



PARTNERSHIP

Del Norte County Health Profile

Spring 2023

HEALTHPLAN
of CALIFORNIA
A Public Agency



Profile Highlights



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

Del Norte County Highlights

- 95% of members indicate Spanish as their preferred language.
- Six clinical measures below the State minimum performance level
- Primary care visit rates above Plan average
- ED usage rates higher than Plan average
- Approximately 28% of specialty visits via telehealth
- Primary care provider vacancy ~ 35%

Del Norte County Enrollment Factors Impacting Enrollment

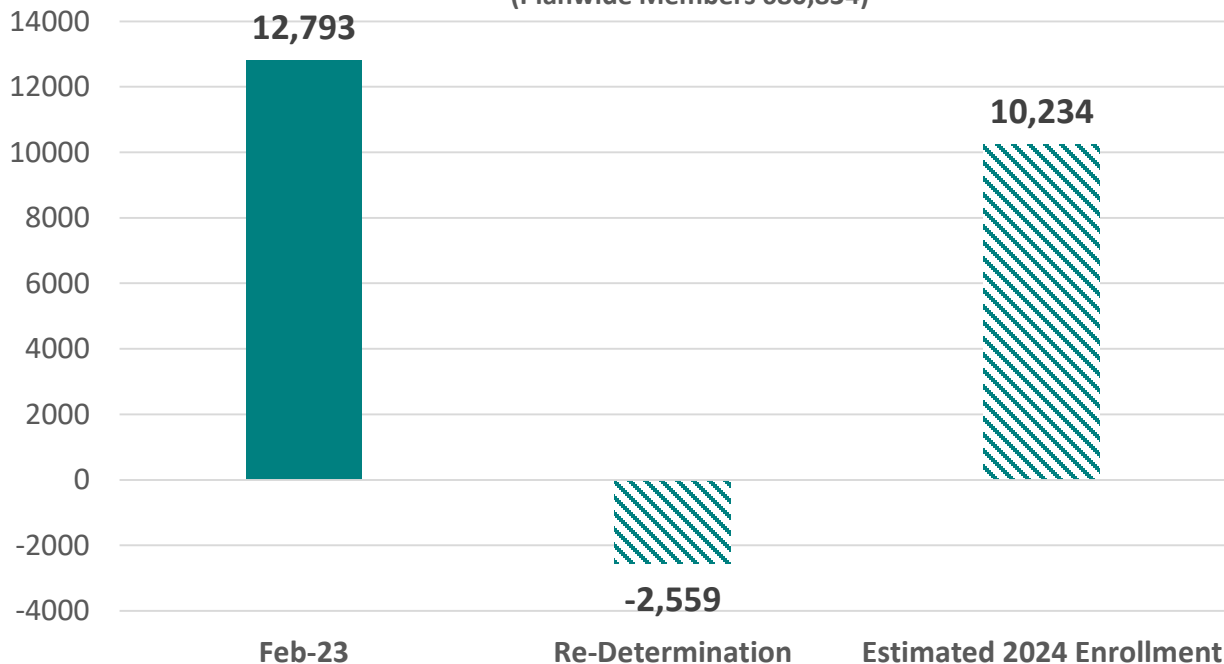
Redetermination:

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.

Del Norte County Enrolled Members

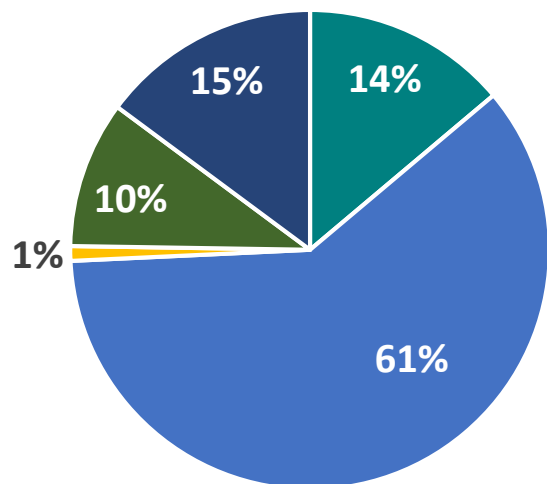
(Planwide Members 680,834)



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

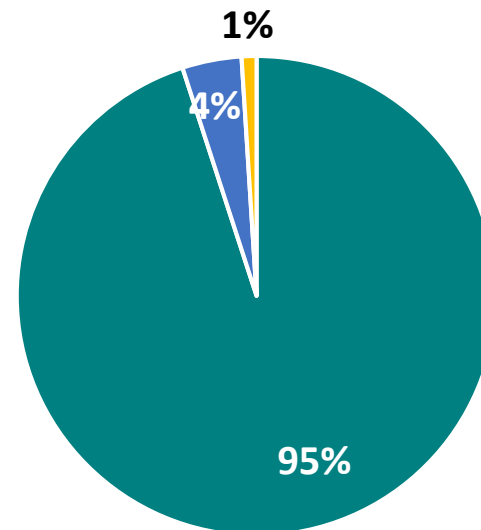
Del Norte County Member Ethnicity & Preferred Language

Member Ethnicity



■ Hispanic ■ White ■ Black ■ Native American ■ Other

Preferred Language

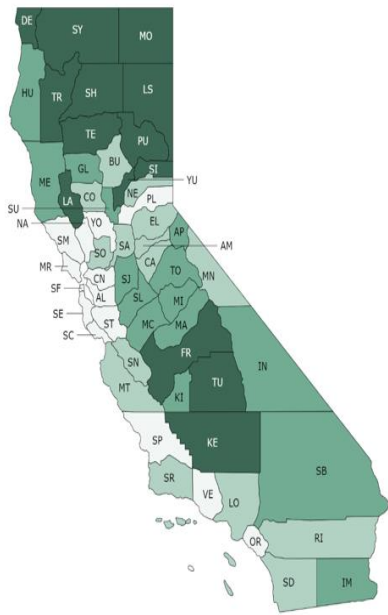


■ English ■ Spanish ■ Other

61% of Del Norte County members are of White ethnicity, 14% Hispanic and 10% Native American. 95% indicate English is their preferred language. *Please note large ethnic group categorized as "other" impacts these statistics.*

