

Kaiser Permanente of Southern California (KPSC) Hearing Health Access and Affordability

Institute of Medicine

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Today's Presentation

Hearing Health Facts and Statistics

Screening Programs at Kaiser Permanente of Southern California (KPSC)

Partnership with HearUSA to Improve Access and Affordability

Trends in Hearing Health

Hearing Health Facts and Statistics

- Approximately 2 to 3 of every 1,000 children in the United States are born with unilateral or bilateral hearing loss. Early screening and intervention of these babies by 6 months of age has shown age appropriate development of language.
- Approximately 15% of adults aged 18 and over report hearing problems. In adults, the percent of the population with disabling hearing loss increases significantly for those 55 years of age or older.

Table 1. Percent of Adults Aged 45 and Older with a Disabling Hearing Loss

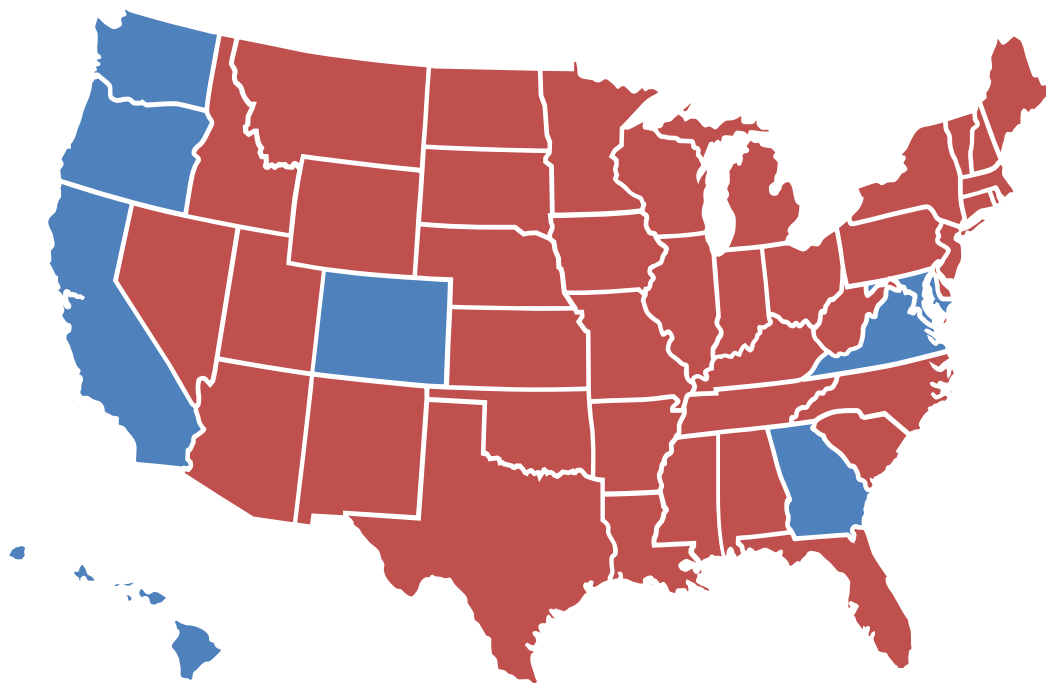
Age	% Disabling Hearing Loss
45 – 54	2%
55 - 64	8.5%
65 - 74	25%
75 +	50%

Source: National Institute of Health
National Conference of State Legislatures
<http://www.ncsl.org/research/health/newborn-hearing-screening-state-laws.aspx>
<http://www.nidcd.nih.gov/health/statistics/pages/quick.aspx>

Hearing Health Facts continued...

Hearing Loss (HL) Facts	Consequences of Untreated HL	Hearing Healthcare
<ul style="list-style-type: none">■ Adults with hearing loss tend to be in denial for an average of 5 to 7 years■ Approximately only 20% of patients who require HL intervention seek treatment	<ul style="list-style-type: none">■ Depression & isolation■ Safety issues due to inability to hear warning signals■ Gradual reduction in the brain's comprehension of speech■ Hearing loss correlation w/ poorer health outcomes	<ul style="list-style-type: none">■ Screening, diagnosis, and treatment.■ Referring patients who would benefit from hearing aids.■ Enrolling patients in Listening and Communication Enhancement (LACE).

