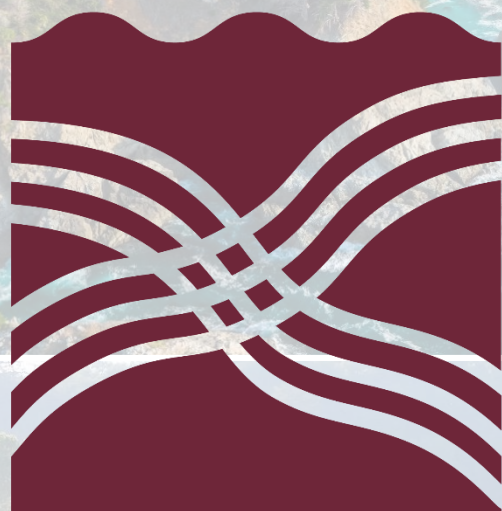




PARTNERSHIP



HEALTHPLAN
of CALIFORNIA
A Public Agency



Mendocino County Health Profile

Spring 2023



ROAD TO
RECOVERY

Profile Highlights



• Table of Contents:

- Enrollment & Ethnicity
- Health Status
- Quality Metrics
- Access & Telehealth
- Member Engagement
- Geographic Expansion

County Health Profile Report: *Summarizes relevant social and clinical data for Mendocino County from Partnership and other state and national sources. The Report helps to identify important trends and compare metrics for Mendocino County with other counties in the Partnership region. The Report highlights the unique strengths and challenges of each Partnership County.*

Mendocino County Highlights

- 83% of members indicate Spanish as their preferred language.
- Five clinical measures below the State minimum performance level
- Primary care visit rates similar to Plan average
- ED usage rates higher than Plan average
- Approximately 27% of specialty visits via telehealth
- Primary care provider vacancy ~ 34%

Mendocino County Enrollment Factors Impacting Enrollment

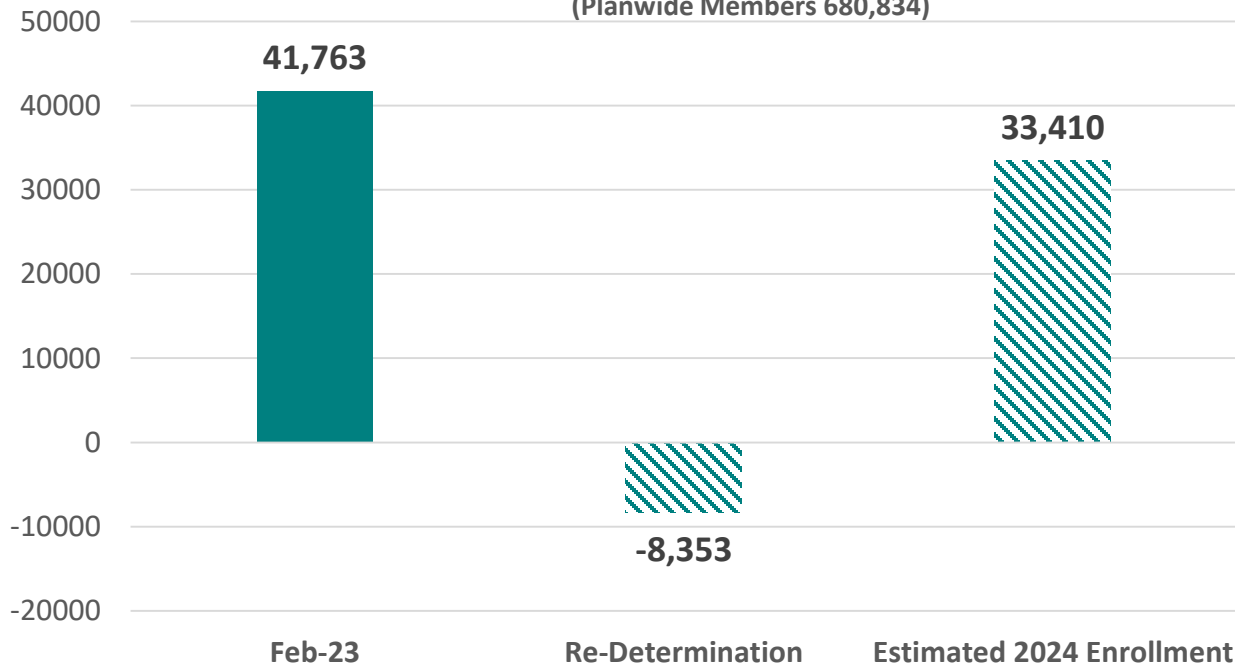
Redetermination:

County Social Services Departments will begin sending re-enrollment packets to Medi-Cal members, based on the month of their effective date of coverage. **Remind members to:**

- Update their address with county social services. DHCS website: <https://www.dhcs.ca.gov/Pages/Keep-Your-Medi-Cal.aspx>
- Watch for the packet in mail, complete and send back
- Contact your county social services office or local clinic for assistance.

Mendocino County Enrolled Members

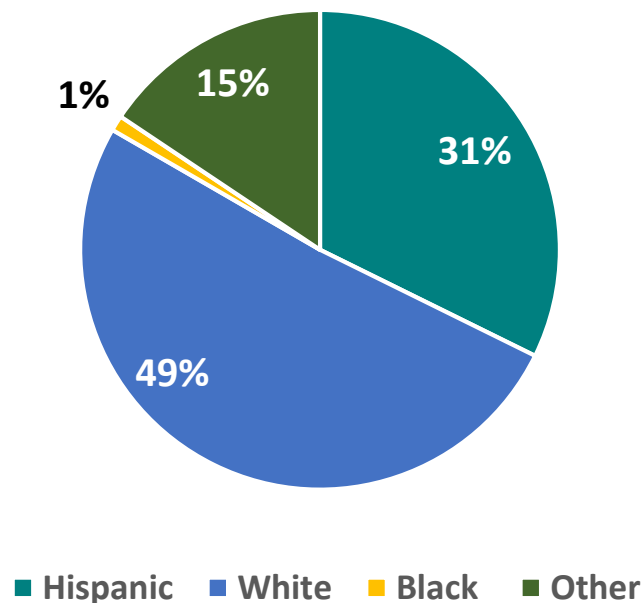
(Planwide Members 680,834)



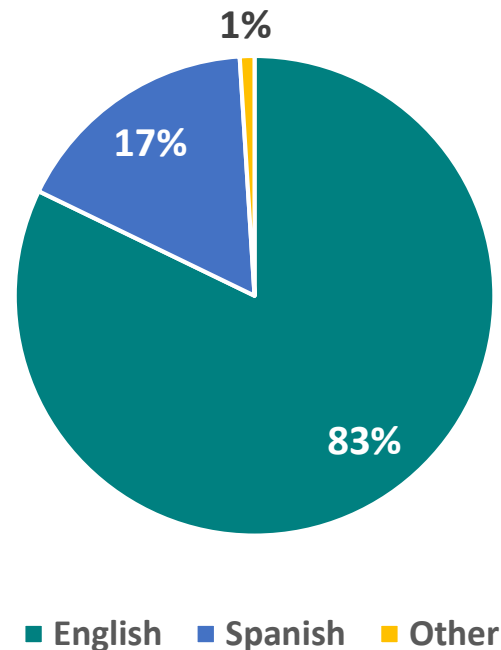
Medi-Cal Redetermination process is *estimated* to reduce enrollment in Mendocino County by ~20% over the next 18 months. Please note: this estimate is subject to change by multiple factors