County Health Ranking & Metrics

2023 Health Outcomes - California



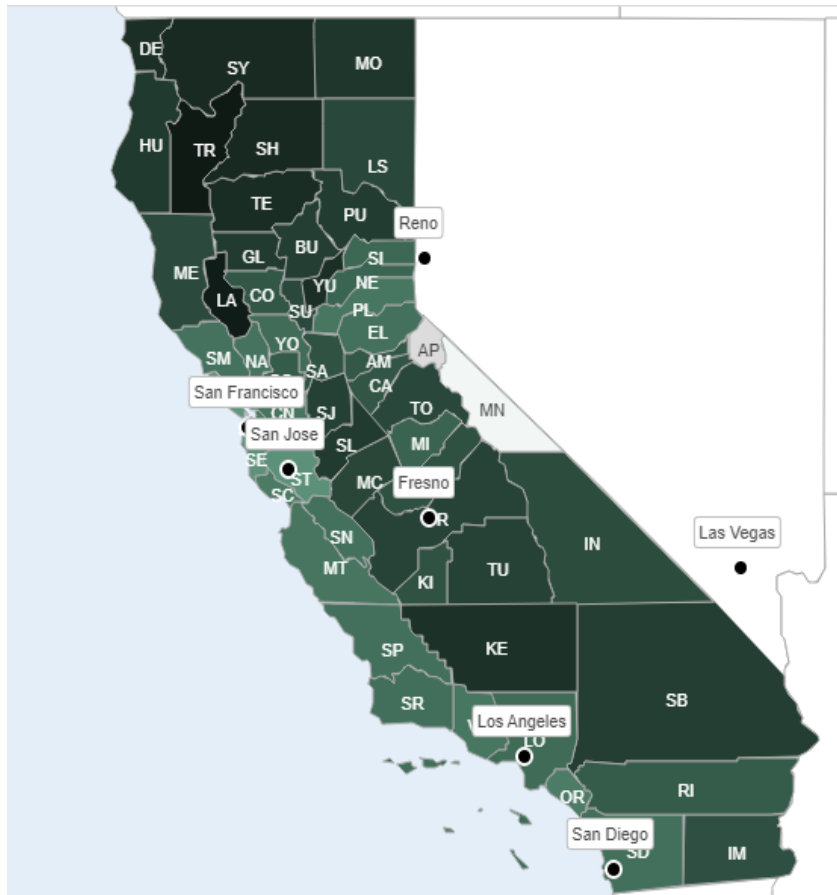
Health Outcome Ranks 1 to 14 15 to 29 30 to 44 45 to 58

Health Measure	Del Norte	Humboldt	State
County Rank	50	37	NA
Life Expectancy (yrs)	76.3	77.2	81.0
Drug Overdose Deaths/100,000	19	27	17
Adult Smoking	18%	16%	9%
Child Mortality Rate (<18 yrs)/100,000	-	50	40
High School Completion	81%	91%	84%
Teen Births/1000 Births	34	13	16

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

Life Expectancy in Del Norte County Disaggregation by Race

Average Life Expectancy in Del Norte County is 76.3 years (*State, 81.0 yrs., US 78.5 yrs.*)



Life Expectancy by Race:

Disaggregation

Disaggregated by Race	Value	Error Margin
Life Expectancy	76.3	75.2-77.4
American Indian & Alaska Native	71.6	66.4-76.8
Hispanic	88.6	81.3-95.9
White	74.9	73.6-76.3

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*

Del Norte County	Humboldt County
<ul style="list-style-type: none">Asthma Medication RatioBreast Cancer ScreeningCervical Cancer ScreeningBlood Pressure ControlChildhood Immunizations CIS 10Adolescent Immunizations	<ul style="list-style-type: none">Breast Cancer ScreeningCervical Cancer ScreeningChildhood Immunizations CIS10Adolescent Immunizations
Northwest Region Metrics Below the State Minimum Performance Level	Percent from Benchmark
Breast Cancer Screening	-11.93%
Cervical Cancer Screening	-7.25%
Childhood Immunizations	-15.57%
Adolescent Immunizations	-13.35%

In the Northwest Region, there are four QIP clinical measures below the benchmark

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



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

County	QIP Measures Below Benchmark (2022)	QIP Ave. Percent of 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)
Del Norte	6/12	45.4%	NA	797	2.3	10%	28%	361	6.3%	35%
Humboldt	4/12	49.3%	4.3	486	2.0	13%	33%	365	10%	37%
Lassen	7/12	42.1%	NA	671	1.9	5%	66%	647	7.1%	23%
Modoc	7/12	33.3%	NA	1,084	1.9	3%	37%	732	3.7%	33%
Shasta	5/12	41.9%	NA	527	2.1	5%	34%	441	13.3%	15%
Siskiyou	5/12	42.6%	NA	573	1.9	6%	30%	299	8.6%	30%
Trinity	8/12	41.3%	NA	570	2.5	2%	23%	562	7.8%	22%
Compared To:	Region NW: 4/12 NE: 4/12	Region/Plan NW: 48.5% NE: 41.5%	State 1.2%	Plan 573	Plan 2.0	Region: 8%	Plan 31%	Plan 334	Plan 7.7%	Plan 24%



