



2020 COMMUNITY CHECKUP REPORT

# Improving Health Care in Washington State

[www.WACommunityCheckup.org](http://www.WACommunityCheckup.org)



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*"We highly value the Washington Health Alliance's continuing work around quality with the introduction of the Quality Composite Score. Insights from data into how healthcare is delivered and consumed are critical to reducing waste and driving down costs in Washington's healthcare system. The Alliance's Community Checkup reporting is excellent and so critical to the continuing dialogue around value-based care and consumer advocacy. We believe in the importance of incorporating appropriateness measures into our provider selection capabilities along with cost and quality. As a Seattle-headquartered company, we are proud to support the Alliance's efforts and encourage other companies to do so as well."*

**– Rajeev Singh**, Chief Executive Officer, Accolade

## A Letter to the Community from the Washington Health Alliance

September 2020

Dear Community Member:

There is no question that the COVID-19 pandemic has had a profound impact on all sectors of the health care system, from providers on the front lines to consumers navigating a new world of health care concerns and care options, its effects will likely ripple for years to come.

It is in the context of this upheaval and uncertainty that the 14th Community Checkup from the Washington Health Alliance (Alliance) is being released. Our firm belief is that now more than ever transparency and unbiased information are critical to help us improve our health care system. To create a better and more affordable system for the people of Washington state, we must continue to analyze variations in care quality across geographies and work together to ensure that residents have access to high quality care regardless of location.

We are very proud that this report is the second Community Checkup to be published in calendar year 2020 with data for 1,978 clinics, 327 medical groups, 106 hospitals, and 16 health plans from July 1, 2018 to June 30, 2019. We hear regularly from our members about the importance of having data that is as timely as possible. Given the inherent constraints of working with claims-based data we are pleased that we can provide more relevant and, thus, more actionable results.

We are excited to include in this report our new Quality Composite Score, which combines up to 29 Community Checkup measures to create a single simplified score, making it easier to compare the quality of health care being delivered across the state and by different provider groups. This Community Checkup marks the first release of results at the medical group and clinic level using this methodology to summarize performance on measures considered important indicators of quality primary care.

We are indebted to all who have come together to collaborate with each other and with us on this important work, including our more than 185 member organizations, committee members and Board of Directors. There is no better example of what this kind of collaboration can produce than the Quality Composite Score, an idea generated by our members and refined in the Alliance's Quality Improvement and Health Economics Committees. This methodology was honed with careful consideration by clinical and business leaders to ensure the end product was thoroughly vetted and supported from inception to completion.

While the introduction of the Quality Composite Score represents another milestone achievement in the work of the Alliance members, it is worth noting that this is just one mechanism to evaluate performance. While it provides a more streamlined and nuanced understanding of care quality on those primary care measures endorsed by Alliance members, it does not provide an understanding of other important factors that also play a part, such as cost, patient experience, and care disparities. As the work of the Alliance continues, the Quality Composite Score may evolve to incorporate and measure other important aspects of health care.

Included in this release is a look at our statewide performance on one aspect of primary care, the rate of adolescent well-care visits. Some providers show that better than the 90th percentile for performance is possible. There is also a special feature to help health care purchasers utilize the Community Checkup results to guide their decisions and support their staff and covered family members in obtaining high quality care. With more than 100 measures that can be accessed by clinic, medical group, hospital, health plan, county, Accountable Communities of Health, as well as statewide, or by care category, such as pediatrics, diabetes, vaccines, etc., there is a plethora of information and many avenues to access it. While this information is provided with purchasers in mind, we believe many can benefit from it.

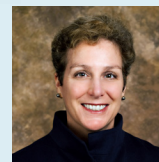
Finally, I would like to express my deep appreciation to the members who entrust us with their data, the many national and state organizations that provide us with information to make this reporting possible, and all of the individuals and organizations that support our work.

We couldn't do it without all of you.

All the best,



**Nancy A. Giunto**  
Executive Director  
Washington  
Health Alliance



# Comparing Washington State to National Benchmarks



*“Looking at Washington’s performance compared to the national HEDIS benchmarks is disappointing and serves as a reminder of the challenges we need to address in order to provide care in the top ten percent nationally. Data is a critical component of the work of the Accountable Communities of Health and resources like the Alliance and the Community Checkup keep us on track to identify and make the improvements we need across the state.”*

– **Barbe West**, Executive Director, Southwest Washington Accountable Community of Health

The Community Checkup allows the opportunity to measure the quality of health care across the state and to make comparisons. The data in these charts compares Washington’s performance with national benchmarks from the Healthcare Effectiveness Data and Information Set (HEDIS) reported by the National Committee for Quality Assurance (NCQA). HEDIS is one of the most widely used health care tools for measuring health plan performance as it reports on approximately 191 million people who are enrolled in plans that report HEDIS results.<sup>1</sup> The Alliance utilizes HEDIS measure specifications to help chart Washington state’s progress toward the goal set by Alliance members of providing care in the top ten percent of performance nationally on important quality measures. As you can see from the charts that follow, we have some work to do.