Mendocino County Member Ethnicity & Preferred Language

Member Ethnicity



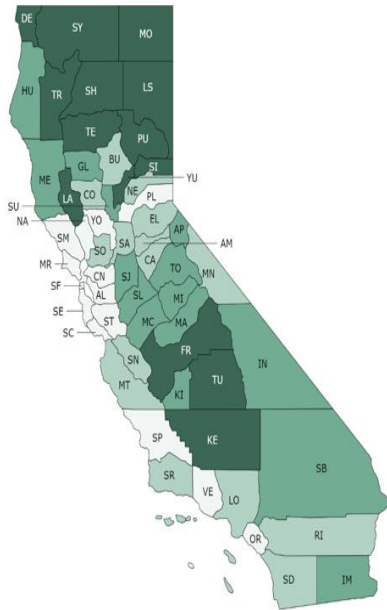
Preferred Language



49% of Mendocino County members are of White ethnicity, followed by 31% Hispanic. 83% of members indicate English as their preferred language and 17% Spanish. *Please note large ethnic group categorized as "other" impacts these statistics.*

County Health Ranking & Metrics

2023 Health Outcomes - California



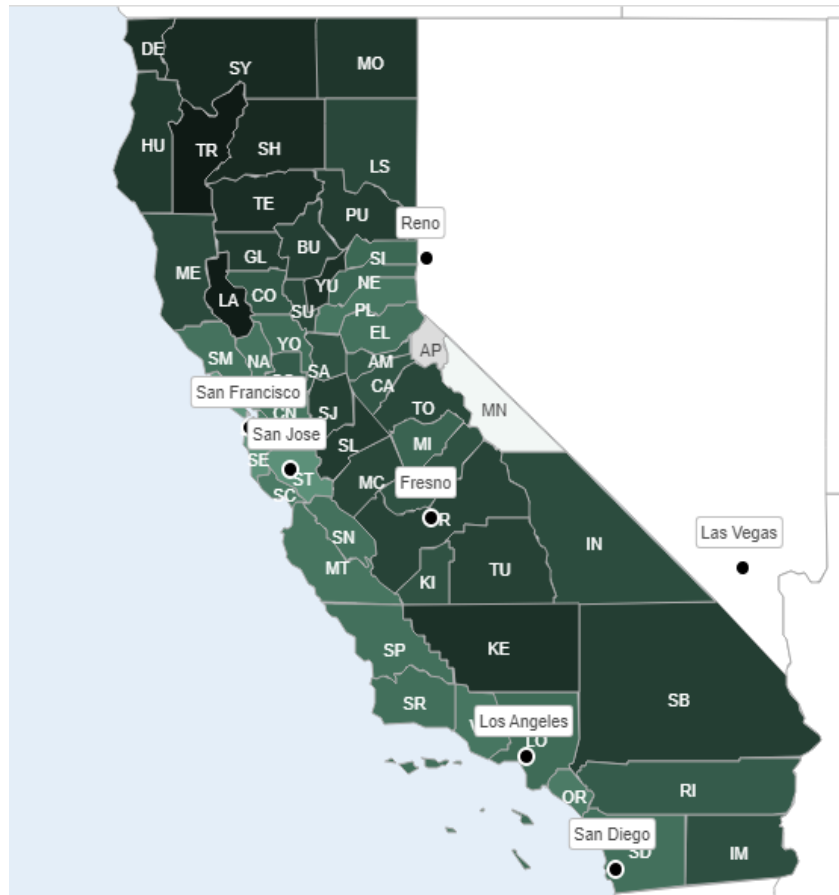
Health Outcome Ranks 1 to 14 15 to 29 30 to 44 45 to 58

Health Measure	Lake	Marin	Mendocino	Sonoma	State
County Rank	56	1	45	10	NA
Life Expectancy (yrs)	74.8	85.2	78.5	82.0	81.0
Drug Overdose Deaths/100,000	71	17	44	22	17
Adult Smoking	17%	9%	15%	12%	9%
Child Mortality (<18 yrs) /100,000	40	20	60	20	40
High School Completion	87%	93%	87%	89%	84%
Teen Births/1000 Births	30	6	22	10	16

Social and economic factors dramatically impact overall health in our communities. Just within the Southwest Region there are big differences in life expectancy, death rates and other risk behaviors

Life Expectancy in Mendocino County Disaggregation by Race

Average Life Expectancy in Mendocino County is 78.5 years (*State, 81.0 yrs., US 78.5 yrs.*)



Life Expectancy by Race

Disaggregation

Disaggregated by Race	Value	Error Margin
Life Expectancy	78.5	77.8-79.2
American Indian & Alaska Native	69.3	65.8-72.9
Asian	79.6	73.7-85.4
Hispanic	89.1	84.0-94.2
White	78.3	77.5-79.1

Years of data used to calculate rates: 2018 – 2020



Regional View of Quality

2022 QIP Results

Regional Scores: Partnership reports quality data to the State by region rather than by individual county. Individual county scores roll into the average for the region. The overall goal is for each county to score above the minimum performance level, typically the 50th percentile for all Medicaid managed care plans nationally.

Clinical Measures Below the State Minimum Performance Level By County*

Lake County	Marin County	Mendocino County	Sonoma County
<ul style="list-style-type: none"> Breast Cancer Screening Cervical Cancer Screening Child/Adolescent Well Visits Childhood Immunizations CIS 10 Adolescent Immunizations Nutrition/Physical Activity Counseling 	<ul style="list-style-type: none"> Breast Cancer Screening Nutrition Counseling Physical Activity Counseling 	<ul style="list-style-type: none"> Breast Cancer Screening Cervical Cancer Screening Childhood Immunizations CIS 10 Adolescent Immunizations Nutrition Counseling 	<ul style="list-style-type: none"> Early Childhood Immunizations (CIS 10)

Southwest Region Metrics Below the State Minimum Performance Level	Percent from Benchmark
Early Childhood Immunizations – CIS 10	-4.5%

In the Southwest Region, Early Childhood Immunizations is the only QIP clinical measure below the benchmark

* Minimum performance level at ~ 50th percentile nationwide for Medicaid health plans



Is Your County an Outlier within the Partnership HealthPlan Southern Region?

