cases by Group

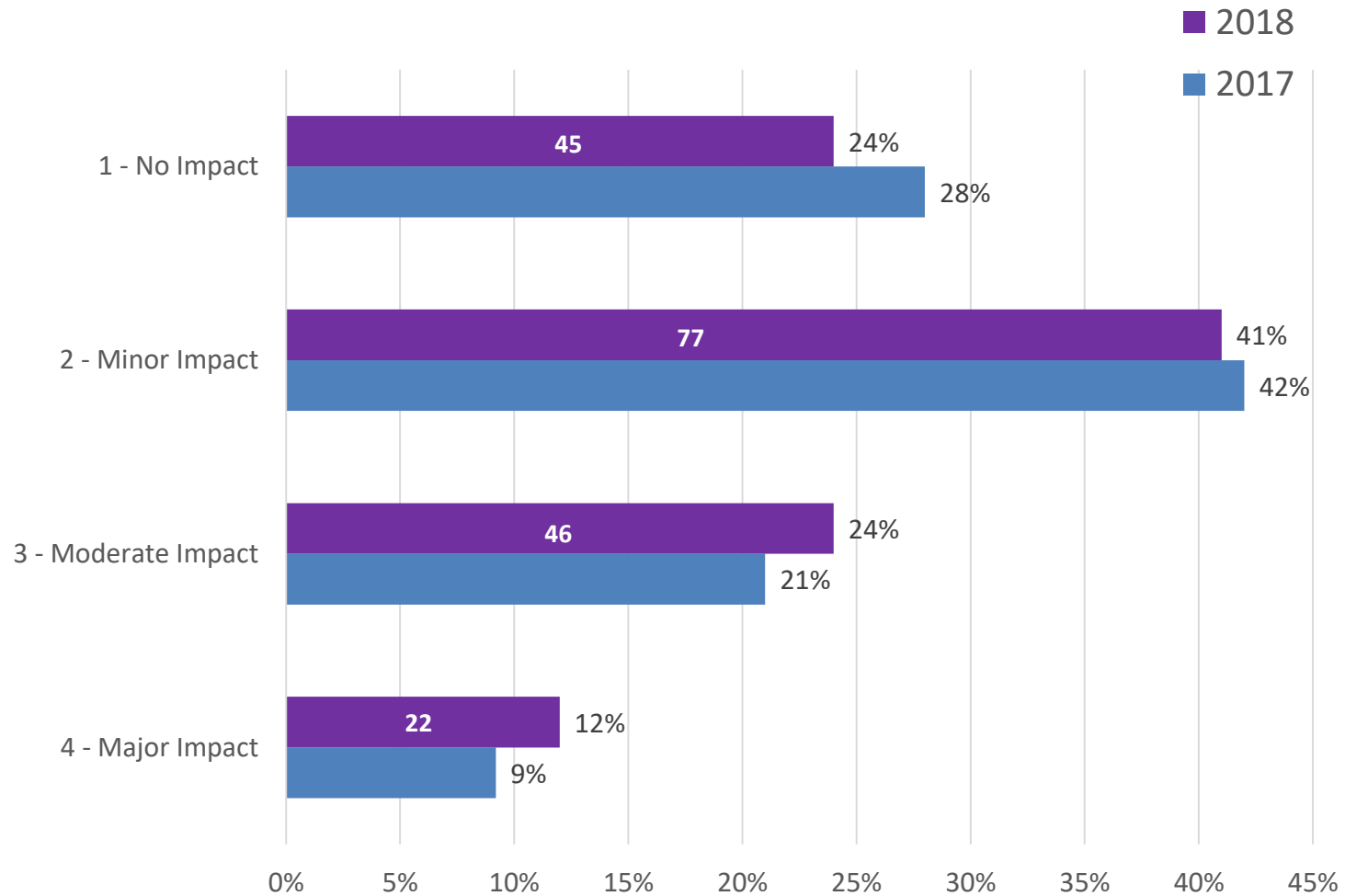


Expert Medical Opinion – 2018 Demographic Details

| | PRIMARY AGE RANGE | MALE | FEMALE | ACTIVE/RETIREE | DEPENDENT |
|-------------------------------------|-------------------|------|--------|----------------|-----------|
| San Francisco Health Service System | 60-69 | 49% | 51% | 78% | 22% |
| Education & Government | 50-59 | 40% | 60% | 93% | 7% |
| 25,000+ employees | 50-59 | 50% | 49% | 73% | 27% |
| Book of Business | 50-59 | 44% | 56% | 73% | 27% |