The figures depict the number of Washington state’s measure results that were at or above the national 90th percentile (dark green), between the 75th and 90th percentile (light green), between 50th and 75th percentiles (grey), between 25th and 50th percentiles (yellow), and below the 25th percentile (red). Due to differences in the benchmarks for the commercially and Medicaid-insured populations, the results are reported separately.

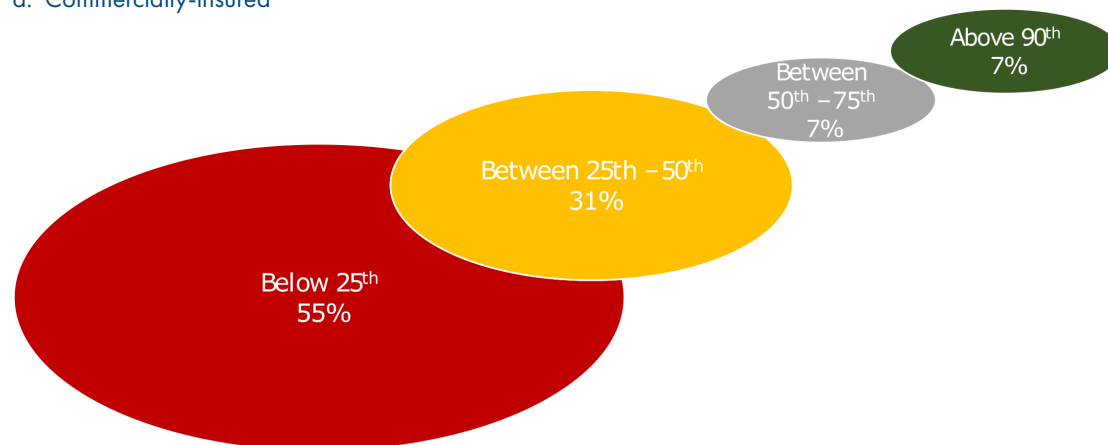
More than three-quarters of the measures in Washington state are below the national 50th percentile; 86% for the commercially-insured and 85% for the Medicaid-insured. Washington state performed above the national 90th percentile on avoiding antibiotics for adults with acute bronchitis for the commercially and Medicaid insured. The commercially-insured also ranked above the national 90th percentile for avoiding antibiotics for children with upper respiratory infection.

Reporting on these measures alone does not change them—focused efforts can.

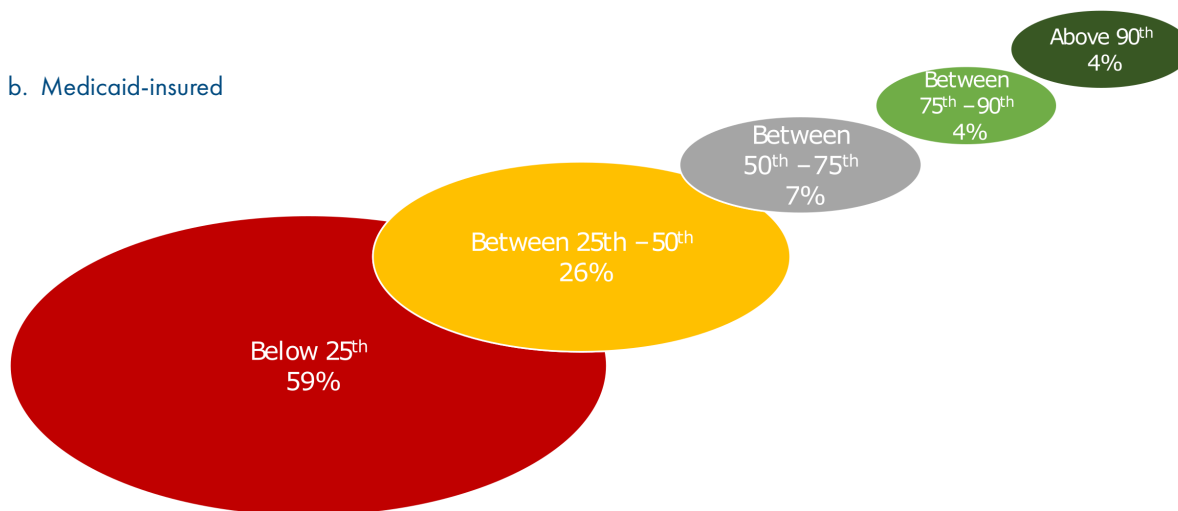
<sup>1</sup> National Committee for Quality Assurance, HEDIS and Performance Measurement, <https://www.ncqa.org/hedis/>.