Metrics >25% from Region, Plan or State average

Quality Improvement Program Scores Del Norte County 2022

Measure	Partial Point Target	Full Point Target	Planwide Ave Dec 2022	Del Norte	NW Region	Del Norte NTT to Partial	Del Norte NTT to Full	Ave. Treated/ Mo.
Asthma Medication Ratio	64.78%	70.67%	70.58%	68.28%	66.09%	-5	3	8
Breast Cancer Screening	53.93%	58.70%	52.74%	38.74%	42.00%	80	105	17
Cervical Cancer Screening	59.12%	63.66%	57.74%	43.60%	51.87%	319	412	75
Colorectal Cancer Screening	32.80%	40.23%	39.93%	33.10%	35.30%	-4	92	36
Blood Pressure Control	55.35%	62.53%	65.78%	54.76%	62.57%	3	42	25
HbA1c Control	56.81%	61.63%	65.98%	65.25%	65.58%	-34	-14	22

Measure	Partial Point Target	Full Point Target	Planwide Ave Dec 2022	Del Norte	NW Region	Del Norte NTT to Partial	Del Norte NTT to Full	Ave. Treated/ Mo.
Child/Adolescent Visits	45.31%	53.83%	51.30%	50.08%	51.55%	-141	110	123
Childhood Immunization CIS10	38.20%	45.50%	30.31%	12.41%	22.63%	37	48	2
Adolescent Immunizations	36.74%	43.55%	37.05%	21.35%	23.39%	27	40	3
Well Child - 1st 15 Months	54.92%	61.25%	61.50%	56.25%	62.72%	-1	4	4

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

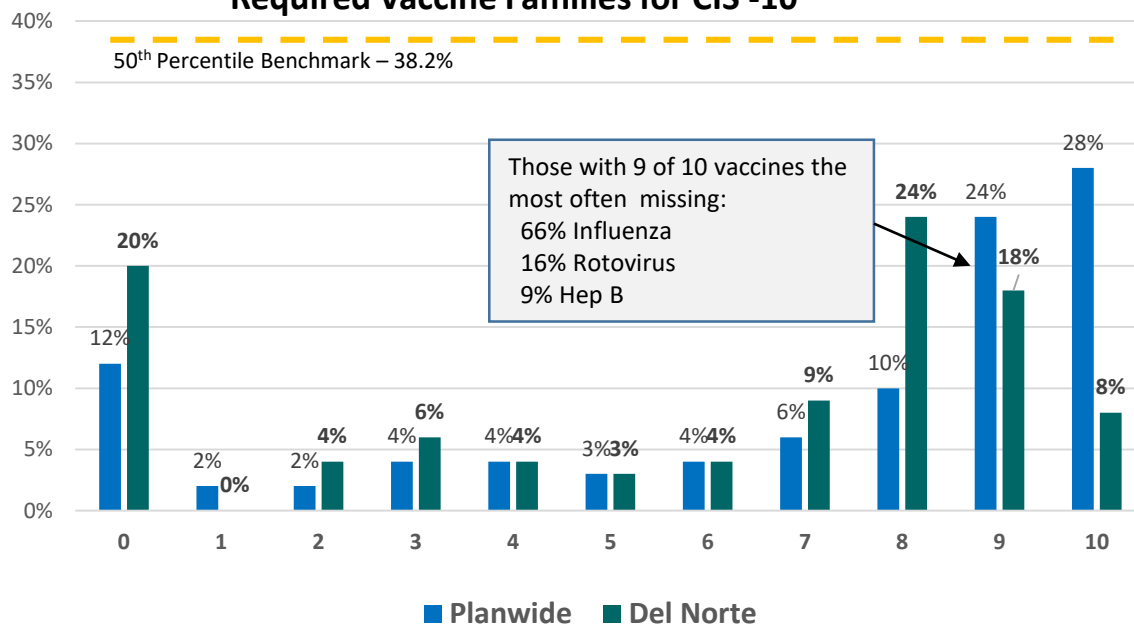
NTT: Number of members to treat to reach benchmark
 (- number) means exceeded benchmark
 (+ number) short of benchmark

* Measures sunsetting in 2023

Early Childhood Immunizations (CIS 10) Del Norte 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

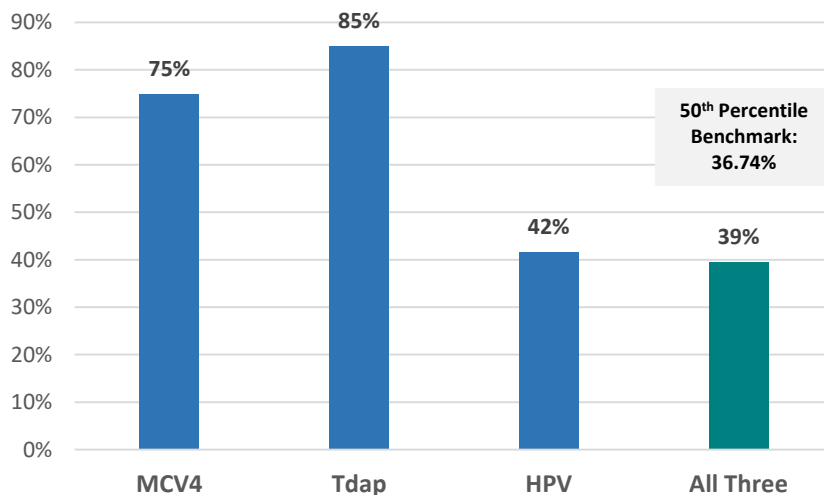
In Del Norte County, 8% of eligible children completed all ten required vaccine families. Another 18% completed nine of the ten required (most often missing influenza). 20% of children completed no immunizations (unwilling or out of area).