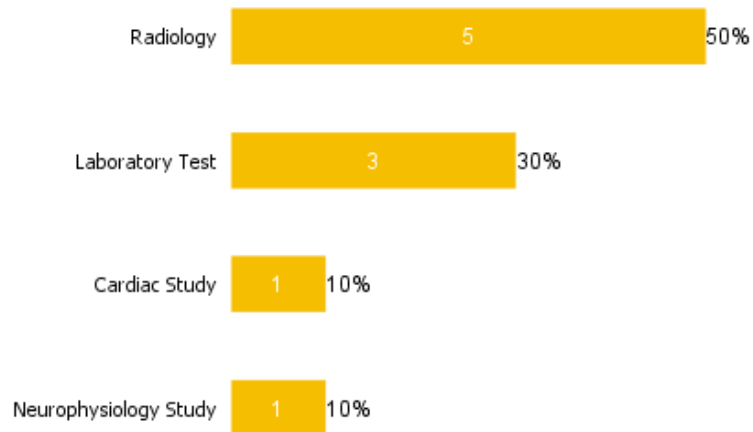
Expert Medical Opinion Diagnostic Impact Magnitude 2-year Comparison



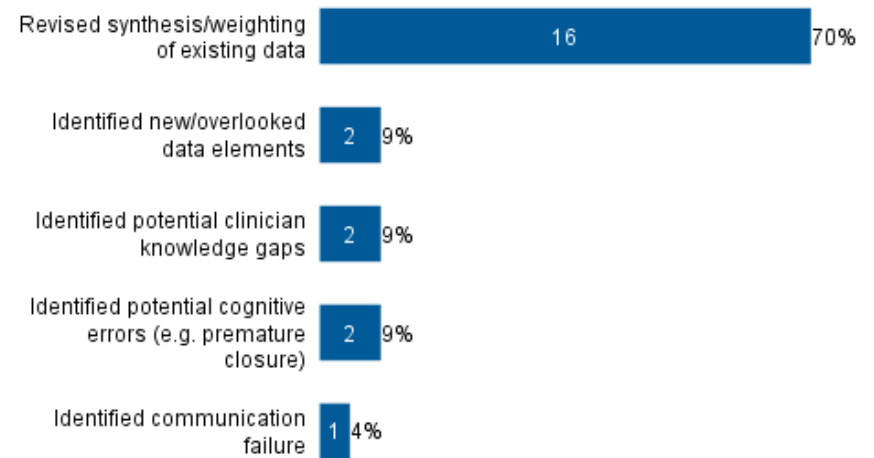
(2018 based upon 190 cases with diagnostic impact magnitude reported)

Expert Medical Opinion 2018 Diagnostic Impact Details

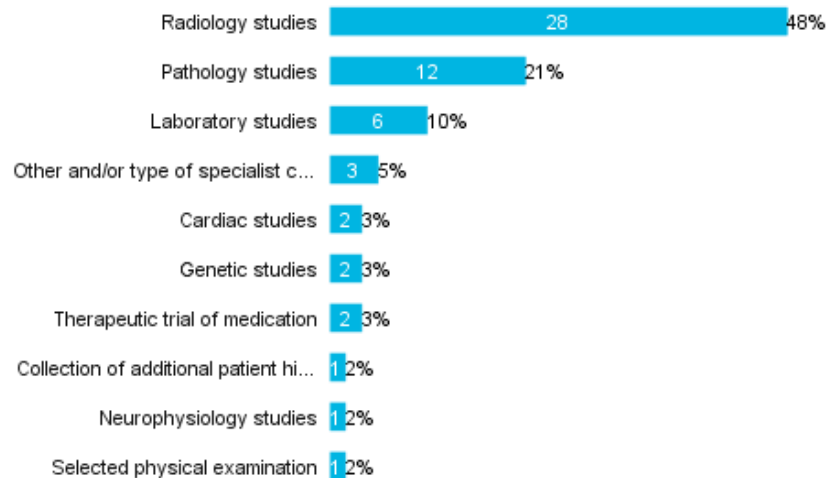
Change in Interpretation of Diagnostic Study - 10 Cases



