



# Massachusetts Health Quality Partners Performance Reporting

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**FTC Roundtable**  
**October 30, 2008**

# 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

# Impact of MHQP's Reporting of Clinical HEDIS Measures

To date, reporting of these measures has had **greater impact on physician behavior** than on consumer behavior

- Massachusetts physicians have improved on 8 of 9 measures that can be trended over the last 4 years
- Public release has influenced physician organization investments in information systems to support quality
- Physician organizations use MHQP's internal performance reports to reward individual physicians within the group



MASSACHUSETTS  
HEALTH QUALITY PARTNERS  
*trusted information. quality insights.*

*But...hard to get consumers engaged with these measures*

# Consumer Focus Group Responses to MHQP's Publicly Reported Information

- **Clinical Quality: Breast Cancer Screening**

- Consumers want outcome data

- *“I don't care about whether anyone else goes. . . I'm more concerned about the percentage of cured than who's going [for screening] and what percentage [that is]”*

- **Patient Experience: Communication Domain**

- Consumers want this type of information

- *“It provides you a lot of information on what type of doctor they are.”*

- **Information = Empowerment**

“Having options and the ability to make a choice when finding a doctor”

“Taking charge of my health because now I can make decisions based on information that I didn't have before”

Improving the quality of care

“I would hope they [doctors] would use this as feedback to improve their practices”



# 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



## QUALITY INSIGHTS: PATIENT EXPERIENCES IN PRIMARY CARE

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:

Office type:  Adult Medicine  Pediatrics  Both

### 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:

Office type:  Adult Medicine  Pediatrics  Both



## QUALITY INSIGHTS: PATIENT EXPERIENCES IN PRIMARY CARE

### Doctors' Office Summary: Care From Personal Doctors

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



Doctors' Office

How Well  
Doctors  
Communicate  
with Patients

How Well  
Doctors  
Coordinate  
Care

How Well  
Doctors Know  
Their Patients

How Well  
Doctors Give  
Preventive  
Care and  
Advice

### Doctors' Office Summary:

### Care And Service From Others In The Doctor's Office

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



Doctors' Office

Getting Timely  
Appointments,  
Care, and  
Information

Seeing your  
own Doctor

Getting  
Quality Care  
from Other  
Doctors and  
Nurses in the  
Office

Getting  
Quality Care  
from Staff in  
the Doctor's  
Office



## QUALITY INSIGHTS: PATIENT EXPERIENCES IN PRIMARY CARE

### Doctors' Office Summary: Care From Personal Doctors

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

 Doctors' Office	How Well Doctors Communicate with Patients	How Well Doctors Coordinate Care	How Well Doctors Know Their Patients	How Well Doctors Give Preventive Care and Advice
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Acton Medical  
Associates  
(Pediatrics)



N/D



[Go to Medical Group's Website](#)

Harvard Vanguard  
Medical Associates,  
Concord Hillside  
(Pediatrics)



[Go to Medical Group's Website](#)

Click on a doctors' office to view results on all measures

Select Category:

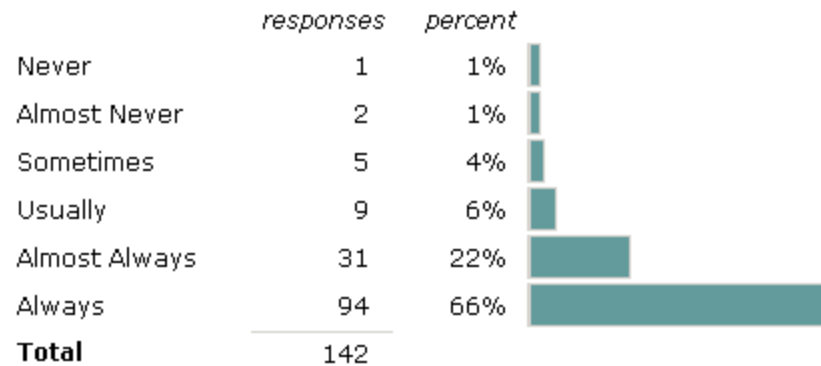
## Care From Personal Doctors: How Well Doctors Know Their Patients