County	QIP Measures Below Benchmark (2022)	Percent of QIP Points Earned (2022)	Percent of Children with High Blood Lead (2020)	ED Visits/ 1000 Mbr. (2022)	Primary Care Visits/ Mbr./Yr (2022)	Percent Primary Care Telehealth (2022)	Percent Specialty Telehealth (2022)	Hospital Days/ 1000 Mbrs. (2022)	Percent Mbrs. Accessing Behavioral Health (2022)	Percent Primary Care Workforce Vacancy (Sep 2022)
Lake	7/12	48.8%	NA	780	1.4	15%	38%	384	6.7%	36%
Marin	2/12	68.3%	.76%	467	2.3	10%	41%	318	8.4%	25%
Mendocino	5/12	54.5%	1.7%	733	2.0	9%	27%	255	7.2%	34%
Napa	2/12	71.1%	.64%	584	2.0	30%	28%	252	5.7%	25%
Solano	6/12	57.9%	1.8%	589	1.5	24%	30%	336	3.5%	20%
Sonoma	1/12	67.8%	.87%	554	2.4	28%	23%	347	7.0%	22%
Yolo	0/12	60.9%	2.1%	454	2.4	20%	34%	236	6.3%	15%
Compared To	Region 2/12	Region 62%	State 1.2%	Plan 573	Plan 2.0	Plan 19%	Plan 31%	Plan 334	Plan 7.7%	Plan 24%

Metrics >20% from Region, Plan or State average

Quality Improvement Program Scores Mendocino County 2022

Measure	Partial Point Target	Full Point Target	Planwide Ave Dec 2022	Mendocino	SW Region	Mendocino NTT to Partial	Mendocino NTT to Full	Ave. Treated/Mo.
Asthma Medication Ratio	64.78%	70.67%	70.58%	70.09%	73.16%	-18	2	20
Breast Cancer Screening	53.93%	58.70%	52.74%	50.18%	55.98%	63	143	70
Cervical Cancer Screening	59.12%	63.66%	57.74%	57.66%	63.54%	106	437	350
Colorectal Cancer Screening	32.80%	40.23%	39.93%	40.23%	41.38%	-302	0	136
Blood Pressure Control	55.35%	62.53%	65.78%	61.13%	68.78%	-91	22	80
HbA1c Control	56.81%	61.63%	65.98%	60.83%	66.42%	-45	9	57

Measure	Partial Point Target	Full Point Target	Planwide Ave Dec 2022	Mendocino	SW Region	Mendocino NTT to Partial	Mendocino NTT to Full	Ave. Treated/Mo.
Child/Adolescent Visits	45.31%	53.83%	51.30%	47.85%	52.73%	-261	616	411
Childhood Immunization CIS10	38.20%	45.50%	30.31%	34.65%	33.65%	21	63	17
Adolescent Immunizations	36.74%	43.55%	37.05%	29.83%	44.17%	49	98	18
Nutrition Counseling*	70.11%	76.64%	67.82%	69.76%	61.26%	9	173	146
Physical Activity Counseling*	66.18%	72.81%	66.09%	68.56%	59.64%	-60	107	144
Well Child - 1st 15 Months	54.92%	61.25%	61.50%	69.32%	66.80%	-61	-34	25

Color Code	Definitions
Dark green	Score in top 25 th percentile for all Medicaid health plans
Light green	Score in top 50 th percentile for all Medicaid health plans
Blue	Less than 50 th percentile, but above Partnership Plan average
Yellow	Less than 50 th percentile, and less than Partnership Plan average

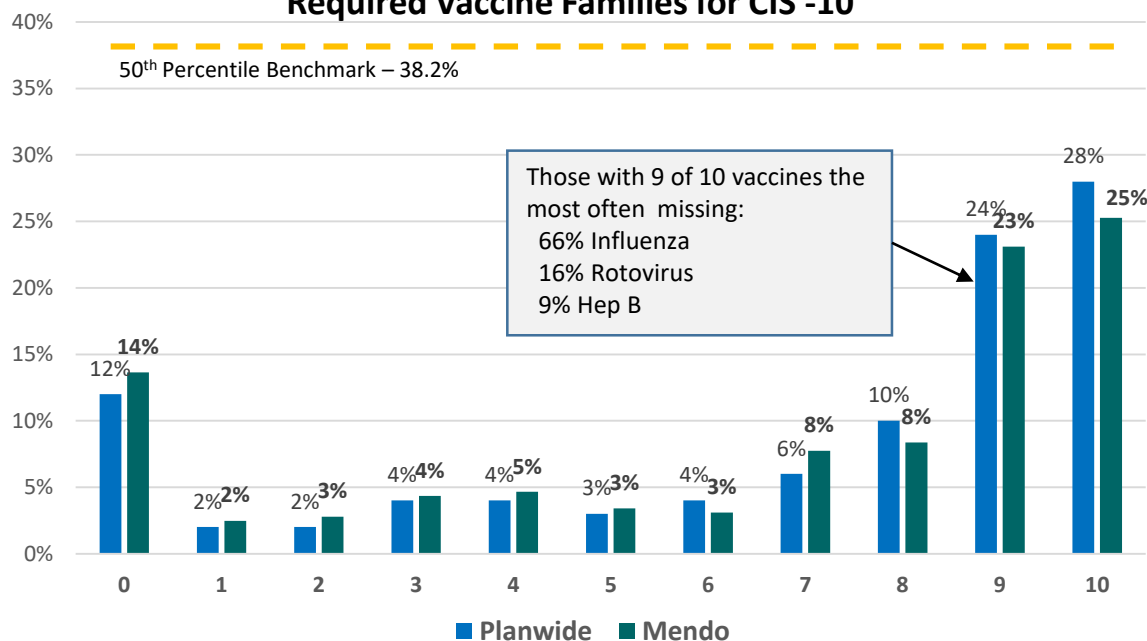
NTT: Number of members to treat to reach benchmark
 (- number) means exceeded benchmark
 (+ number) short of benchmark

* Measures sunsetting in 2023

Early Childhood Immunizations (CIS 10) Mendocino County

An analysis of Partnership HealthPlan 2022 HEDIS results for childhood immunization shows the percent of children completing the ten required categories of vaccines or vaccine families. To successfully complete the CIS 10 measure, all ten vaccine families must be administered, equaling 23 – 24 individual vaccines.

**Percent of Children Completing 0 through 10 of the
Required Vaccine Families for CIS -10**



Vaccine Family	Number in Series
Hep B	3
Rotovirus	2-3
DTaP	4
Hib	3
PCV	4
IPV	3
Influenza	2
MMR	1
Varicella	1
Hep A	1
Total Required	23 -24

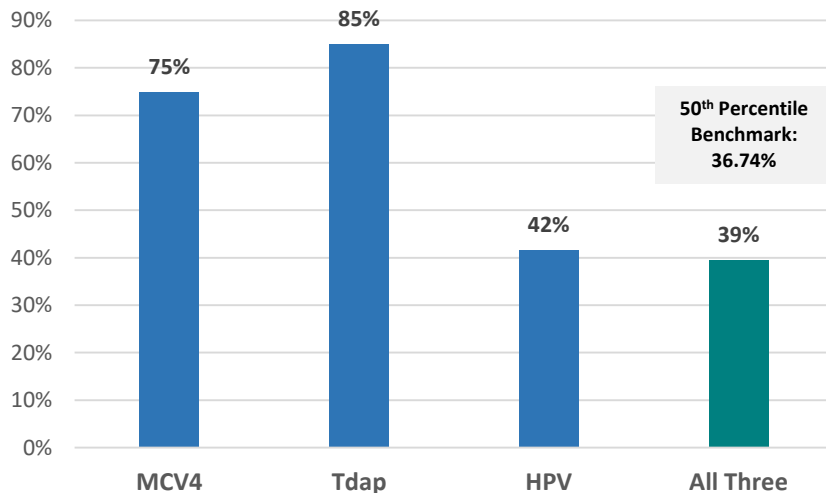
In Mendocino County, 25% of eligible children completed all ten required vaccine families. Another 23% completed nine of the ten required (most often missing influenza). 14% of children completed no immunizations (unwilling or out of area).