Kaiser Permanente at a Glance



- **10 million** members nation-wide
- **Over 4 million** of these are members in SCAL
- **38** hospitals and **618** medical offices
- **17,425** physicians
- **174,415** employees
- **120,000** corporate customers

Mission

To provide high quality, affordable healthcare

Kaiser Permanente Principles of Collaboration

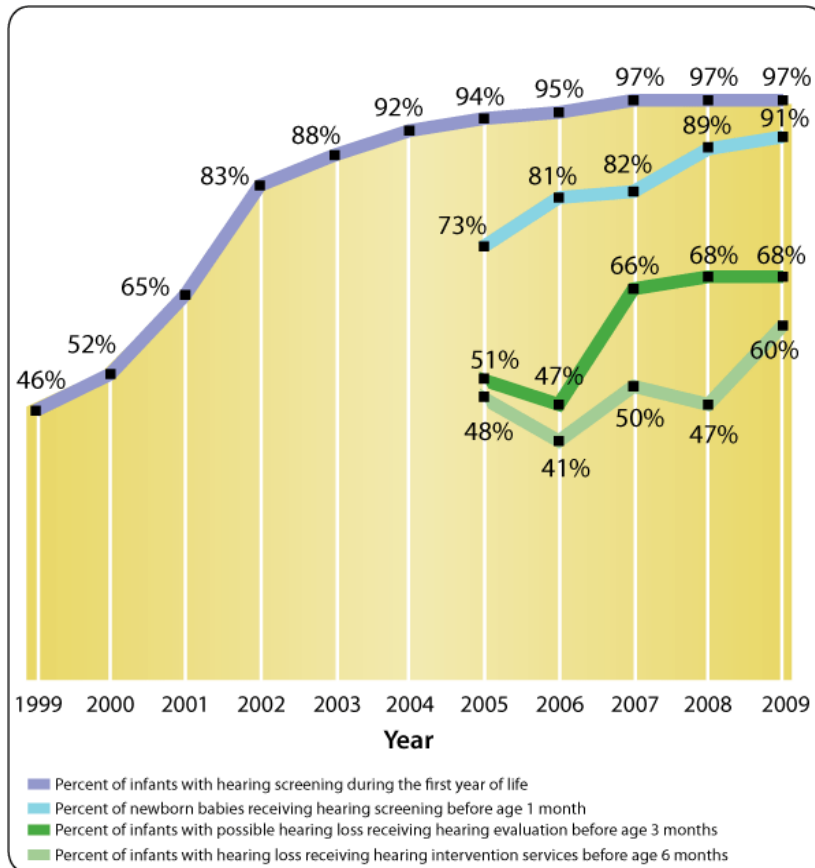
- Identify an area of improvement
- Develop a vision for action
- Engage relevant stakeholders that are interdependent
- Obtain commitment and/or involvement of prominent leaders
- Integrated structures within and outside of the system

Collaboration between the Northern California and Southern California Kaiser Permanente resulted in the following:

- Inpatient documentation flowsheet (DFS) and SmartTools
- Audiology Ambulatory Documentation Flowsheet (DFS)
- Ambulatory DFS-Linked SmartTools
- 24/7 Interactive Support

Newborn Screening Rates in the U.S. and KPSC

Graph 1. U.S. Infant Hearing Screening Rates from 1999 - 2009

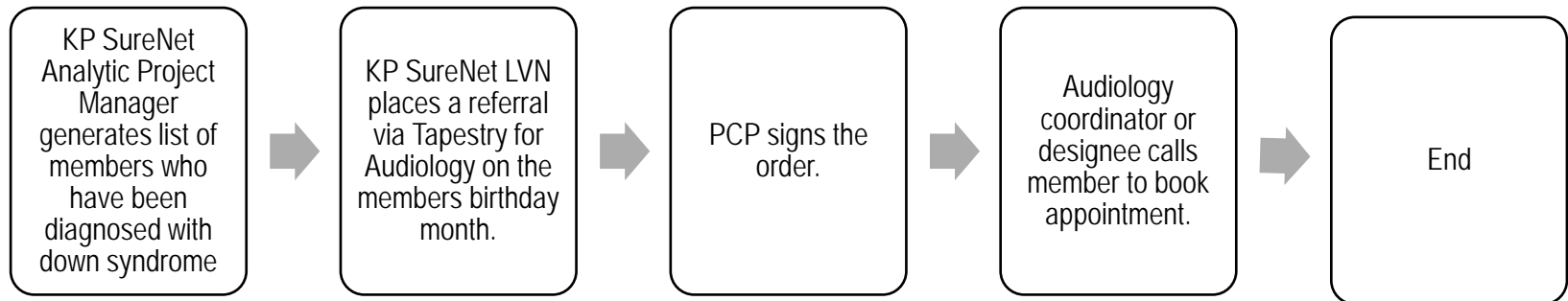


- National hearing screening for newborns increased from 46% in 1999 to 97% in 2009 (See Graph 1).
 - In 2007, California was the lowest performing state achieving between a 75 - 84% newborn hearing screening rate.
- In 2014, **99.3%** of all births in KPSC were screened in an inpatient or outpatient setting. Total births were 32,129.
 - **98.7%** were screened prior to discharge.