Figure 1: Washington State Performance Summary Comparison to NCQA HEDIS National Benchmarks

a. Commercially-insured



b. Medicaid-insured



For more information on HEDIS 90th percentile benchmarks, Washington state averages, and variation in performance by medical groups and clinics on a wide range of health care measures, go to [www.WACommunityCheckup.org/highlights](http://www.WACommunityCheckup.org/highlights) and select Variation in Health Care Quality.



Figure 2(a): Washington State Performance Compared to NCQA HEDIS National Benchmarks (Commercially-Insured)

Benchmarks	Measure	State Average	National 90th Percentile
Above 90th National Percentile	Avoiding antibiotics for adults with acute bronchitis	58%	49%
	Avoiding antibiotics for children with upper respiratory infection	96%	96%
Between 75th - 90th	Avoiding X-ray, MRI and CT scan for low-back pain	82%	84%
	Eye exam for people with diabetes	64%	68%
Between 25th - 50th	Access to primary care (ages 12-24 months)	97%	99%
	Access to primary care (ages 7-11 years)	91%	97%
	Access to primary care (ages 12-19 years)	90%	96%
	Breast cancer screening	69%	79%
	Colon cancer screening	60%	74%
	Follow-up care for children prescribed ADHD medication (30 days)	39%	50%
	Kidney disease screening for people with diabetes	88%	93%
	Statin therapy for patients with cardiovascular disease	79%	87%
	Staying on antidepressant medication (12 weeks)	67%	77%
Below 25th	Access to primary care (ages 2-6 years)	88%	96%
	Access to primary care (ages 20-44 years)	88%	95%
	Access to primary care (ages 45-64 years)	94%	97%
	Access to primary care (ages 65+ years)	96%	98%
	Adolescent well-care visits	39%	65%
	Appropriate testing for children with sore throat	83%	94%
	Asthma medication ratio	72%	86%
	Blood sugar (HbA1c) testing for people with diabetes	83%	94%
	Cervical cancer screening	67%	82%
	Chlamydia screening	38%	65%
	Follow-up care for children prescribed ADHD medication (9 months)	41%	60%
	Monitoring patients on high-blood pressure medications	75%	88%
	Spirometry testing to assess and diagnose COPD	33%	50%
	Staying on antidepressant medication (6 months)	47%	62%
	Well-child visits (ages 3-6 years)	72%	89%
	Well-child visits (in the first 15 months)	68%	90%

Figure 2(b): Washington State Performance Compared to NCQA HEDIS National Benchmarks (Medicaid-Insured)

Benchmarks	Measure	State Average	National 90th Percentile
Above 90th National Percentile	Avoiding antibiotics for adults with acute bronchitis	54%	49%
Between 75th - 90th	Avoiding antibiotics for children with upper respiratory infection	96%	97%
Between 50th - 75th	Avoiding X-ray, MRI and CT scan for low-back pain	73%	80%
	Statin therapy for patients with cardiovascular disease	80%	84%
Between 25th - 50th	Access to primary care (ages 12-24 months)	94%	98%
	Access to primary care (ages 20-44 years)	73%	85%
	Appropriate testing for children with sore throat	78%	91%
	Kidney disease screening for people with diabetes	89%	93%
	Spirometry testing to assess and diagnose COPD	26%	41%
	Staying on antidepressant medication (12 weeks)	52%	66%
	Staying on antidepressant medication (6 months)	34%	48%
Below 25th	Access to primary care (ages 2-6 years)	82%	93%
	Access to primary care (ages 7-11 years)	86%	96%
	Access to primary care (ages 12-19 years)	86%	95%
	Access to primary care (ages 45-64 years)	78%	91%
	Adolescent well-care visits	37%	68%
	Asthma medication ratio	53%	72%
	Blood sugar (HbA1c) testing for people with diabetes	84%	93%
	Breast cancer screening	51%	69%
	Cervical cancer screening	53%	72%
	Chlamydia screening	49%	72%
	Eye exam for people with diabetes	46%	70%
	Follow-up care for children prescribed ADHD medication (30 days)	32%	57%
	Follow-up care for children prescribed ADHD medication (9 months)	37%	69%
	Monitoring patients on high-blood pressure medications	84%	93%
	Well-child visits (ages 3-6 years)	59%	84%
	Well-child visits (in the first 15 months)	50%	73%

# Community Checkup Spotlight: Adolescent Well-Care Visits

One measure where Washington performed below the 25th national percentile for both the commercial and Medicaid populations is adolescent well-care. This measure reports on the percentage of those aged 12 to 21 years-old who had one comprehensive well-care visit during the measurement year. The American Academy of Pediatrics advises annual visits to achieve four goals:

- ensuring immunizations occur on time;
- monitoring growth and development;
- sharing concerns and having the opportunity to talk about behavior, sleep, nutrition and other important issues; and
- helping support a child with their emotional and physical needs as they transition to adulthood.<sup>2</sup>

For the Medicaid-insured population, Washington's adolescent well-care statewide average is 37%, while the national 90th percentile is 68%. While that rate may seem unachievable, some states not only meet, but exceed, it. Connecticut's adolescent well-care visit rate for its Medicaid population is 70.9% and New York's is 68.3%.<sup>3</sup> As the table shows, a handful of medical groups and clinics in Washington state are also beating the national 90th percentile — and some by a healthy margin.<sup>4</sup> These are the medical groups and clinics in Washington state with rates of 70% and above.