### Acton Medical Associates (Pediatrics)

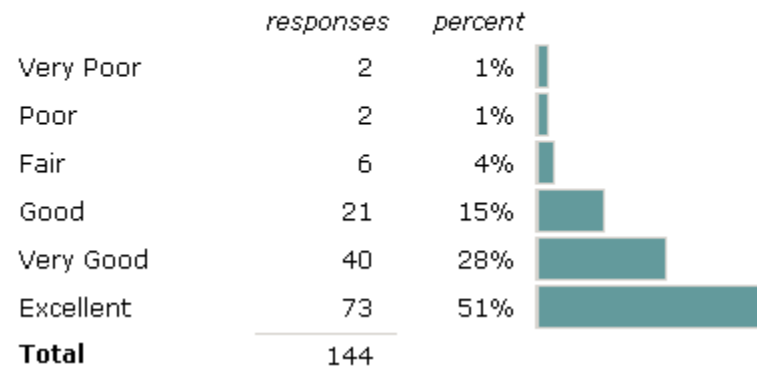
[Go To Medical Group's Website](#)



In the last 12 months, how often did your child's doctor seem to know all the important information about your child's medical history?



How would you rate your child's doctor's knowledge about your child as a person (special abilities, concerns, fears)?



# Massachusetts Statewide Rates and National Benchmarks

Clinical Measure <i>Click on a measure for more information</i>	MA Statewide Rate	Nat'l 90th Percentile	Nat'l 50th Percentile
<b><i>Diabetes Care for Adults</i></b>			
HbA1c Test	92.0%	92.9%	88.2%
HbA1c—Poor Blood Sugar Control (Lower score is better) *	19.3%	19.0%	29.4%
HbA1c—Good Blood Sugar Control *	42.7%	49.1%	41.8%
Blood Pressure Control *	66.0%	71.8%	62.3%
Cholesterol (LDL-C) Screening Test	89.0%	88.0%	83.7%
Cholesterol (LDL-C) Good Control *	46.9%	51.3%	42.8%
Tests to Monitor Kidney Disease	84.4%	87.3%	79.4%
<b><i>Heart Disease and Cholesterol Management</i></b>			
Cholesterol Screening Test after a Heart Attack or Heart Surgery	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
- The symbol N/D is displayed when MHQP does not have enough data to report this measure. This is usually because not enough patients answered the survey questions for this measure. Having too little data to report for a doctor's office does not mean that the quality of care delivered by that doctor's office is either good or bad.



### Ways Your Doctor Can Help...

- **Learn about your medical history and current health problems.** The first time a doctor sees you as a new patient, he or she should ask about your medical history and that of close relatives. In future visits, the doctor should update the your medical history with information about current health problems and concerns.
- **Have a record-keeping system that makes it easy to find your health information.** A doctor's office can have systems that make it easy to find your past and present health information. This is needed whether doctors meet with you in the office, talk by phone, or consult with specialists about your treatment and care.
- **Learn about what matters to you.** This includes knowing your values and beliefs about treatments, care, and desired results. The doctor should take extra time to learn this information when meeting with you for the first time. When making decisions about treatment choices your doctor should talk with you about the benefits (how treatments can help) and risks (problems that can happen) of each treatment.

### Ways You Can Help...

- **Give your doctor complete and accurate information.** This includes current health problems as well as medical history (medications, surgery, and illnesses). The doctor may also want to know about the medical history of your close family members. Make a list of important information you want to discuss before you see a doctor for the first time.
- **Talk about what is important to you—even if the doctor does not ask.** This includes religious beliefs or other values you have about treatments and care.
- **Discuss benefits and risks before you make a treatment choice.** Many times, there is more than one way to treat an illness or health problem. Talk with your doctor and learn as much as you want to know about the benefits (how treatments can help) and risks (problems that can happen) of each treatment choice.

**For more information about MHQP...**

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