KPSC Hearing Screening Program for Members with Down Syndrome

- In December 2012, Kaiser Permanente of Southern California (KPSC) launched a hearing screening program for members who had a diagnosis of down syndrome.
- The program goal was to increase the number of members receiving intervention at the appropriate interval for Audiology, Ophthalmology, and the thyroid-stimulating hormone (TSH) blood test.

Audiology Referral Process



KPSC Hearing Screening Program for Members with Down Syndrome continued...

The program results in a **29% decrease** in the number of patients under 18 years old with a care gap (n= 536 to 377).

It also resulted in a **36% decrease** in the number of patients 18+ years old with a care gap (n= 653 to 417).

Table 1. Care Gaps for Patients with Down Syndrome – Under 18 Years Old

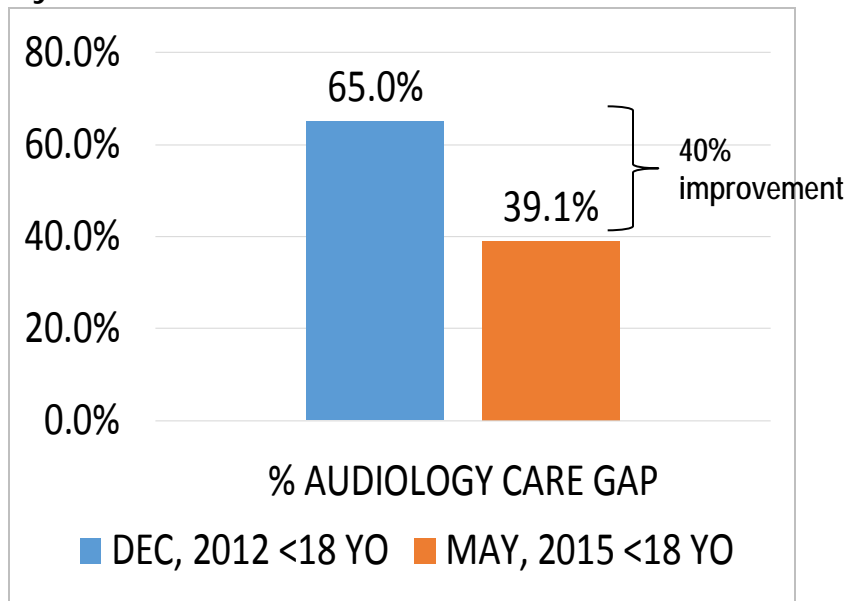
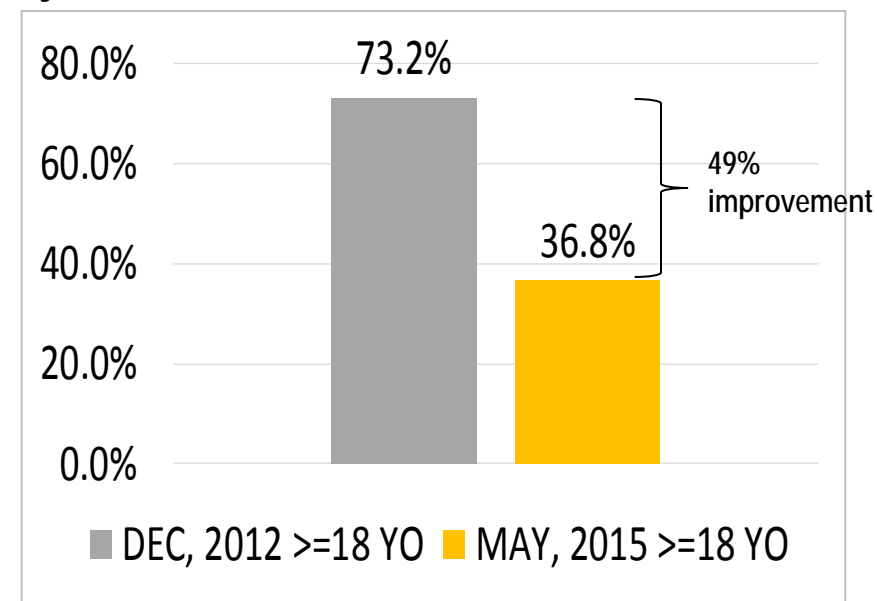


