

Measuring and Reporting Patients' Experiences with Their Doctors

The Experience in Massachusetts

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Today's Objectives

- ✓ Provide brief background on MHQP as important context for measurement and reporting efforts
- ✓ Describe MHQP approach for measuring and reporting patient experiences
- ✓ Describe key findings and ongoing challenges

The Headlines from October, 1994...

The Boston Globe



High hospital death rates

Study finds 10 facilities with above-average mortality

High Death Rates Noted At 10 Hospitals In State

...Led to the Creation of MHQP in 1995

- **Provider Organizations**

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

- **Government Agencies**

- MA EOHHS
- CMS Region 1

- **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 HCFA
- Exec. Director NE Serve

- **Academic**

- Harris Berman, MD, Board Chair

MHQP's Track Record for Transparency: Comparative Performance Initiatives

- **Hospital Level**
 - First in nation statewide hospital survey of patient experiences with public release in 1998
- **Physician Organization and Medical Group Level**
 - Statewide reporting of aggregated clinical HEDIS performance measures at medical groups and physician organization level in 2005 and 2006
- **Practice Site Level**
 - First in nation statewide survey of patient experiences with their primary care physician at the practice site level in 2006

The MHQP Statewide Patient Experience Measurement Agenda

2005-2006

❖ Fielding and reporting of statewide survey

- ❖ First in the nation patient experience survey focused on primary care practice sites
 - ❖ 497 practices
 - ❖ 92% of registered primary care physicians (over 4000 MDs)
 - ❖ Over 150,000 patients surveyed about their care
- ❖ Funded by MHQP member health plans
- ❖ 50 item instrument covering 8 domains
- ❖ Internal release of results to physician practices, November 2005

❖ Public release of results, March 2006

What did Patients Report about their Experiences?

Areas of Best Performance

- 83% of practices statewide achieved a score of at least 90 points on Communication measure

Areas for Improvement

- More than 1/3 of adult patients reported that their personal doctor did not always seem to know all the important information about their medical history (Knowledge of patient)
- 40% of patients reported that their PCP was not always informed and up to date about care they received from specialists (Integration of care)
- Almost 1/4 of adult patients (1/3 of parents of child patients) reported they did not always receive test results from someone in the doctors office (Integration of care)

What did Patients Report about their Experiences?

Areas for Improvement: Team Care

ADULT PCP	In the last 12 months, how often did...	
	...your personal doctor... N=48,294	...these other doctors and nurses at your personal doctor's office...* N=24,075
...explain things in a way that was easy to understand? Always	82.3%	57.3%
...spend enough time with you? Always	71.9%	57.9%

*The responses in this column are limited to patients who answered yes to the following question: Are there other doctors and nurses in your personal doctor's office who you have seen for some of your visits in the last 12 months? (49.9%, 24,075). On average, patients that responded "yes" to this question reported 2.7 visits with their PCP during the previous 12 months compared with 2.6 visits among those responding "no" to the question.

Visit the MHQP
website at
www.mhqp.org



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

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**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)

 [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:

How is MHQP Data Being Used?

- Current uses

- Reporting to physicians for quality improvement, compensation
- Direct to consumer online reporting
 - Links from MA state website to MHQP reports
 - Links from health plan websites to MHQP reports
 - Links from several provider organization websites to MHQP reports

- Likely future uses

- Support MA transparency agenda in State Health Care Reform Law (Section 16)
- Physician certification
- Links to MHQP reports by employers
- Health plan recognition programs, P4P, and product design

Key Lessons So Far

- There is significant variability in physician performance and great opportunity for improvement in the delivery of patient-centered care
- Public Reporting is a powerful lever to motivate engagement
- Physicians want to do the right thing and need the tools to improve
- Collaboration and trust are essential to success

Ongoing Challenges

- Creating a sustainable financing model for continued measurement and reporting
 - Collaboration alone is not enough—aligning stakeholder agendas and incentives is critical
- Continuing to meet the rapidly evolving information needs of the marketplace while maintaining the collaborative
 - physician needs for quality improvement
 - health plan/employer needs to develop innovative insurance products/incentives
 - Consumer needs to guide decision making

Next Steps for the MHQP Patient Experience Measurement Agenda

2007-2008

- ❖ Fielding of Specialist Care Survey in 2007
- ❖ Repeat Primary Care Survey in 2007
- ❖ Assess the impact of reporting efforts for physician and Health plan stakeholders
- ❖ Engagement around QI activities
 - Participation in Commonwealth Fund grant to study highest performing practices
 - Physician Foundation Grant to develop and pilot integrated clinical-patient experience QI curriculum

For more information about MHQP...

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