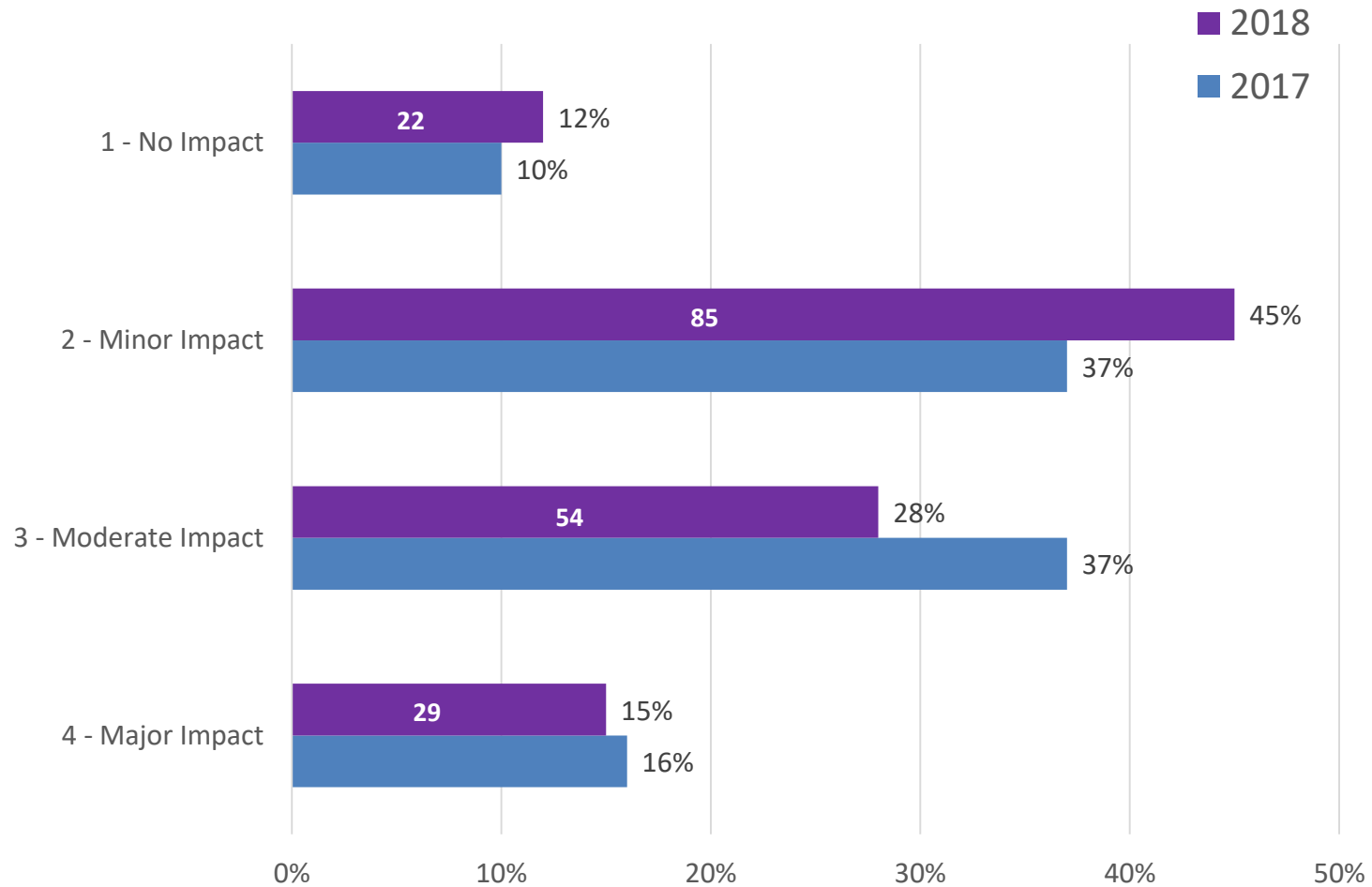
Change in Interpretation of Clinical Studies - 23 Cases