By providing this information, we hope to encourage providers to learn from others.

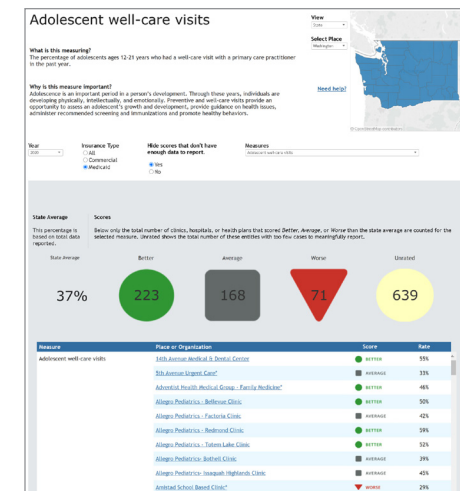


Figure 3: Adolescent Well-Care Visit Performance (Medicaid-Insured)

## a. Medical Group Results

Organization	Rate
Northwest Pediatric Center*	70%
Richmond Pediatrics	70%
Skagit Pediatrics LLP*	70%

## b. Clinic Results

Organization	Rate
Lincoln Avenue Medical-Dental Center*	78%
Virginia Mason University Village Medical Center	75%
Belfair Medical Clinic-Peninsula Community Health Services*	70%
Northwest Pediatric Center Centralia*	70%
Richmond Pediatrics	70%
Skagit Pediatrics LLP*	70%

An \* indicates that more than 50% of that medical group's patients have Medicaid coverage. Identical results are reported alphabetically.

<sup>2</sup> American Academy of Pediatrics, AAP Schedule of Well-Child Care Visits, <https://www.healthychildren.org/English/family-life/health-management/pages/Well-Child-Care-A-Check-Up-for-Success.aspx>.

<sup>3</sup> Medicaid, Adolescent Well-Care Visits, <https://www.medicaid.gov/state-overviews/scorecard/adolescent-well-care-visits/index.html>.

<sup>4</sup> Washington Health Alliance, Community Checkup, Compare Scores, Medical Groups and Clinics, Adolescent Well-Care, 2020, <https://www.wacomunitycheckup.org/compare-scores/compare-results/>.



# Medical Group Performance Ranking



*"It has been my privilege to work with the Washington Health Alliance for close to 10 years on the Quality Improvement Committee, most recently as the Committee's Chair. In this work, clinical*

*leaders from provider groups, large health systems and health plans put our organizational priorities aside and work together with the Alliance's very capable analysts and staff. Our work focuses on developing and supporting public reporting based on fair and objective measurement of health care quality in our state. We hope that all stakeholders, from individual patients to major purchasers, find the new Quality Composite Score helpful as they seek to understand and make choices about their health care needs and desires."*

**– Dan Kent**, Chief Medical Officer, UnitedHealthcare Community Plan, Washington

The development of the Quality Composite Score and its use in medical group performance ranking is a great illustration of the collaborative approach to the Alliance's work. The idea for a new "single score" came from an Alliance member. The idea was presented, discussed, and agreed to through the Alliance's stakeholder process. Matters relating to quality measurement are vetted primarily

by the clinical leaders that make up the Quality Improvement Committee (QIC) with the Health Economics Committee (HEC), where business and analytic leaders also play a key role. A workgroup with representation from both the QIC and HEC endeavored for more than a year to fully develop the Quality Composite Score. Potential uses, the aspects of health care to focus on, and broad applicability to multiple stakeholders were among the factors considered by the workgroup.

The Alliance introduced the Quality Composite Score in August 2020 by reporting on Accountable Communities of Health and counties.<sup>5</sup> One of the important features of this new methodology is its flexibility, as it can be applied to different measures of care quality and different populations. This initial focus for the Quality Composite Score is on measures long recognized as indicators of strong primary care, representing performance on up to 29 measures across four domains (domain contents are shown in Figure 4):

- prevention and screening;
- chronic disease care;
- coordinated, cost-effective care; and
- appropriate, cost-effective care.

In this Community Checkup, we are using the Quality Composite Score to rank the performance of medical groups and clinics for the first time.<sup>6</sup> One of the most important changes that distinguishes the Quality Composite Score from the previous method is that it uses a more precise statistical approach that recognizes nuanced differences in performance levels and weights measures differently depending on their importance and/or priority for improvement. The previous method treated all measures equally, using a point system to determine rank. Points were added for achieving average or above average performance and subtracted for below average performance. You may notice that there are fewer results in this year's ranking compared to prior years because many medical groups did not meet the threshold requirements for inclusion.