Immunizations for Adolescents

Planwide Trends

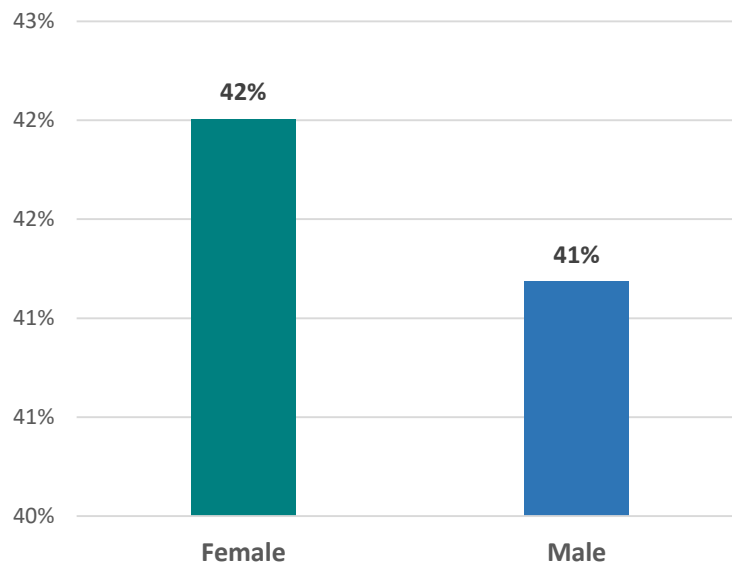
An analysis of 2022 HEDIS results for adolescent immunizations shows the percent of youth completing all four immunizations. To successfully complete the Adolescent Immunization series, youth must have 1. Tdap, 1 Meningococcal, and 2 HPV immunizations by their 13th birthday. Total Partnership members eligible for this measure is 64,910.

Percent of Eligible Youth Completing Vaccine Type and Total Compliant



85% of eligible children have had Tdap (required for entry into 7th grade), 75% have received meningococcal, 42% HPV and 39% have received all three.

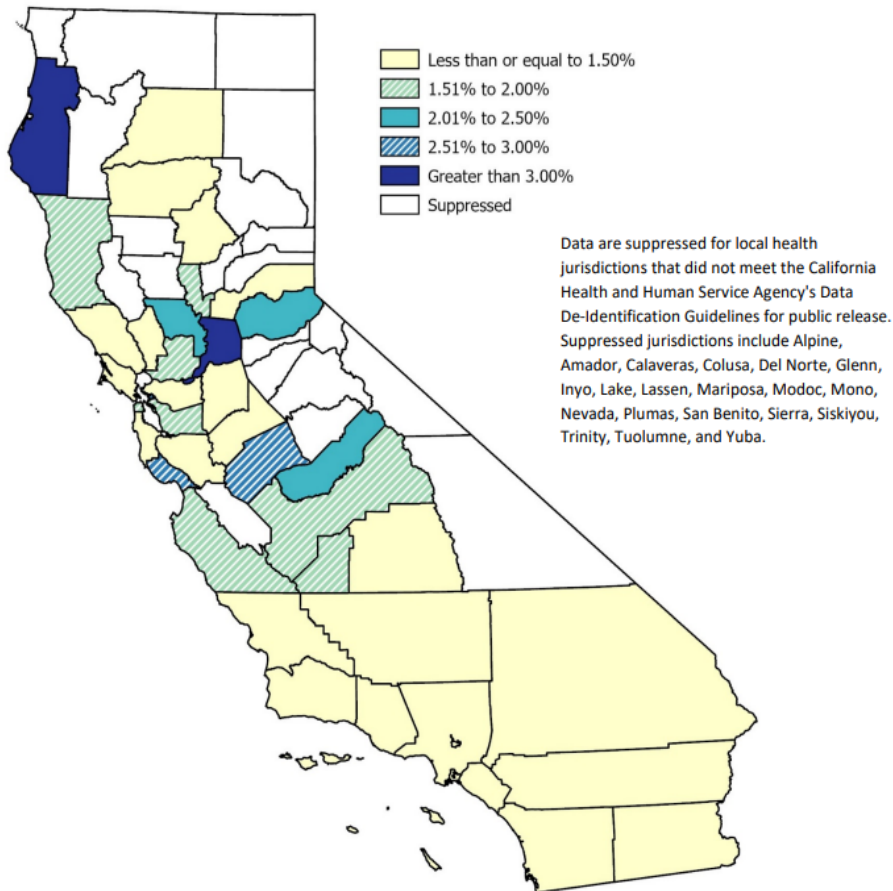
HPV vaccination rate by sex



Of the 42% of youth receiving the HPV vaccine, the number was equally divided between females and males.

Blood Lead Screening State Data 2020

Figure 1. Percent of Children Under 6 Years Old with a Blood Lead Level of 4.5 µg/dL or Greater, by California Local Health Jurisdiction, 2020



Data from RASSCLE surveillance database archive of 7/30/2021

California Counties: Percent Children <6 yrs with Blood Lead Level of 4.5 µg/dl or higher, 2020

County	# Tested	Percent > 4.5 µg/dl
Humboldt	1,703	4.35%
Marin	1,445	0.76%
Mendocino	1,002	1.70%
Napa	786	0.64%
Shasta	420	0.95%
Solano	3,588	1.84%
Sonoma	1,596	0.87%
Yolo	1,674	2.09%
Statewide*	336,386	1.21%