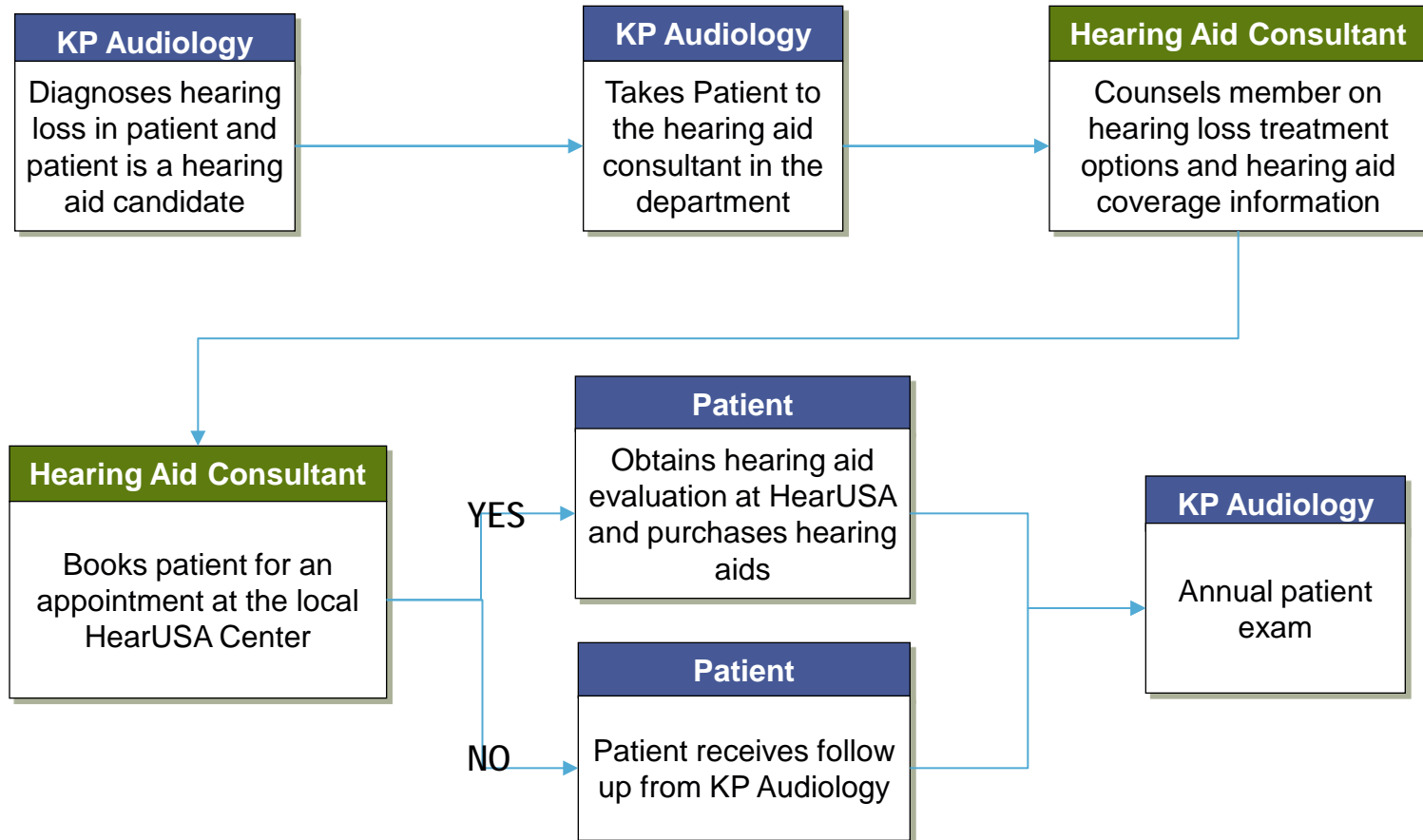
Table 2. Care Gaps for Patients with Down Syndrome – 18+ Years Old