<sup>5</sup> Washington Health Alliance, 2019 Community Checkup, Quality Composite Score for ACHs and Counties (August 2020), <https://www.wacommunitycheckup.org/highlights/>.

<sup>6</sup> Washington Health Alliance, 2020 Community Checkup, Quality Composite Score for Medical Groups and Clinics (September 2020), <https://www.wacommunitycheckup.org/highlights/>.

Figure 4: Quality Composite Score Composition

Prevention and Screening	Coordinated, Cost-Effective Care
Breast cancer screening	Potentially avoidable ER visits
Cervical cancer screening	Hospital readmissions within 30 days
Colon cancer screening	Appropriate, Cost-Effective Care
Chlamydia screening	Avoiding antibiotics for adults with acute bronchitis
Adolescent well-care visits	Appropriate testing for children with sore throat
Well-child visits (in the first 15 months)	ADHD medication generic prescriptions
Well-child visits (ages 3-6 years)	Stomach acid medication generic prescriptions
Chronic Disease Care	Antidepressant medication generic prescriptions
Follow up for children prescribed ADHD medication (30 days)	Avoiding x-ray, MRI and CT scan for low-back pain
Follow up for children prescribed ADHD medication (9 months)	Avoiding antibiotics for children with upper respiratory infection
Staying on antidepressant medication (12 weeks)	
Staying on antidepressant medication (6 months)	
Asthma medication ratio	
Eye exam for people with diabetes	
Blood sugar (HbA1c) testing for people with diabetes	
Kidney disease screening for people with diabetes	
Taking diabetes medication as directed	
Monitoring patients on high-blood pressure medication	
Taking hypertension medications as directed	
Taking cholesterol-lowering medications as directed	
Statin therapy for patients with cardiovascular disease	

## READING THE TABLE

The **composite score** is a weighted average of the results from the four domains: prevention and screening; chronic disease care; coordinated, cost-effective care; and appropriate, cost-effective care. The measures included in each domain are listed on the opposite page. A composite score of 0.0 indicates that the medical group's performance is the same as the state average. A positive score indicates better performance than the state average with a negative score indicating performance below the state average.

The **composite percentile** ranges between 0 and 100%. Like the domain percentile, it represents the distribution of the composite scores and reports on each medical group's performance relative to all others. For example, a medical group at the 75th percentile means we estimate its performance would exceed 75% of all other medical groups.

The rank order is based on the composite percentile with performance color-coded; green for better, grey for average, and red for worse.<sup>7</sup> This ranking is not exhaustive of all aspects of care quality nor is it inclusive of all providers across the state, but it is an important indicator of overall performance on important measures of primary care for the state's largest medical groups. The Alliance applauds the many medical groups whose performance on these measures is at or above the state average.

Due to population differences, rankings are reported separately for the commercially and Medicaid-insured. An \* indicates that more than 50% of that medical group's patients have Medicaid coverage.

## Congratulations to these medical groups for their Quality Composite Score ranking!

### Commercially-insured

- The Polyclinic
- Virginia Mason Medical Center
- Kaiser Permanente Washington
- University of Washington Medical Center
- Association of University Physicians, DBA UW Physicians

### Medicaid-insured

- International Community Health Services\*
- University of Washington Medical Center
- Kaiser Permanente Washington
- Swedish Medical Group
- Yakima Valley Farm Workers Clinic\*



<sup>7</sup> Additional information on the Quality Composite Score is available in the 2020 Medical Group and Clinic Highlight. Washington Health Alliance, 2020 Community Checkup, Quality Composite Score for Medical Groups and Clinics (September 2020), <https://www.wacommunitycheckup.org/highlights/>.

Figure 5(a): Performance Ranking for Medical Groups (Commercially-Insured)

Place or organization	Composite Percentile	Composite Score
<a href="#">The Polyclinic</a>	83.82%	0.987
<a href="#">Virginia Mason Medical Center</a>	80.86%	0.873
<a href="#">Kaiser Permanente Washington</a>	80.16%	0.847
<a href="#">University of Washington Medical Center</a>	73.93%	0.641
<a href="#">Association of University Physicians, DBA UW Physicians</a>	70.84%	0.549
<a href="#">Palouse Medical</a>	66.98%	0.439
<a href="#">Swedish Medical Group</a>	66.45%	0.425
<a href="#">Memorial Physicians, PLLC</a>	63.82%	0.354
<a href="#">The Everett Clinic</a>	62.89%	0.329
<a href="#">Pacific Medical Centers</a>	62.41%	0.316
<a href="#">Confluence Health Wenatchee Valley Hospital and Clinics</a>	61.40%	0.290
<a href="#">MultiCare Rockwood Clinic*</a>	61.30%	0.287
<a href="#">Providence Medical Group - Spokane*</a>	60.46%	0.265
<a href="#">Harborview Medical Center*</a>	59.46%	0.239
<a href="#">UW Medicine - Valley Medical Group</a>	59.32%	0.236
<a href="#">CHI Franciscan Medical Group</a>	58.26%	0.208
<a href="#">MultiCare Health System</a>	58.10%	0.205