Immunizations for Adolescents

Planwide Trends

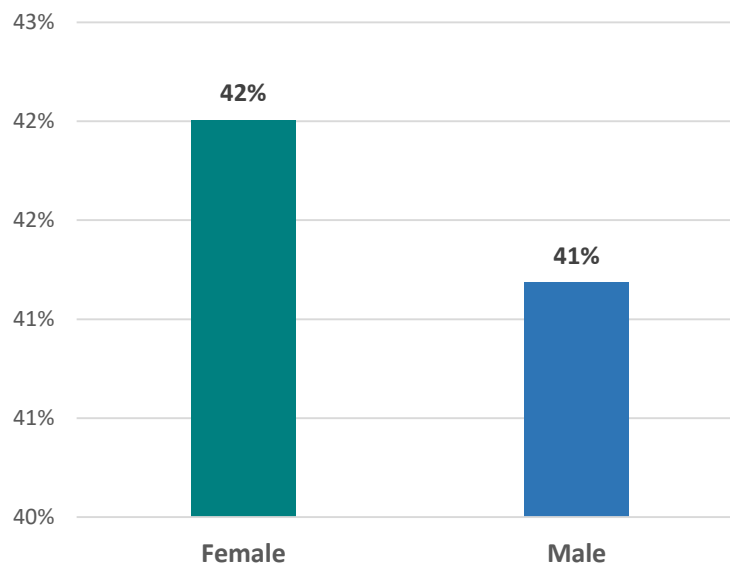
An analysis of 2022 HEDIS results for adolescent immunizations shows the percent of youth completing all four immunizations. To successfully complete the Adolescent Immunization series, youth must have 1. Tdap, 1 Meningococcal, and 2 HPV immunizations by their 13th birthday. Total Partnership members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

