Evaluating Year One

ASCENT: Access to Specialty Care Engagement Network
What is ASCENT?

• **Access to Specialty Care Engagement Network**

• Three-year grant program funded by Kaiser Permanente Colorado’s Community Benefit.

• This cohort of grantees is developing a pilot that connects their specialty care programs into a network across their organizations and service areas.

• The goal is to increase access to specialty care for adults insured by Medicaid or who lack insurance.

• The cohort will work together from March 2018 until March 2021.
ASCENT Cohort Members

- Boulder Community Health Improvement Collaborative (BCHIC)
- Hopelight Clinic (HMC)
- Kaiser Permanente Safety Net Specialty Care Program
- Mile High Health Alliance (MHHA)
- Summit Community Care Clinic (SCCC)
Key Evaluation Takeaways

1. Year One provides a baseline of 1,599 referrals and 566 e-consults — with 55.3 percent referrals completed as of April 2019.

2. Uninsured Coloradans have benefited most from the cohort, though more than a third of referrals (38.9 percent) went to Medicaid members.

3. Challenges include specialty recruitment and organizational changes, but new partnerships, e-consults, and sharing best practices hold promise.
First Year Marks 1,599 Cumulative Referrals and 566 E-consults

Period One
(Feb 1, 2018 - July 31, 2018)
- 743 E-Consult
- 297 Face-to-Face Referrals

Period Two
(Aug 1, 2018 - Jan 31, 2019)
- 856 E-Consult
- 269 Face-to-Face Referrals
Referrals Went to Uninsured, Medicaid – But E-Consults Benefit Uninsured Only

Period One
(Feb 1, 2018 - July 31, 2018)

Period Two
(Aug 1, 2018 - Jan 31, 2019)
Orthopedics Tops the List of Referral Specialties in Top Demand

**Period One**
(Feb 1, 2018 - July 31, 2018)
- Physical Medicine / Rehab: 121
- Gastroenterology: 103
- Other Specialty: 95
- Orthopedics: 90
- Dermatology: 59

**Period Two**
(Aug 1, 2018 - Jan 31, 2019)
- Orthopedics: 171
- Physical Medicine / Rehab: 131
- Gastroenterology: 91
- Other Specialty: 72
- Dermatology: 51
Completion Rate Has Increased Since Period One

- Complete: Period One (Feb 1, 2018 - July 31, 2018) - 55.7% vs. Period Two (Aug 1, 2018 - Jan 31, 2019) - 54.8%
- In Progress: Period One - 3.4% vs. Period Two - 1.4%
- Incomplete: Period One - 43.9% vs. Period Two - 40.9%

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More Than Half of Completed E-Consults are Complete Within One Day

<table>
<thead>
<tr>
<th>E-Consults</th>
<th>Period One</th>
<th>Period Two</th>
</tr>
</thead>
<tbody>
<tr>
<td>What portion were complete...</td>
<td></td>
<td></td>
</tr>
<tr>
<td>the same day?</td>
<td>29.6%</td>
<td>29.0%</td>
</tr>
<tr>
<td>by the next day?</td>
<td>50.5%</td>
<td>53.2%</td>
</tr>
<tr>
<td>within a week?</td>
<td>79.8%</td>
<td>86.6%</td>
</tr>
<tr>
<td>after more than a week?</td>
<td>20.2%</td>
<td>13.4%</td>
</tr>
</tbody>
</table>
More Than Half of Completed Referrals Are Complete Within Two Weeks

<table>
<thead>
<tr>
<th>Referrals</th>
<th>Period One</th>
<th>Period Two</th>
</tr>
</thead>
<tbody>
<tr>
<td>What portion were complete...</td>
<td></td>
<td></td>
</tr>
<tr>
<td>within a week?</td>
<td>30.6%</td>
<td>33.5%</td>
</tr>
<tr>
<td>within two weeks?</td>
<td>45.7%</td>
<td>53.5%</td>
</tr>
<tr>
<td>within 30 days?</td>
<td>62.0%</td>
<td>73.2%</td>
</tr>
<tr>
<td>after more than 30 days?</td>
<td>38.3%</td>
<td>26.9%</td>
</tr>
</tbody>
</table>

Source: Colorado Health Institute
Patients Receiving Patient Navigation Services Were Less Likely to Complete Referrals

Period One (Feb 1, 2018 - July 31, 2018)
- Received At Least One Patient Navigation Service: 55.9%
- Received No Patient Navigation Services: 59.1%

Period Two (Aug 1, 2018 - Jan 31, 2019)
- Received At Least One Patient Navigation Service: 61.3%
- Received No Patient Navigation Services: 73.2%
Key Takeaways

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