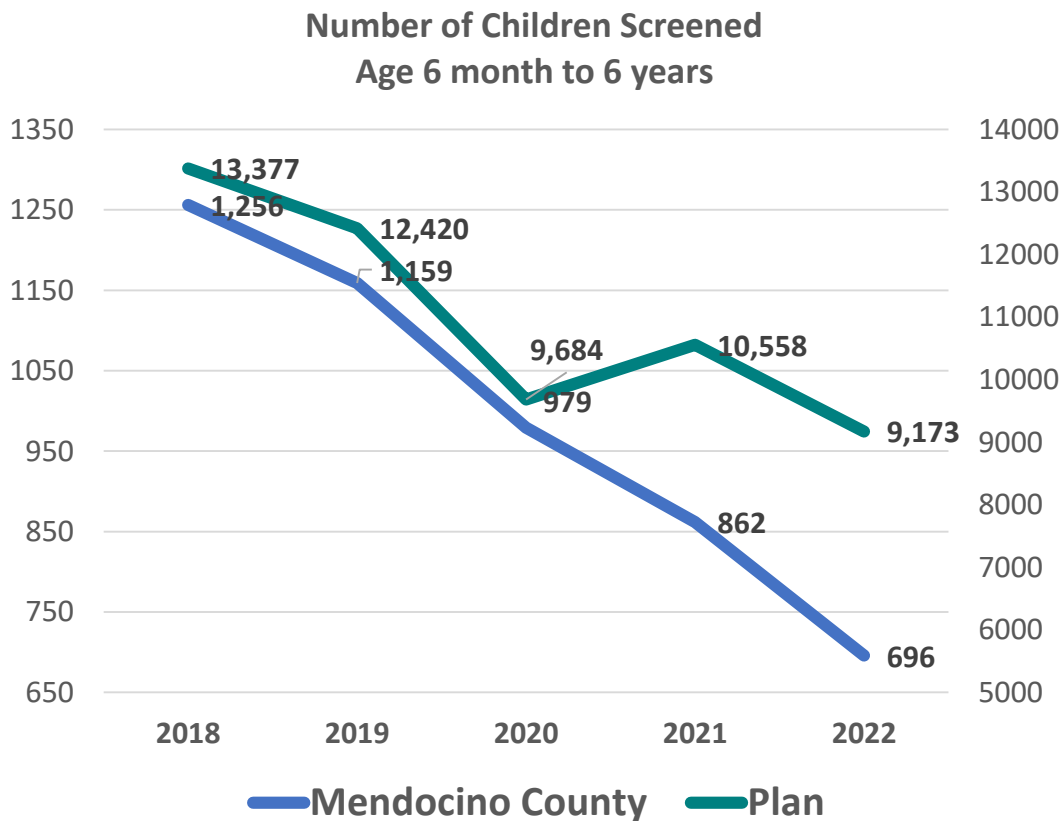
*0.25% of children <6 yrs have Blood Lead Level ≥ than 9.5 µg/dl

All counties have a small percentage of children with high blood lead levels, a few counties are well above the Statewide average.

Blood Lead Screening

Partnership HealthPlan Members

Mendocino County: Partnership HealthPlan Members



Point of Service Testing



Clinicians

Point-of-care lead testing means everybody wins.
3 minutes. 2 drops of blood. 1 visit. Zero loose ends.

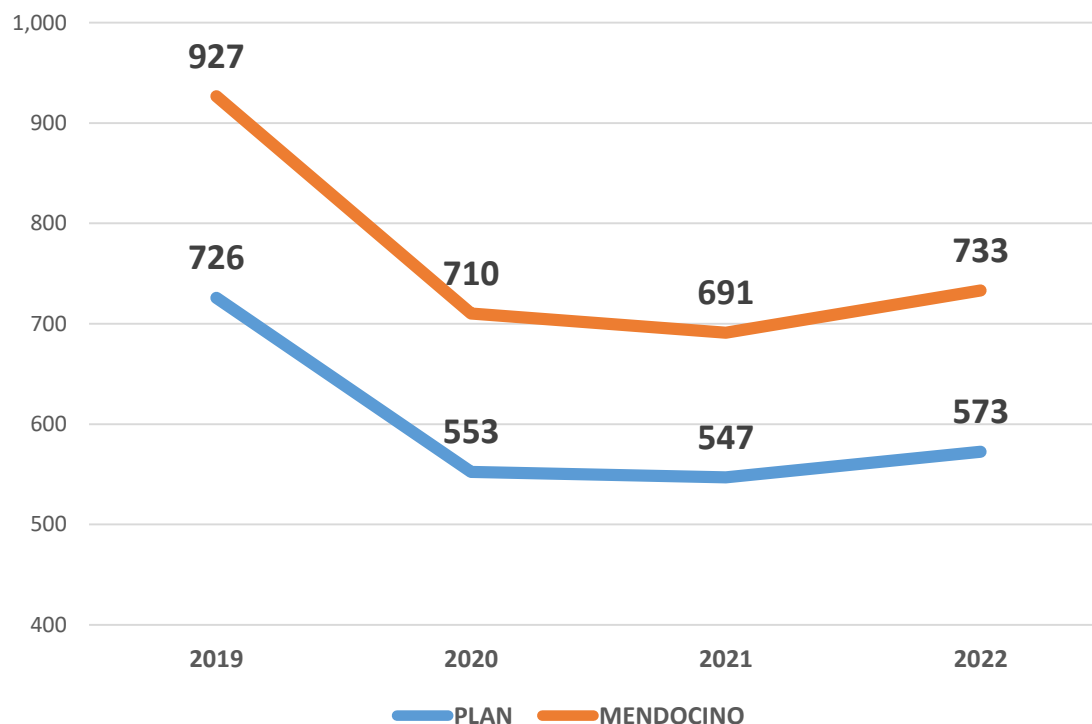
LeadCare® II is the only CLIA-waived, point-of-care lead testing system that makes it possible to test, educate and intervene on-the-spot, in one visit. No need to send patients to an outside lab. No need to re-test due to sample problems at the lab. No risk of losing track of a child who needs treatment.

The annual number of children screened in Mendocino County and Planwide is still below pre-pandemic levels