Recommendations for Additional Testing - 58 Cases



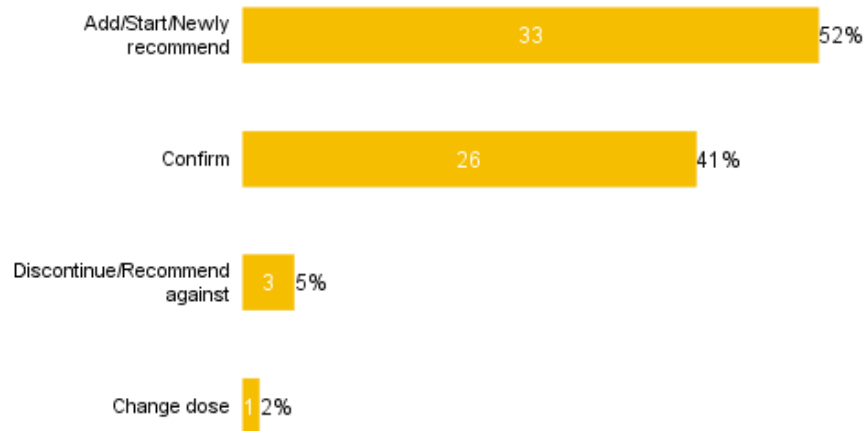
Expert Medical Opinion Therapeutic Impact Magnitude 2-year Comparison



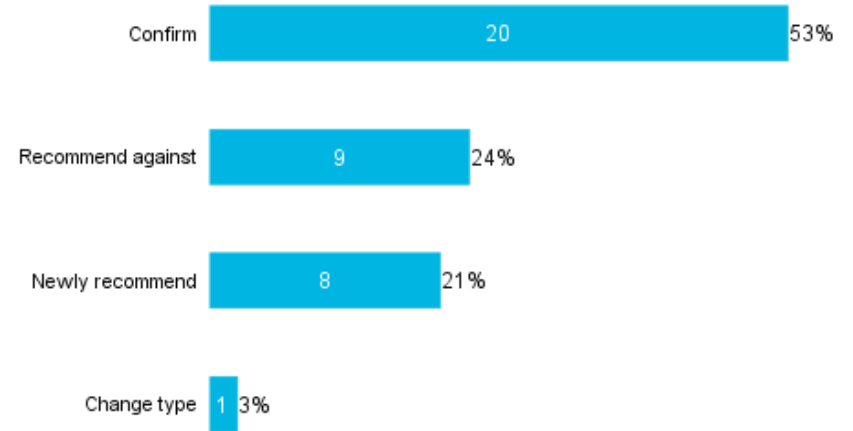
(2018 based upon 190 cases with diagnostic impact magnitude reported)

Expert Medical Opinion 2018 Therapeutic Impact Details

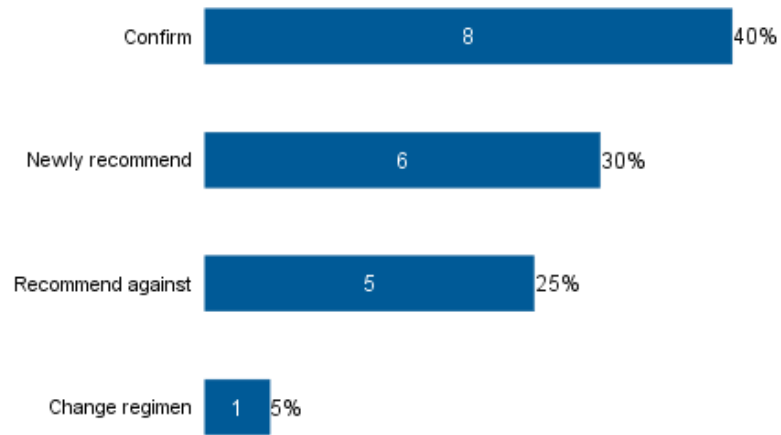
Medication Impact - 63 Cases



Surgical Impact - 38 Cases



Chemotherapy Impact - 20 Cases



Aligning with the SFHSS *MISSION, VALUES* and *STRATEGIC PLAN*

- Member Engagement
- Partner Integration
- Analytics that identify or clarify opportunities for enhanced virtual care services and improved health outcomes

