

MEMORANDUM

DATE: December 9, 2021

TO: Dr. Steven Follansbee, President, and Members of the Health Service Board

FROM: Abbie Yant, RN, MA Executive Director SFHSS

RE: UC Berkeley & SFHSS ACO Evaluation Presentation

This ACO evaluation is being conducted through a partnership with the Center for Healthcare Organizational Innovation Research (CHOIR) and the Berkeley Center for Healthcare Technology (BCHT), both based in the School of Public Health at the University of California, Berkeley. This research centers around the accountable care organizations that are part of SFHSS, specifically those that are administered by Blue Shield of California. The evaluation included three parts: (1) documentation review and synthesis, (2) interviews of management and staff, and (3) analysis of a member survey and claims data. Published results will not identify individuals and organizations included in this analysis but can greatly benefit other healthcare purchasers in the field. This work was supported by the Peter G. Peterson Foundation via a grant from Catalyst for Payment Reform.

This Board education item will be presented by Timothy T. Brown, Ph.D., M.A. In addition to his role of Principal Investigator for this ACO evaluation, Dr. Brown serves as Associate Adjunct Professor of Health Economics and the Associate Director for Research at the Berkeley Center for Health Technology. Co-presenting is Emily Hague, M.S., a UC Berkeley Ph.D. Student in Health Policy. Also present for Q&A is Alicia Neumann, Ph.D., MPA, Qualitative Researcher for the ACO evaluation. Collectively this team was responsible for conducting interviews, performing document, data, and interview analyses, design of the survey tool, and econometric studies. SFHSS Senior Health Program Planner Leticia Harris served as the liaison for this ACO evaluation fielding collaborative input from Blue Shield and SFHSS divisions including Member Services, Enterprise Systems & Analytics, Communications, Finance & Contracts.

The research objective is to determine the effect on risk scores, utilization, expenditures, and access in enrollees who switched from a broad-network health maintenance organization (HMO) to a narrow-network accountable care organization (ACO) HMO that also included comprehensive patient navigation and customer support.

Attachment

UC Berkeley & SFHSS ACO Evaluation: PowerPoint Presentation