KPSC Partnership with HearUSA to Increase Access and Affordability

1997	1998 - 1999	2000 - Current
<ul style="list-style-type: none">■ KPSC members were not referred to a trusted provider■ KPSC analyzed hearing aid provisions and found variation in hearing aid services, products, pricing and quality to members	<ul style="list-style-type: none">■ KPSC established a partnership & operational agreement for HEARx West, LLC to become a region-wide trusted provider■ 12% of KPSC members had a hearing aid benefit (12/2000)	<ul style="list-style-type: none">■ KP medical group monitors quality, service, access, and affordability■ Member satisfaction is high■ 17% of KPSC members have a hearing aid benefit■ KPSC members enjoy about a 30% discount on select hearing aid models■ Compared to major competitors, HearUSA has comparable pricing or is on average 20% lower

KPSC Hearing Aid Referral Process



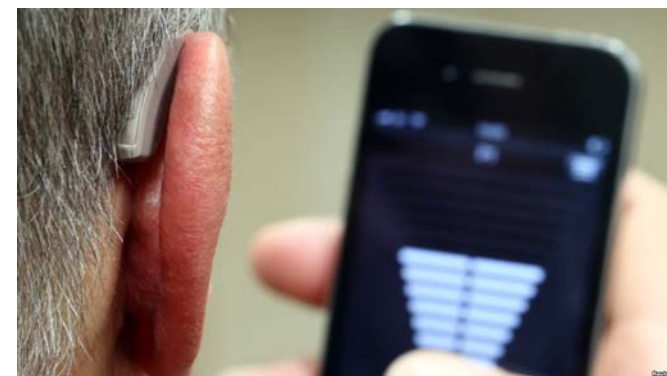
KP HearUSA Children's Hearing Aid Program



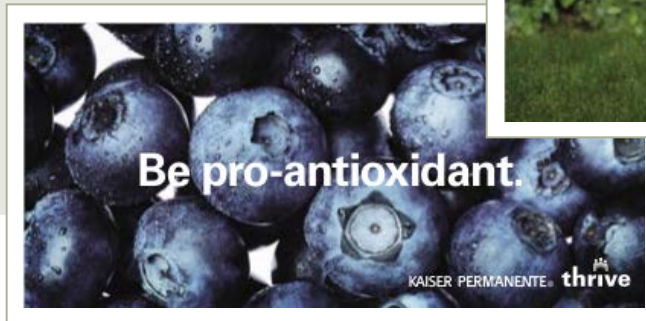
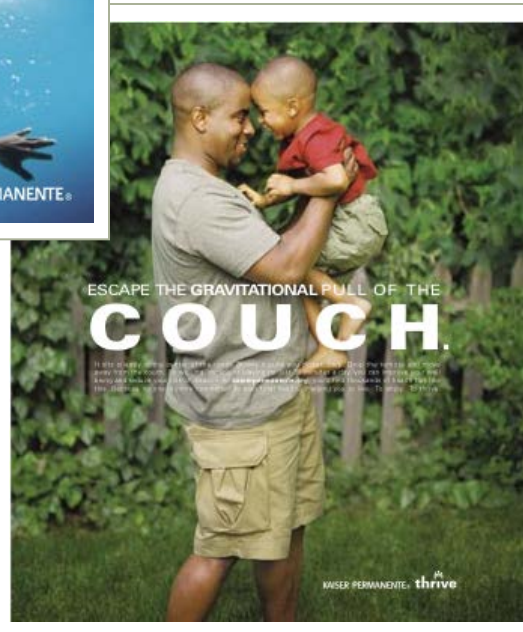
- The KP HearUSA Children's Hearing Aid Program was developed to address the gap between those that do not qualify for the California Children's Services (CCS) but still have a financial hardship purchasing hearing aids out of pocket. The income eligibility for families: earn \$40K+ up to 275% FPL.
- The program offers 35 awards per calendar year for Kaiser members 18 years old and younger.
- Unused nominations at the end of the year become available to low income adults.