Figure 5(a): Performance Ranking for Medical Groups (Commercially-Insured) (continued)

Place or organization	Composite Percentile	Composite Score
<a href="#">Family Care Network</a>	57.94%	0.200
<a href="#">Northwest Physicians Network</a>	56.71%	0.169
<a href="#">Allegro Pediatrics</a>	55.70%	0.143
<a href="#">EvergreenHealth Medical Group</a>	55.45%	0.137
<a href="#">PeaceHealth Medical Group*</a>	54.60%	0.116
<a href="#">Providence Medical Group - Southwest</a>	54.58%	0.115
<a href="#">Overlake Medical Clinics</a>	53.83%	0.096
<a href="#">Providence Physicians Group</a>	51.91%	0.048
<a href="#">Kadlec Clinic*</a>	51.00%	0.025
<a href="#">Western Washington Medical Group</a>	50.84%	0.021
<a href="#">Skagit Regional Health*</a>	47.88%	-0.053
<a href="#">Tumwater Family Practice Clinic</a>	47.83%	-0.055
<a href="#">Olympic Medical Center</a>	47.53%	-0.062
<a href="#">Sound Family Medicine</a>	46.85%	-0.079
<a href="#">Trios Medical Group*</a>	46.36%	-0.091
<a href="#">RCCH TRIOS HEALTH LLC*</a>	41.48%	-0.215

Figure 5(b): Performance Ranking for Medical Groups (Medicaid-Insured)

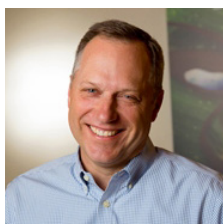
Place or organization	Composite Percentile	Composite Score
<a href="#"><u>International Community Health Services*</u></a>	79.01%	0.807
<a href="#"><u>University of Washington Medical Center</u></a>	76.39%	0.719
<a href="#"><u>Kaiser Permanente Washington</u></a>	75.95%	0.705
<a href="#"><u>Swedish Medical Group</u></a>	74.47%	0.658
<a href="#"><u>Yakima Valley Farm Workers Clinic*</u></a>	73.81%	0.637
<a href="#"><u>Association of University Physicians, DBA UW Physicians</u></a>	72.10%	0.586
<a href="#"><u>Virginia Mason Medical Center</u></a>	72.06%	0.585
<a href="#"><u>Northwest Physicians Network</u></a>	71.16%	0.558
<a href="#"><u>Harborview Medical Center*</u></a>	70.60%	0.542
<a href="#"><u>MultiCare Rockwood Clinic*</u></a>	69.11%	0.499
<a href="#"><u>Family Care Network</u></a>	68.87%	0.492
<a href="#"><u>Providence Medical Group - Spokane*</u></a>	68.59%	0.484
<a href="#"><u>Country Doctor Community Health Centers*</u></a>	67.87%	0.464
<a href="#"><u>CHI Franciscan Medical Group</u></a>	67.52%	0.454
<a href="#"><u>PeaceHealth Medical Group*</u></a>	67.44%	0.452
<a href="#"><u>UW Medicine - Valley Medical Group</u></a>	67.10%	0.443
<a href="#"><u>Confluence Health Wenatchee Valley Hospital and Clinics</u></a>	66.32%	0.421



Figure 5(b): Performance Ranking for Medical Groups (Medicaid-Insured) (continued)

Place or organization	Composite Percentile	Composite Score
<a href="#">The Everett Clinic</a>	65.87%	0.409
<a href="#">HealthPoint*</a>	62.62%	0.322
<a href="#">Providence Medical Group - Southwest</a>	62.48%	0.318
<a href="#">The Vancouver Clinic*</a>	62.20%	0.311
<a href="#">Community Health Care*</a>	61.80%	0.300
<a href="#">Kadlec Clinic*</a>	60.86%	0.276
<a href="#">MultiCare Health System</a>	60.83%	0.275
<a href="#">Neighborcare Health*</a>	59.66%	0.244
<a href="#">Columbia Valley Community Health*</a>	57.35%	0.185
<a href="#">Sea Mar Community Health Centers*</a>	56.50%	0.164
<a href="#">Community Health Association of Spokane*</a>	55.09%	0.128
<a href="#">Peninsula Community Health Services*</a>	54.71%	0.118
<a href="#">Unity Care Northwest*</a>	53.41%	0.085
<a href="#">Whidbey General Hospital and Clinics</a>	48.14%	-0.047
<a href="#">Skagit Regional Health*</a>	47.27%	-0.069
<a href="#">Community Health Center of Snohomish County*</a>	42.42%	-0.191
<a href="#">RCCH TRIOS HEALTH LLC*</a>	35.80%	-0.364

