



Massachusetts Health Quality Partners Performance Reporting

Barbra G. Rabson
MHQP Executive Director
FTC Roundtable

MHQP's Track Record for Measurement and Public Reporting

- **Hospital Measures**

- First in the nation statewide hospital survey of patient experiences with public release (1998)

- **Clinical HEDIS Measures**

- Aggregate performance reports of physician organization and physician group clinical performance using HEDIS measures with public release for 150 medical groups (2005-2008)

- **Patient Experience Measures**

- First in the nation statewide survey of patient experiences with their primary care physician office with public release for over 400 practice sites (2006). Primary care survey repeated in 2008; 3 specialties added

MHQP - Established as a Broad Based Collaborative in 1995

- **Provider Organizations**

- MA Hospital Association
- MA Medical Society
- 2 MHQP Physician Council representatives

- **Government Agency**

- MA Executive Office of Health and Human Services

- **Employers**

- Analogue Devices

- **Health Plans**

- Blue Cross Blue Shield of Massachusetts
- Fallon Community Health Plan
- Harvard Pilgrim Health Care
- Health New England
- Neighborhood Health Plan
- Tufts Health Plan

- **Consumers**

- Exec. Director Health Care For All
- Exec. Director New England Serve

- **Academic**

- Harris Berman, MD, Board Chair

MHQP's Goal

Health care information you can trust

- MHQP provides reliable information to help physicians improve the quality of care they provide their patients and help consumers take an active role in making informed decisions about their health care.

Engaging Physicians

“A voice at the table is huge”

“Physicians know all their concerns are not going to be met, but to be able to raise what is really important and have it taken seriously and used to modify the process is worth everything.”

Karen Boudreau

Former MHQP Physician Council Member

Contrasts in Consumer and Physician Preferences for Comparative Performance Information

Consumers

- Symbols they can easily recognize and interpret
- Simple messages with as few caveats as possible
- Synthesis of results across measures with drill down to details for those interested

Physicians

- No “judgmental” symbols; statistical approach
- Full disclosure of limitations, caveats and methodology
- Individual measures results since measures are not inclusive of all types of clinical care in a category

Consumer Focus Group Responses to MHQP's Publicly Reported Information

Consumer Focus Group Summary

- MHQP's concept of quality resonates with consumers
 - Patient experience information
 - Outcome information for clinical quality
- Efficiency not 'top of mind' for consumers
 - Challenge to understand
 - Associated efficiency with business, not doctors
 - Concerned that efficient practices may shortcut care
- Consumers Also Want
 - An independent, reliable source for information
 - To know how the information is collected
 - Individual physician level data
 - Physician and office characteristics



Tour of MHQP Website

Begin By Selecting Massachusetts Doctors' Offices...

By distance from a particular zip code:



Find doctors' offices within

5 miles of zip code:

Office type: Adult Medicine Pediatrics Both

By name of a medical group:



Enter medical group name:

Pediatrics Both

Office type: Adult Medicine

By name of a doctors' office:



Enter doctors' office name:

Office type: Adult Medicine Pediatrics Both

By name of a doctor:



Enter doctor's last name:

Pediatrics Both

Office type: Adult Medicine

Practice Summary: Personal Doctors

Doctors' Office Care From Patients

For more information about the measure, click on the measure name to learn how patients answered each survey question

click on the measure name to learn more about the measure, click on the stars to learn about how patients rated the measure

<p>How Well Doctors Coordinate Care</p> <p>4.5</p>	<p>How Well Doctors Know Their Patients</p> <p>4.5</p>	<p>How Well Doctors Give Preventive Care and Advice</p> <p>4.5</p>	<p>Doctors' Office</p> <p>4.5</p>	<p>How Well Doctors Communicate with Patients</p> <p>4.5</p>
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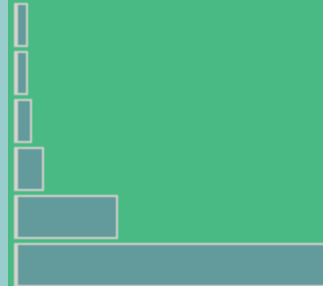


Care From Personal Doctors: How Well Doctors Know Their Patients

Acton Medical Associates (Pediatrics)



child's doctor seem to know all the
medical history?



In the last 12 months, how often did your doctor
provide important information about your child's me

	<i>responses</i>	<i>percent</i>
Never	1	1%
Almost Never	2	1%
Sometimes	5	4%
Usually	9	6%
Almost Always	31	22%
Always	94	66%
Total	142	

How would you rate your child's doctor's knowledge about your child as a person

Clinical Measure <i>Click on a measure for more information</i>	MA Statewide Rate	Nat'l 90th Percentile	Nat'l 50th Percentile
Diabetes Care for Adults			
HbA1c Test	92.0%	92.9%	88.2%
HbA1c—Poor Blood Sugar Control	19.0%	29.4%	19.3%
HbA1c—Good Blood Sugar Control *	49.1%	41.8%	42.7%
Blood Pressure Control *	71.8%	62.3%	66.0%
Treatments to Prevent or Delay Kidney Disease	46.0%	50.6%	43.7%
Treatments to Monitor Kidney Disease	44.9%	87.3%	79.4%
Heart Disease and Cholesterol Management			
Cholesterol Screening Test after a Heart Attack or Stroke	91.8%	92.0%	88.1%
Cholesterol (LDL-C) Good Control *	61.4%	66.2%	58.3%

Explanation Of The Star Ratings...

The star rating for each measure tells you how a doctor's office compares to all the other doctor's offices in the state that were part of the MHQP survey.

- Doctor's offices with 4 stars (★★★★) did better than at least 85% of the doctor's offices in this survey
- Doctor's offices with 3 stars (★★★☆☆) did better than at least 50% of the doctor's offices in this survey
- Doctor's offices with 2 stars (★★☆☆☆) did better than at least 15% of the doctor's offices in this survey
- Doctor's offices with 1 star (★☆☆☆☆) did less well than at least 85% of the doctor's offices in this survey

Ways Your Doctor Can Help

Ways You Can Help...

- **Give your doctor complete and accurate information.** This includes current health problems as well as medical history (medications, surgery, and other illnesses). The doctor may also want to know about the medical history of your

... (text is mostly illegible due to heavy digital noise and artifacts)

For more information about MHQP...

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