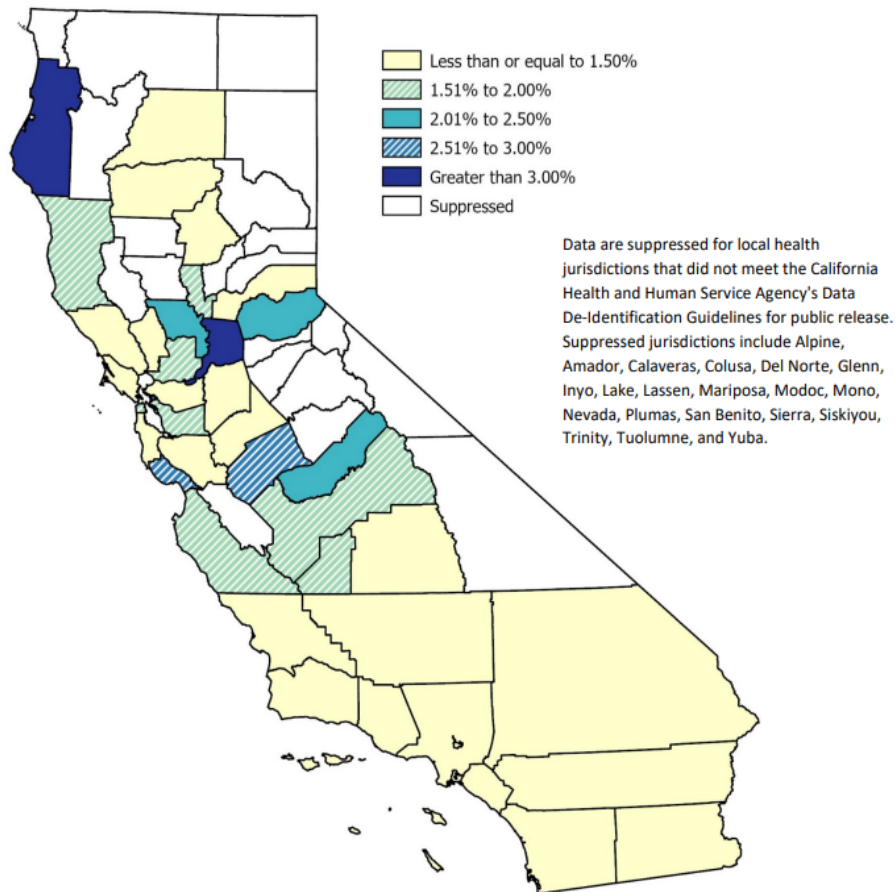
HPV vaccination rate by sex



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%

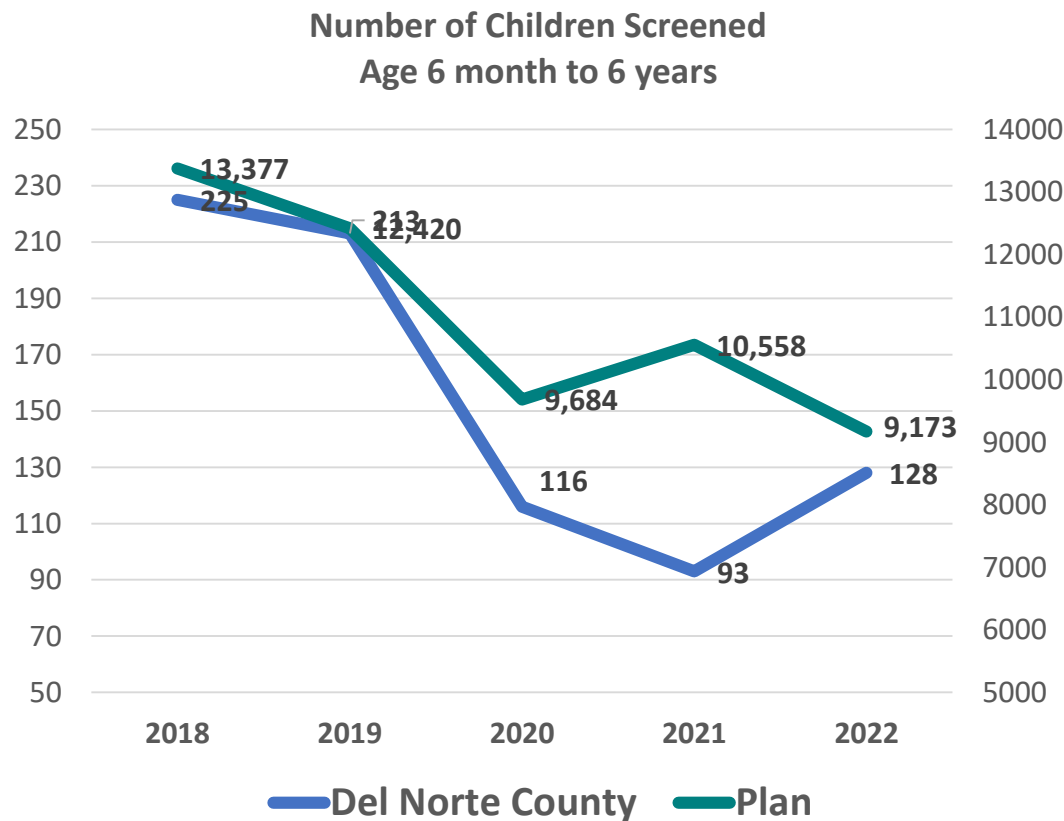
*0.25% of children <6 yrs have Blood Lead Level ≥ than 9.5 µg/dl

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

Del Norte 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.

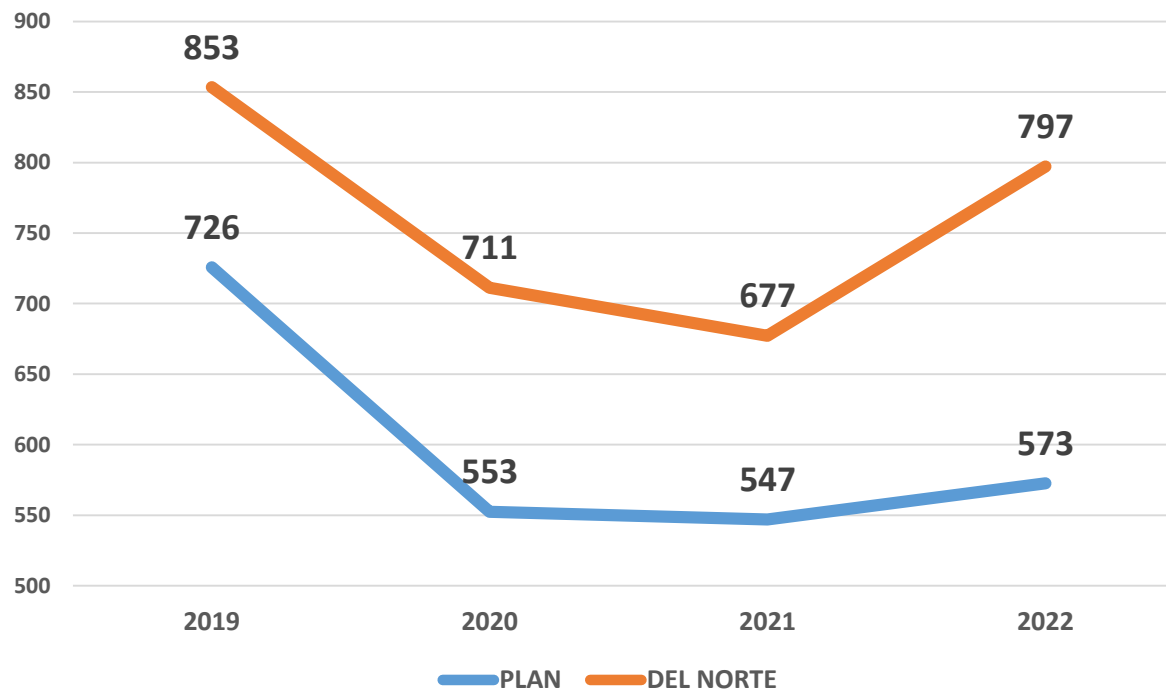
LeadCare® II is the only CLIA-waived, point-of-care lead testing system that makes it possible to test, educate and intervene on-the-spot, in one visit. No need to send patients to an outside lab. No need to re-test due to sample problems at the lab. No risk of losing track of a child who needs treatment.