# The Community Checkup from the Purchaser Perspective



*“Starbucks legacy of taking care of partners (employees) began more than 30 years ago when we first began offering healthcare coverage to all of our partners, including those working part-time. Since then, we’ve evolved our healthcare benefits to offer more*

*choice and resources that empower our partners to make informed decisions about their health care needs. The Alliance’s Community Checkup is one of those valuable resources that helps to get important knowledge into the hands of individuals and organizations.”*

– **Ron Crawford**, Vice President of Global Benefits, Starbucks

Where people choose to get their health care matters. For many years, the Community Checkup has highlighted the wide variation that exists across the state. In the Community Checkup, the Alliance identifies the performance for the state’s hospitals, medical groups, and clinics on more than 100 different health care measures, from preventive services, such as cancer screenings and well-child visits to avoiding unnecessary hospital readmissions. You can see what the state average is, the national 90th percentile benchmark, and how Washington state’s providers compare.

The Community Checkup is a valuable resource for employees and employers to understand the quality of care being delivered in different care settings.

There are a variety of ways to use the Community Checkup. On the Scores page, for example, if you as a purchaser are looking at changing health plan offerings, you can select a name from a full list or enter the name of the plan you are interested in and see all of its Community Checkup results.<sup>8</sup>

The top screenshot shows the 'Scores' page of the Community Checkup website. It features a navigation bar with links to Scores, Highlights, Reports, Topics, About, and Contact. The main content area is titled 'Scores' and includes a brief explanation of the scores. Below this, there are three sections: 'Providers & Plans' (which includes 'Clinics', 'Medical Groups', and 'Hospitals'), and 'Health Plans'. Each section has a description and a link to view more information. The bottom screenshot shows the 'Health Plans' page, which lists various health plans in Washington state, including Aetna, Ascension, Asuris Northwest Health, Cigna, Community Health Plan of Washington, Coordinated Care, Kaiser Permanente NW, Kaiser Permanente Washington, Kaiser Permanente Washington Options, LifeWise Health Plan of Washington, Molina Healthcare of Washington, Premiera Blue Cross, Providence BlueShield, UnitedHealthcare, and UnitedHealthcare Community Plan.

<sup>8</sup> Washington Health Alliance, Compare Scores, Providers & Plans, Health Plans, Enter Health Plan Name, <https://www.wacommunitycheckup.org/compare-scores/>.

You may also be staying with the same health plan, but considering a new provider network which requires you to change the medical groups available to your plan participants. The newly released Quality Composite Score results allow you to quickly see how the state's largest medical groups compare across a range of quality measures commonly considered to be indicators of strong primary care performance.<sup>9</sup> By clicking on a medical group name, its Community Checkup results will appear.

The Community Checkup can also be a resource to your employees seeking information on care quality. For example, if an employee is selecting a new provider included in a plan sponsor's network, s/he can find the quality results for the clinic in which that provider practices by entering the name of the clinic or selecting from a full list.<sup>10</sup> Clicking on the clinic name will reveal the full results for each clinic with the "better than average" measures for that clinic highlighted at the top of the page.

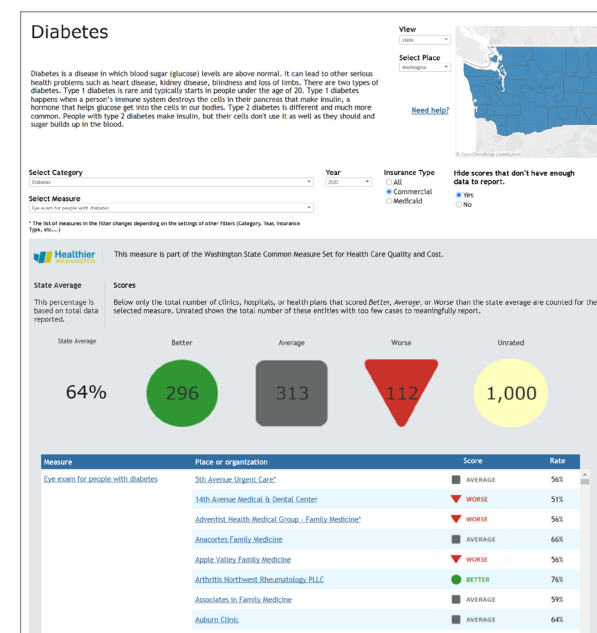
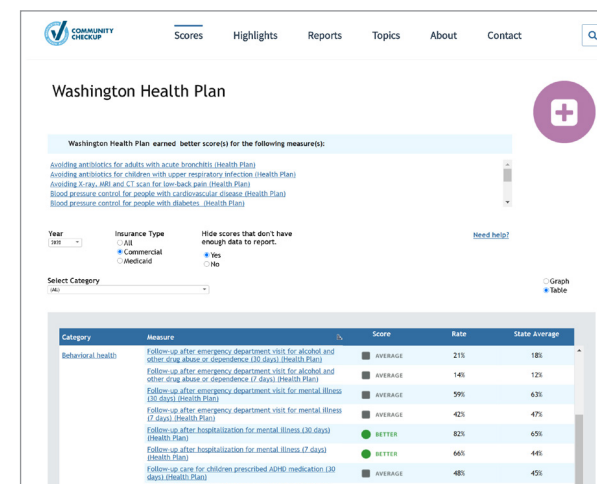
Or perhaps an employee is interested in locating providers who demonstrate high quality in addressing specific health concerns, such as diabetes. That information is available by clicking on diabetes in the full list of measures by category.<sup>11</sup> The summary at the top of the results can also be a good way to assess the level of variation across these measures.