Trends in Hearing Health

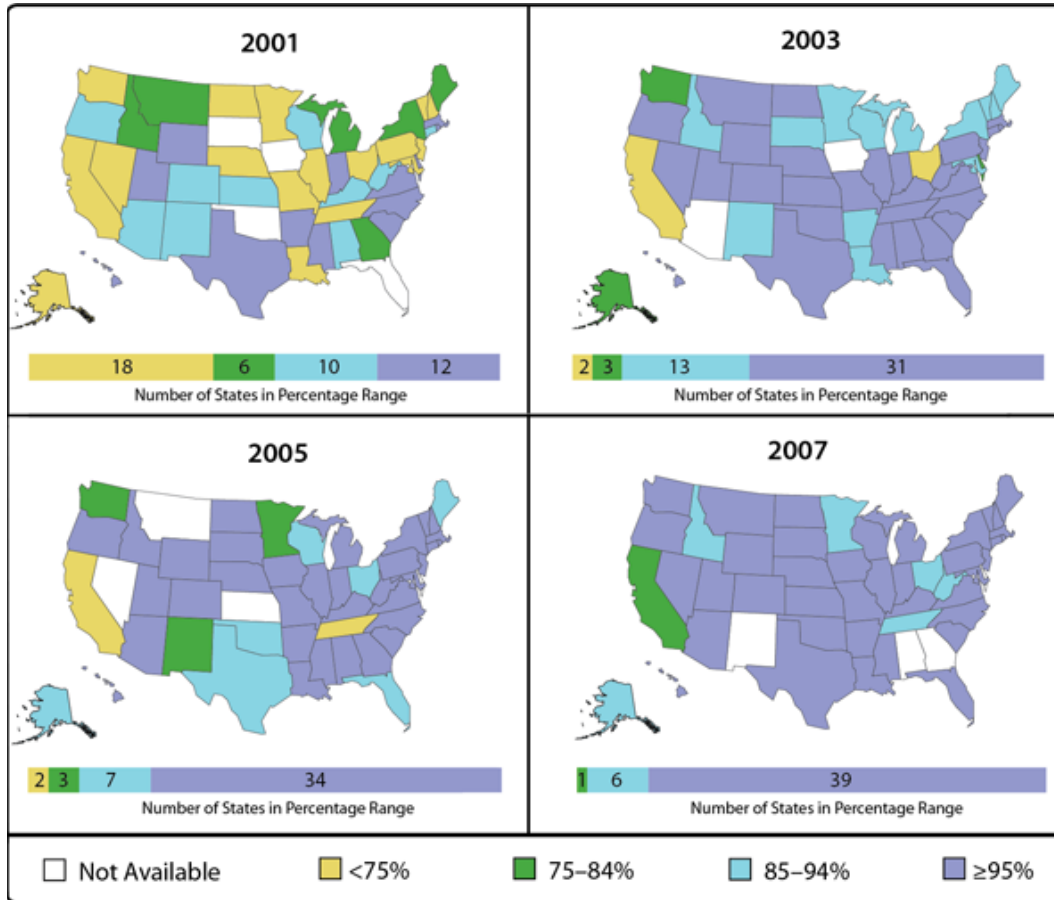
- Unbundling of services for increased transparency on cost.
- Access to services where you live, work and play, like the mobile health vans (Kern County, San Diego, and Greater Los Angeles) and Target Clinics (Fontana, Fullerton, Vista, and Mission Valley).
- Hearing aids increasingly have technology compatible with phone apps that enhance the user experience.
- Auditory rehabilitation programs like the Listening and Communication Enhancement (LACE) program.



Thank you.



Appendix 1. U.S. Newborn Hearing Screening by State



- In 2007 California was the lowest performing state achieving between a 75 - 84% newborn hearing screening rate.

Appendix 2. KP HearUSA Children's Hearing Aid Income Eligibility

Household size	100%	130%	150%	175%	200%	250%	275%
1	\$ 11,170	\$ 14,521	\$ 16,755	\$ 19,548	\$ 33,510	\$ 27,925	\$ 30,717
2	\$ 15,130	\$ 19,669	\$ 22,695	\$ 26,478	\$ 30,260	\$ 37,825	\$ 41,607
3	\$ 19,090	\$ 24,817	\$ 28,635	\$ 33,408	\$ 38,180	\$ 47,725	\$ 52,497
4	\$ 23,050	\$ 29,965	\$ 34,575	\$ 40,338	\$ 46,100	\$ 57,625	\$ 63,387
5	\$ 27,010	\$ 35,113	\$ 40,515	\$ 47,268	\$ 54,020	\$ 67,525	\$ 74,277
6	\$ 30,970	\$ 40,261	\$ 46,455	\$ 54,198	\$ 61,940	\$ 77,425	\$ 85,167
7	\$ 34,930	\$ 45,409	\$ 52,395	\$ 61,128	\$ 69,860	\$ 87,325	\$ 96,057
8	\$ 38,890	\$ 50,557	\$ 58,335	\$ 68,058	\$ 77,780	\$ 97,225	\$ 106,947

Eligibility: Earn \$40K+ up to 275% FPL

- Covered by CCS

- Covered by Kaiser
Permanente HearUSA
Children's Hearing Aid
Program