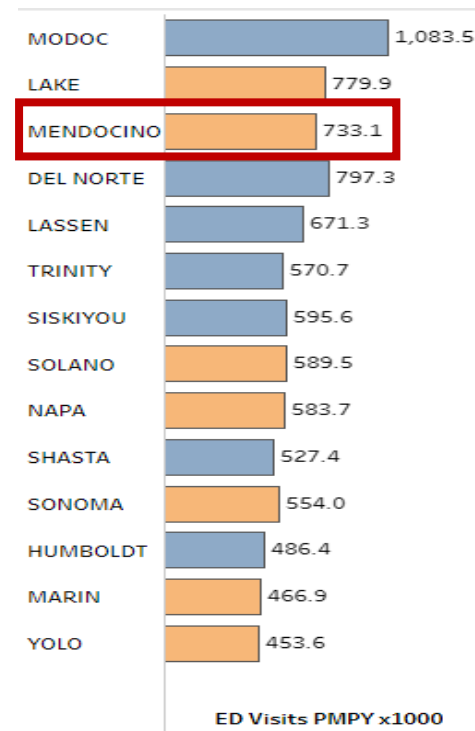
Mendocino County

ED Use – Four Year Trend

**Mendocino County ED Visits Vs Planwide
Per 1000 Members/Year**

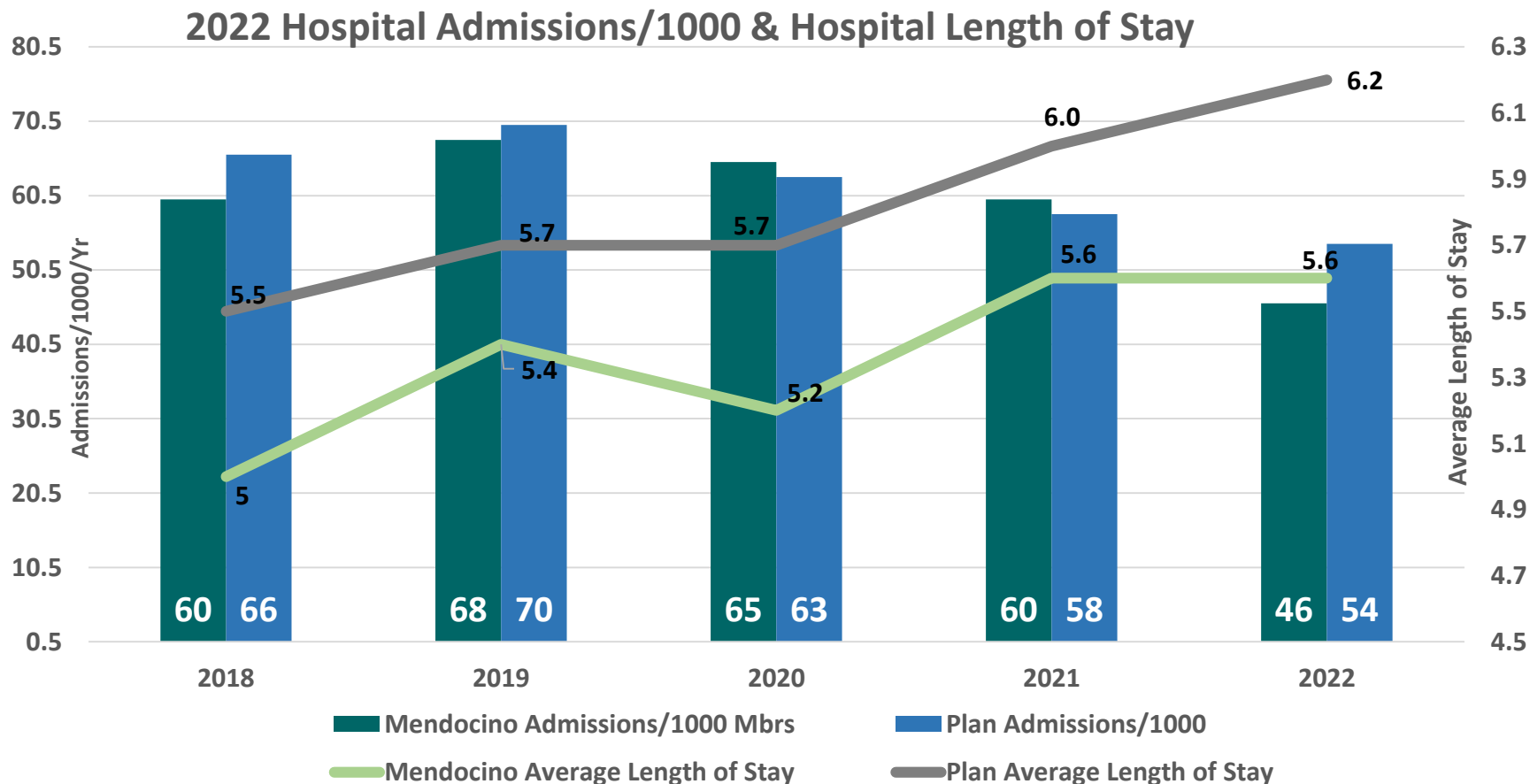


**ED Visits/1000 Mbrs/Year in
2022 - Plan Average: 573**



Mendocino County ED visit rates are consistently above the Planwide average, but remain below pre-pandemic levels. Mendocino has the third highest ED use rates in the Plan.

Hospital Use Rates Mendocino County

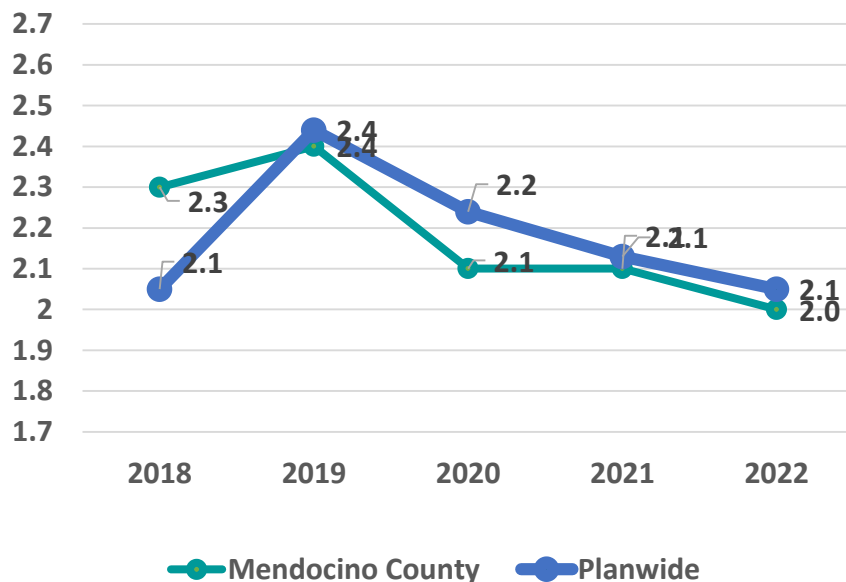


Mendocino County hospital length of stay is constantly lower than Plan average, but rising. At the same time, the rate of inpatient admissions has declined.