Similarly, individuals with children may be interested in selecting the pediatrics category to find out about well-child visits and vaccinations. Other category options include pregnancy, surgery, and low-back pain.

These are just a few examples of the types of searches available in the Community Checkup that can help inform health care decision-making. If you have questions about how you can use the Community Checkup to address an issue of concern to you, contact the Alliance's Director of Performance Improvement and Innovation Karen Johnson at [kjohnson@wahealthalliance.org](mailto:kjohnson@wahealthalliance.org).



For more consumer-friendly guidance to help with health care decision-making, visit the Alliance's Own Your Health website, [www.OwnYourHealthWA.org](http://www.OwnYourHealthWA.org).



<sup>9</sup> Washington Health Alliance, 2020 Community Checkup, Quality Composite Score for Medical Groups and Clinics (September 2020), <https://www.wacommunitycheckup.org/highlights/>.

<sup>10</sup> Washington Health Alliance, Compare Scores, Clinics, Providers & Plans, Clinics, View Full List of Clinics, <https://www.wacommunitycheckup.org/compare-scores/>.

<sup>11</sup> Washington Health Alliance, Compare Scores, Measures, Measure by Category, View Full List of Measures by Category, <https://www.wacommunitycheckup.org/compare-scores/>.

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## ABOUT THE WASHINGTON HEALTH ALLIANCE

The Washington Health Alliance (Alliance) is a 501(c)(3) nonprofit non-partisan organization working collaboratively to transform Washington state's health care system for the better. The Alliance brings together its more than 185 member organizations to improve our health care system by offering a forum for critical conversation and aligned efforts by health plans, employers, doctors, start-ups, consumers, and other health care partners. The Alliance believes strongly in transparency and offers trusted and credible reporting of progress on health care quality, value, price, and spending. The Alliance publishes its reports at [www.WACommunityCheckup.org](http://www.WACommunityCheckup.org) and provides guidance for consumers to make good health care decisions at [www.OwnYourHealthWA.org](http://www.OwnYourHealthWA.org).



For more information on how you can support health system change with membership in the Alliance, visit [www.wahealthalliance.org/join-us/](http://www.wahealthalliance.org/join-us/).

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Many of the results in the Community Checkup report are prepared by the Alliance, based on our analysis of a significant amount of data, reflecting care provided to approximately 4 million residents in our state. These results were calculated based on measures that have been developed and finalized based on the judgment of many health care stakeholders and technical experts. Others who use their own technical processes to apply the same or similar measures to their own data may reach different conclusions than the results in this report and on the Community Checkup website. Results in this report also include those provided by other

organizations, including the Washington State Hospital Association, the Washington State Department of Health, the Washington State Department of Social and Health Services, the Washington State Health Care Authority, and the National Committee on Quality Assurance. These results were calculated by groups other than the Alliance, also using the judgment of technical experts, so the same cautions apply. Medical science changes constantly and health care quality performance measurement is continually evolving. Therefore, the Alliance does not warrant that the information in the Community Checkup report or in other results produced and prepared by the Alliance is complete, accurate, and current or that it will be suitable for your specific needs.

In addition, the Alliance does not provide medical advice and our results are not a substitute for medical advice, diagnosis or treatment. Never dismiss or delay seeking medical advice or treatment because of information in the Community Checkup or any of the other Alliance reports.



*The Community Checkup is produced by the Washington Health Alliance.*

**Community Checkup report:**  
[www.WACommunityCheckup.org](http://www.WACommunityCheckup.org)

**For consumer guidance visit:**  
[www.OwnYourHealthWA.org](http://www.OwnYourHealthWA.org)

**More about the Alliance:**  
[www.WAHealthAlliance.org](http://www.WAHealthAlliance.org)