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

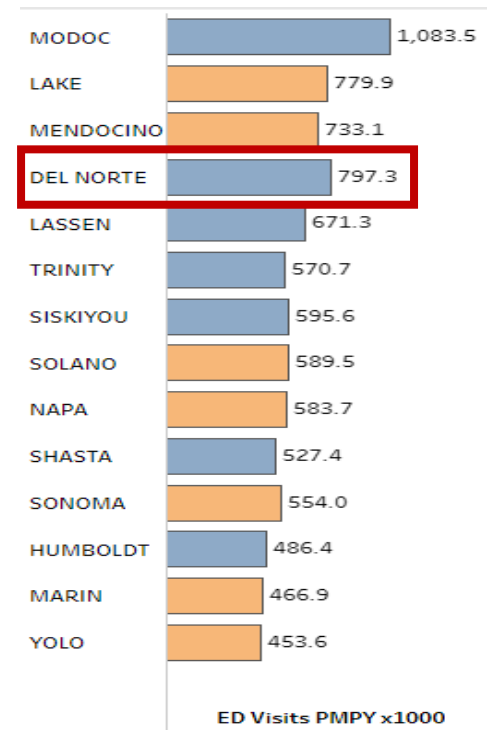
Del Norte County

ED Use – Four Year Trend

**Del Norte County ED Visits Vs Planwide
Per 1000 Members/Year**

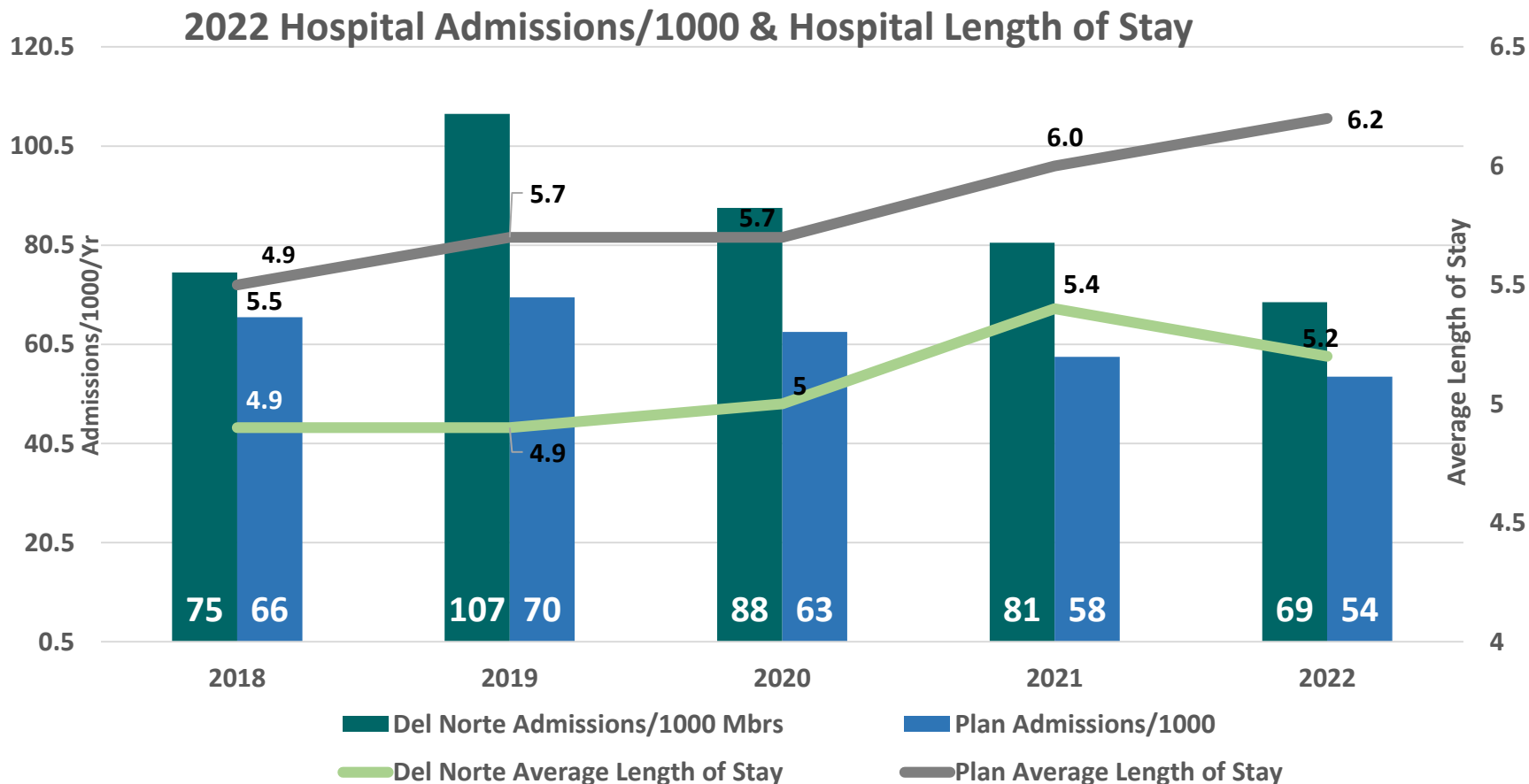


**ED Visits/1000 Mbrs/Year in
2022 - Plan Average: 573**



Del Norte County ED visit rates are consistently above the Planwide average. Del Norte has one of the higher ED use rates in the Plan.

Hospital Use Rates Del Norte County

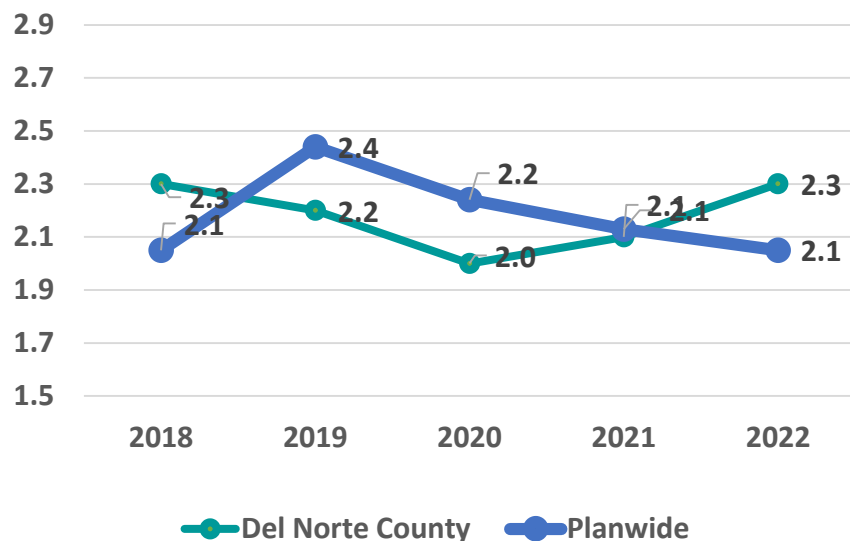


Del Norte County hospital length of stay is consistently lower than Plan average, but the rate of inpatient admissions above the Plan average.