Mendocino County Primary Care Visit Rate

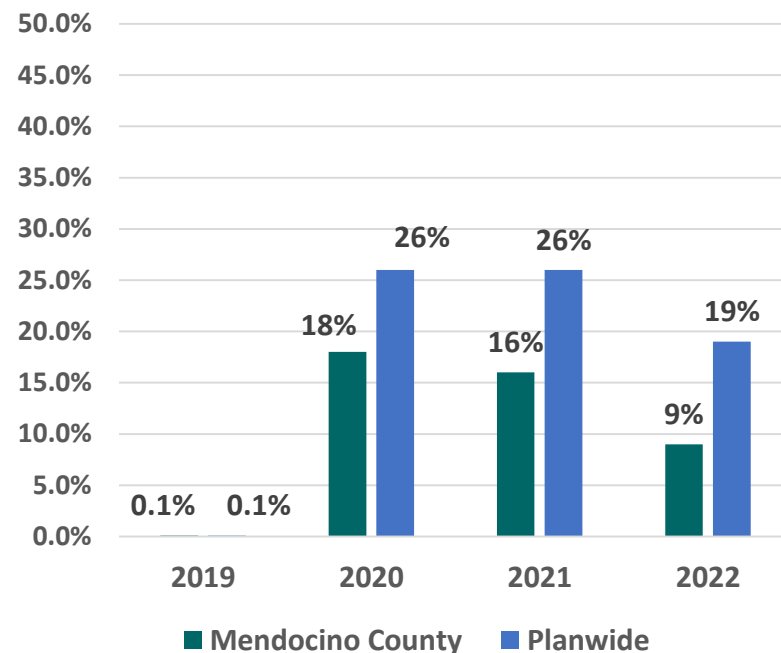
Primary Care Visits/Member/Year

Five Year Trend



Percent Telehealth

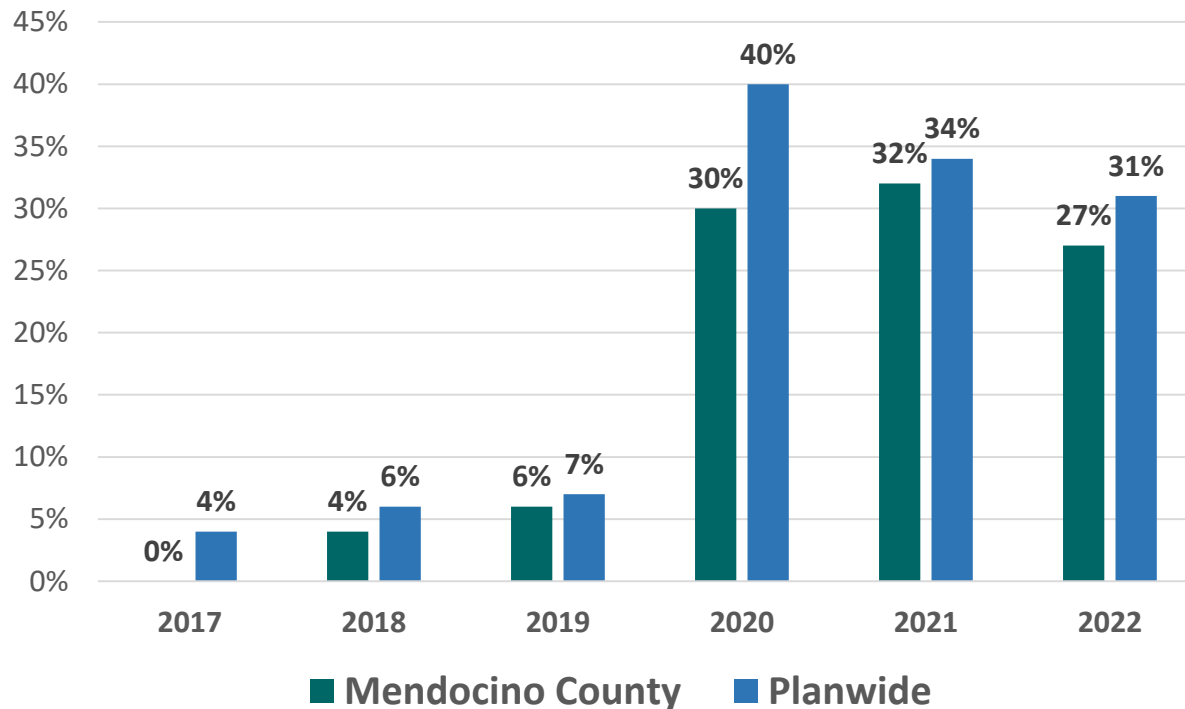
Three Year Trend



Primary care visits per member per year in Mendocino County are consistent with the Planwide average. In 2022, 9% of total primary care visits were provided through telehealth (video or phone) compared to 19% Planwide.

Mendocino County Specialty Visit Rates

**Percent Specialty Visits Provided by Telehealth
Six Year Trend**



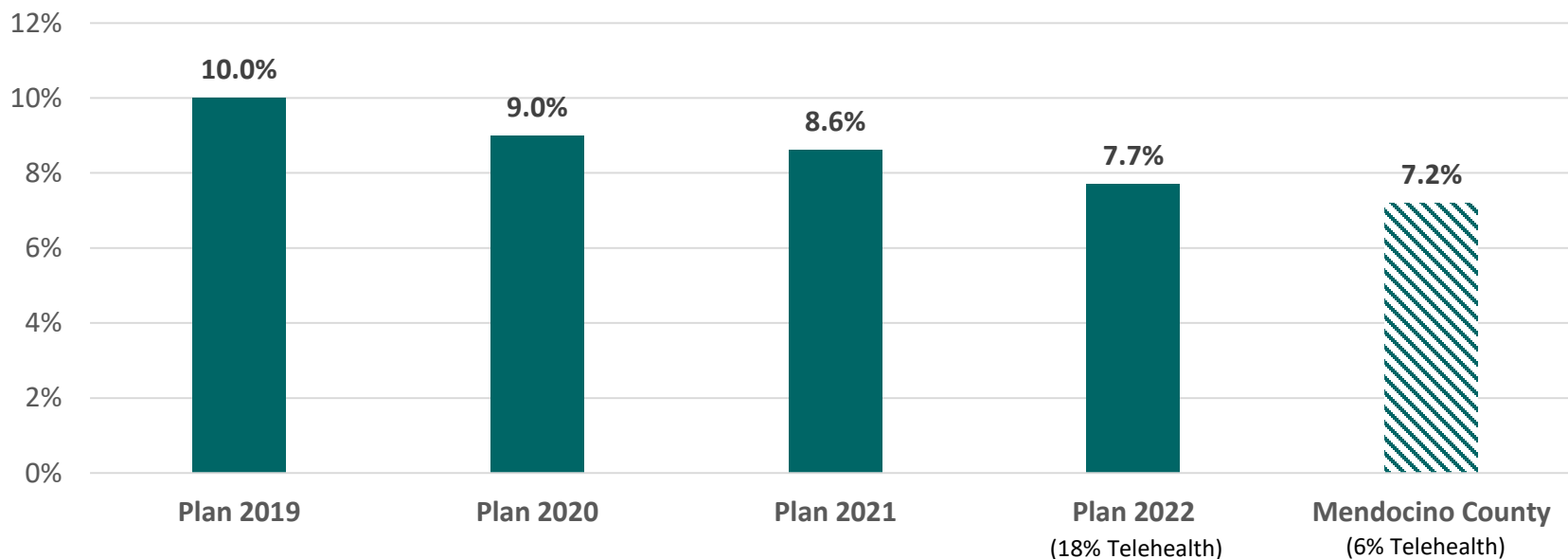
Specialty	Percent Visits by Telehealth
Planwide CY 2022	
Psychiatry	55%
Endocrine	44%
Rheumatology	30%
Neurology	26%
Infectious Disease	18%
Pulmonary Medicine	15%
Urology	9%
Dermatology	4%

The provision of specialty care via telehealth remains a major tool to improve access. Approximately a quarter of specialty visits in Mendocino County are provided by telehealth.



Behavioral Health Use (All Ages) Mendocino County

Percent of Total Members Using Behavioral Health Services



Mendocino County Utilization Data for 2022

Provider Type	Visits 2022	Ave. Visits per Member
Therapy Services	24,826	10.6
Medical Management	2,031	3.1
Other	2,383	5.4



Provider Satisfaction

Partnership HealthPlan of California

At-A-Glance 2022 Physician/Specialist Satisfaction Results

SPH Analytics conducted the physician/specialist satisfaction study via a multi-mode survey approach, allowing respondents to complete the survey via mail or web.

Courtesy telephone calls were made to encourage participation via mail or web.

A total of 401 physician/specialist surveys were completed from April 1 – June 17, 2022.

