RECOMMENDATION
That the JLMBC receive and file report regarding the update on LAwell Program benefit service provider goals, metrics, and data reporting.

DISCUSSION

A. Background

On January 4, 2018, staff initiated a series of ongoing LAwell Program Benefit Service Provider summits in response to recommendations provided by the JLMBC’s consultants, Keenan and Associates (Keenan). The goal for these summits was to create a group structure for developing a goals-driven approach to coordinating benefit service provider resources, improving member outcomes, and evolving LAwell Program services to members. Targeted areas include preventive services, condition management, wellness services, communications, and data management.

On March 30, 2018, Keenan convened the first benefit service provider summit. Subsequent summits were held on July 10, 2018, and September 9, 2018. Progress updates were provided to the JLMBC at meetings held on August 2, 2018, and November 1, 2018. At its February 7, 2019 meeting, the JLMBC approved staff’s and Keenan’s proposal for providing quarterly activity updates and supplementary data reports to the JLMBC.

On May 29, 2019, Keenan reviewed the proposed data sets to collect from LAwell Program benefit service providers for the purpose of creating a data dashboard for quarterly presentations to the JLMBC.

The first data dashboard report was presented by Keenan at the JLMBC’s September 5, 2019 meeting. The reporting covered a range of metrics including Health Risks, Chronic Health Conditions, Chronic Condition Management, Preventive Care, Dental and Vision Exam Utilization, and Participation/Engagement for employees enrolled in the Kaiser Permanente health plan, Delta Dental dental plans, and EyeMed vision plan for the period ending June 30, 2019. Participation and engagement metrics were also provided for employees and families utilizing services offered by the Employee and Family Assistance Program through Optum for the period ending June 30, 2019.
Keenan presented the second data dashboard report at the JLMBC’s **November 7, 2019** meeting covering similar metrics for employees and dependents enrolled in the Anthem health plan.

**B. Ongoing Quarterly LAwell Program Data and Metrics Review Reporting Update**

Staff continues working with Keenan on evolving the presentation of these data dashboards to improve the focus on key metrics and data points in a simplified format for ongoing reporting to the JLMBC. Starting with the presentation today, the revised data dashboards will focus on streamlining the data format to provide a snapshot of the City’s population health data by LAwell benefit service provider and include benchmarking information against comparable peers as follows:

- **Population Health: Lifestyle Risks**
  1) Adequate Exercise
  2) Weight – Overweight or Obese
  3) Undesirable Blood Pressure
  4) Borderline High or High Cholesterol
  5) Prediabetic or Diabetic Test Result
  6) Smoking
  7) Breakdown of above metrics by demographics (age, gender, race/ethnicity)

- **Population Health: Chronic Conditions Prevalence by Condition**
  1) Obesity
  2) Diabetes
  3) Cancer
  4) Hypertension
  5) Asthma
  6) Back Pain
  7) Smoking
  8) Depression
  9) Coronary Artery Disease

- **Population Health: Chronic Conditions – Obesity and Diabetes Breakout**

- **Population Health: Chronic Conditions by Number of Conditions**

- **Population Health: Preventive Care**
  1) Clinical Visit
  2) Flu Immunizations
  3) Cancer Screenings (Cervical Cancer, Breast Cancer, Colorectal Cancer)
  4) Prenatal Care
  5) Dental Exam Utilization
  6) Dental No Visits Rate
  7) Vision Exam Utilization

Staff transferred all of these key data metrics to an interactive software program which will be displayed live during the JLMBC’s March 5, 2020 meeting. The March 5, 2020 presentation will cover Kaiser, Delta Dental, and EyeMed data. Keenan and staff will present the interactive capabilities of the software program and JLMBC members will have the ability to engage with a range of data points during the meeting.
Additional Data Elements for Future Quarterly LAwell Program Data and Metrics Reporting

Staff is working to incorporate additional data elements into the revised data dashboard reporting including:

- Annual employee wellness survey results (e.g., exercise, sleep, and stress management patterns)
- Condition Care Management
- Participation/Engagement of benefit service provider member websites and mobile apps and services
- Other service provider data

C. Conclusion

As previously reported to the Committee, staff works continuously with Keenan to refine data sets and support ongoing improvement in benefit service provider goals, strategies, and metrics for measuring success in member outcomes for the LAwell Program. The population health metrics included in the revised data dashboards outlined in this report and presented at this meeting provide improved data tools for supporting the ongoing refinement of goals, strategies, and metrics for those population health outcomes influenced by lifestyle changes (e.g., preventive care, condition management, health risk, and behavioral patterns). Staff and Keenan will continue to enhance data presentations and analysis for future meetings.

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