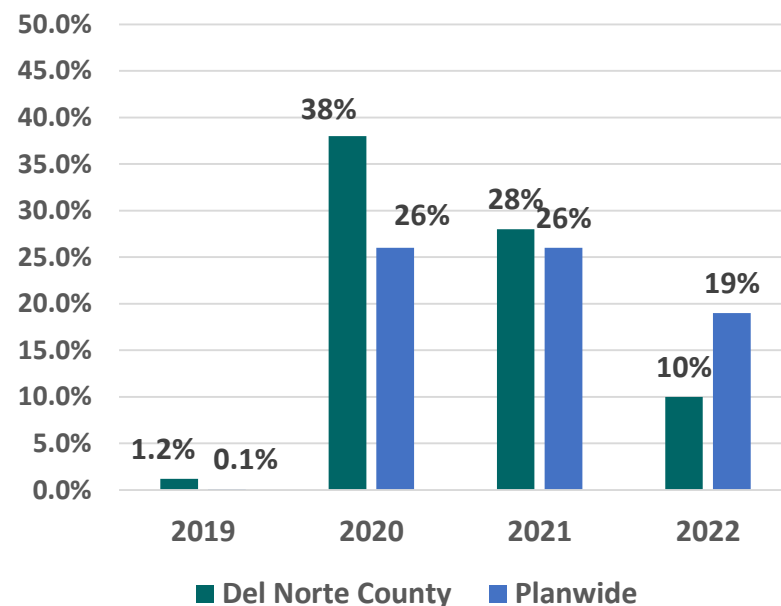


Del Norte County Primary Care Visit Rate

Primary Care Visits/Member/Year
Five Year Trend



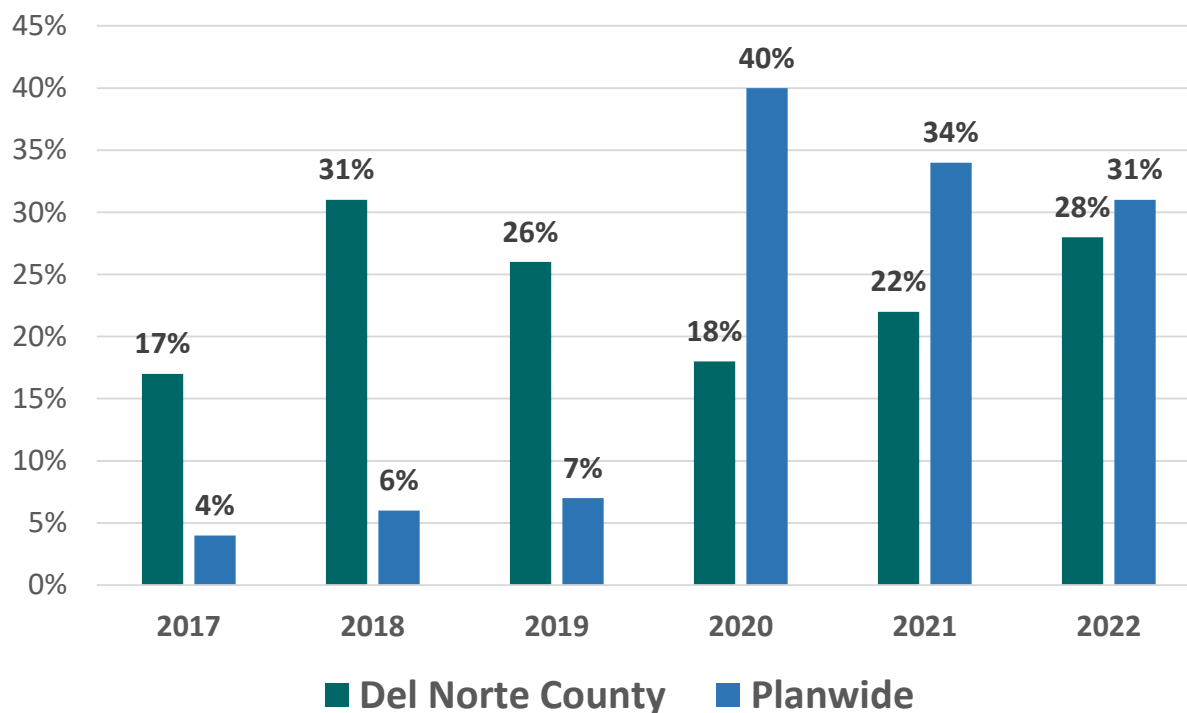
Percent Telehealth
Three Year Trend



Primary care visits per member per year in Del Norte County are above the Planwide average. In 2022, 10% of total primary care visits were provided through telehealth (video or phone) compared to 19% Planwide.