	Total			Primary Care Physicians (PCPs)			Specialists (SPCs)		
	Total (A)	Southern (B)	Northern (C)	Total (D)	Southern (E)	Northern (F)	Total (G)	Southern (H)	Northern (I)
Total respondents:	(n=401)	(n=289)	(n=112)	(n=214)	(n=148)	(n=66)	(n=187)	(n=141)	(n=46)
Overall Measure (% Strongly Agree / Agree)									
I am satisfied with the Plan	98%	98%	100% B	99%	99%	100%	97%	96%	100% H

Areas of Highest Satisfaction

(Agree or Strongly Agree)

I am satisfied with the Plan 98%

I am satisfied with my interactions with my locally assigned Provider Relations Rep 99%

Quality Improvement (Process Improvement, HEDIS) 99%

I am satisfied with my interactions with Utilization Management Staff 98%

The Plan processes my claims that do not contain billing errors within 30 days 96%

Areas for Improvement

(Agree or Strongly Agree)

I routinely receive reports after my PHC patients have access Mental Health Care Services 50%

I know how to submit a potential CCS child to the local County agency for eligibility 62%

My patients are able to get timely appointments for specialty services within 15 days 69%



Member Satisfaction

Partnership HealthPlan of California Member Survey 2022

	Adults	Children
Overall satisfaction with Partnership HealthPlan (% score of 9 or 10)	55% (9 th Percentile)	67% (12 th Percentile)

Areas of Highest Satisfaction for Adults

Satisfaction with PHC Member Services	86%
Overall satisfaction with your personal doctor	62%

Areas of Highest Satisfaction for Children

Satisfaction with PHC Member Services	89%
Overall satisfaction with your personal doctor	75%

Areas of Improvement for Adults

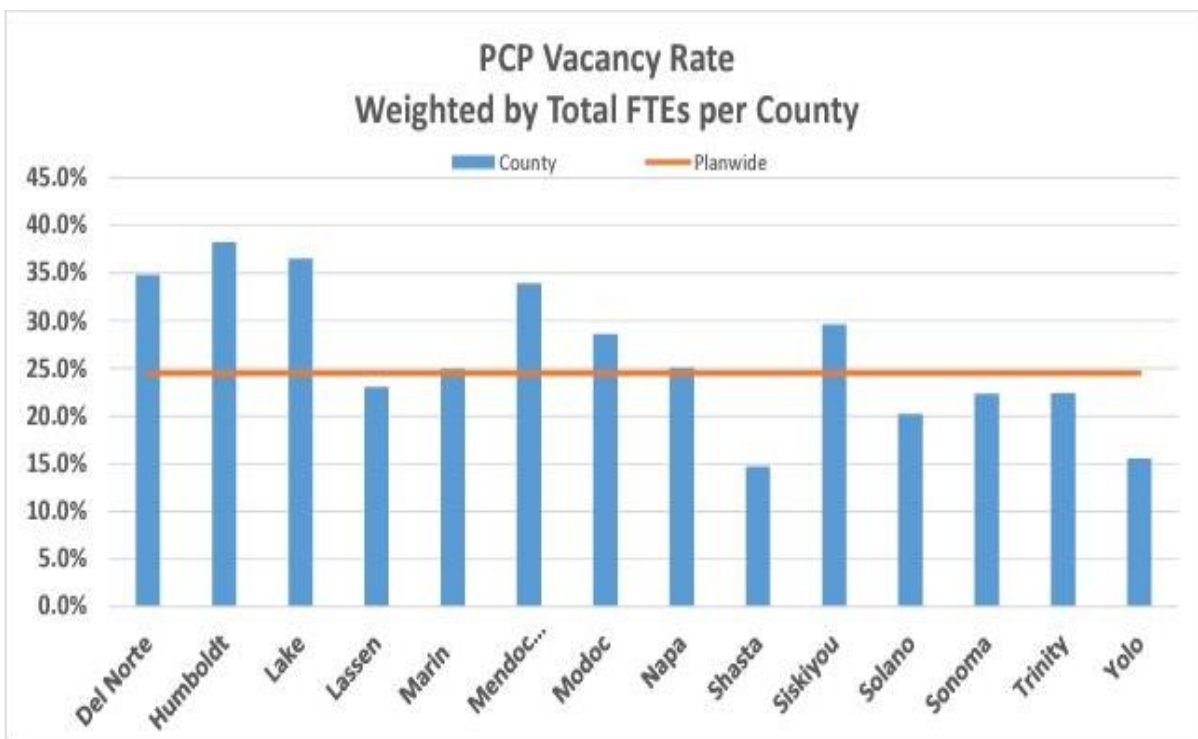
Getting care quickly	73%
How well doctors communicate	86%

Areas of Improvement for Children

Getting needed care	80%
Overall satisfaction with health care	66%

Workforce Point in Time Survey (January 2023)

Partnership HealthPlan staff conducted a survey of primary care organizations across the 14 county region. The results shown below indicate the current primary care provider vacancies weighted by available positions per county. The plan wide vacancy rate is 24.5%, representing 296 clinician vacancies (~200 physicians and 100 NP/PA positions)



All primary care practices are challenged by workforce shortages impacting access to care, quality, workforce burnout, retention and more. Primary care shortages range from a low of 15% to high of 38%. The Partnership plan wide average is 24%.

Workforce Promising Practices

1. Partnership Workforce Recruitment & Retention program
2. Retention strategies to maintain current staff
3. Flexible hours to promote work/life balance
4. NP/PA Fellowship programs
5. Close working relationship with residency training programs
6. Use of primary care telehealth (remote providers)
7. Expanding statewide health training capacity (State strategy)
8. Assistance with housing

Potential 10 County Geographic Expansion

Jan 2024

Serving the North State

Partnership's planned geographic expansion will add 10 new counties to the network, for a combined network of 24 counties.

Partnership as their preferred partner: All ten counties passed ordinances electing Partnership HealthPlan as their preferred partner for managed Medi-Cal. Many of the reasons cited include local presence, responsiveness and aligned values.

New Members: The ten counties will add approximately 274,000

New Structure: Partnership plans to reallocate Commissioners to accommodate the new counties. Plans also include one or two new regional offices.



New expansion counties:

- Butte
- Colusa
- Glenn
- Nevada
- Placer
- Plumas
- Sierra
- Sutter
- Tehama
- Sierra



Mendocino County Health Profile

The County Health Profiles provide information from both State and Partnership HealthPlan data sources.

Please direct your questions about the information provided to your regional liaison:

Region	Regional Medical Director	Regional Administrative
Northwest (Del Norte & Humboldt Counties)	Dr. Jeff Ribordy, Northern Region Medical Director jribordy@partnershiphp.org	Vicky Klakken, Regional Manager vglakken@partnershiphp.org
Northeast (Modoc, Lassen, Siskiyou, Shasta & Trinity Counties)	Dr. Jeff Ribordy jribordy@partnershiphp.org	Vacant
Southwest (Lake, Marin, Mendocino & Sonoma Counties)	Dr. Marshall Kubota Mkubota@partnershiphp.org	Lynn Scuri, Regional Director lscuri@partnershiphp.org
Southeast (Napa, Solano & Yolo Counties)	Dr. Colleen Townsend ctownsend@partnershiphp.org	Kathryn Power, Community Relations Manager kpowers@partnershiphp.org
East (Potential expansion 10 county region)	TBD	Scott McFarland, Regional Director smcfarland@partnershiphp.org

A special thanks to Sheila Hakel, Santa Rosa Regional Office Administrative Support staff for her help and expertise in the production of this report.