Del Norte County Specialty Visit Rates

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

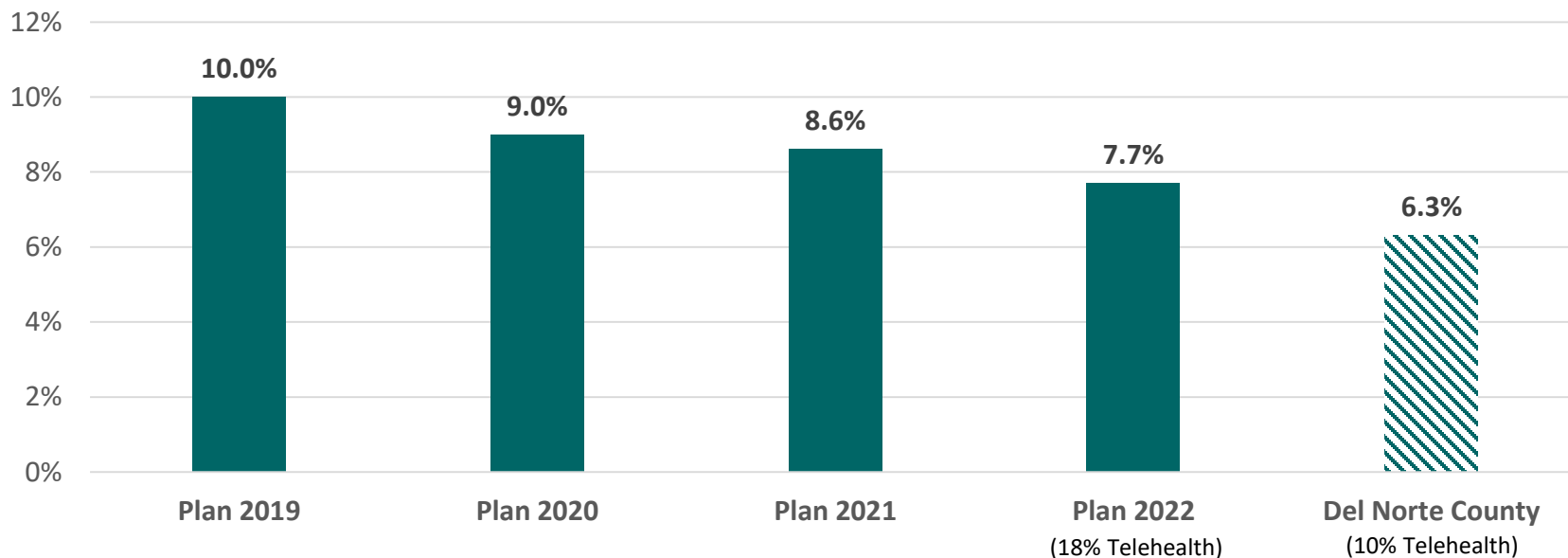


Specialty	Percent Visits by Telehealth
Planwide CY 2022	
Psychiatry	55%
Endocrine	44%
Rheumatology	30%
Neurology	26%
Infectious Disease	18%
Pulmonary Medicine	15%
Urology	9%
Dermatology	4%

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

Behavioral Health Use (All Ages) Del Norte County

Percent of Total Members Using Behavioral Health Services



Del Norte County Utilization Data for 2022

Provider Type	Visits 2022	Ave. Visits per Member
Therapy Services	6,769	10.7
Medical Management	533	4.1
Other	932	5.3



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

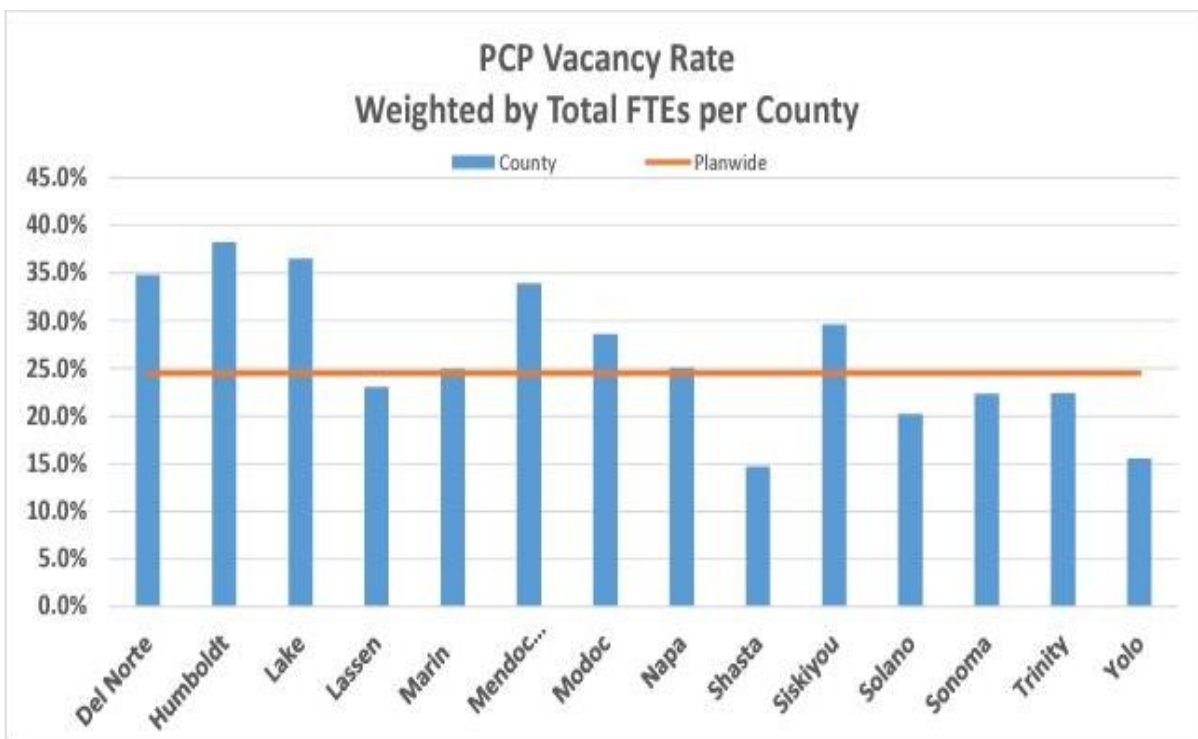
Getting care quickly	73%
How well doctors communicate	86%

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



Del Norte 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 vklakken@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.