

Measuring and Reporting Patients' Experiences with Their Doctors: Successful Collaboration in Massachusetts

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MHQP has been a Broad Based Collaborative Since 1995

- **Provider Organizations**
 - MA Hospital Association
 - MA Medical Society
 - MHQP Physician Council
- **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.

Achieving our Goal: MHQP's Collaborative Process

- **Involving Physicians in Measurement Process**
 - Increased credibility and acceptance of end results
 - “Do it with me, not to me”
 - “A voice at the table is huge”
- **Aggregating Data Across Health Plans**
 - More data leading to greater validity
 - Allows reporting on more physicians
 - Avoids “dueling scorecards” or non-comparable data
- **Fully Engaging Members of Broad Based Coalition**
 - Strong working relationship with health care stakeholders
 - Greater understanding of diverse perspectives

MHQP's Track Record for Measurement and Public Reporting

- **Patient Experience:**

- 2002-2003 -- Statewide Demonstration Project

- 2005 -- First in the nation statewide survey of patient experiences with their primary care physician office with public release for over 400 practice sites (2006)

- 2007—Second statewide survey cycle and public release for primary care; first cycle for specialty care (cardiology, OB/gyn, Ortho)

- 2008—Pilot Medicaid survey

- 2009—Third statewide cycle for primary care. Goal is statewide data at the MD level

- **Clinical Quality:**

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

The MHQP 2007 Patient Experience Survey: Project Overview

- Survey field period, September – October 2007
- Collaborative cost sharing model
 - Practice level survey funded by MHQP health plan members
 - Voluntary MD level data collection funded by physician community
- Survey included primary care and select specialty care
 - 4000 MDs included
 - 434 adult and pediatric primary care practices
 - 174 specialty care practices (OB/Gyn; Ortho; Cardiology)
- Internal release of results to physician practices in March 2008 (primary care); June 2008 (specialty care)
- Public release of PCP results only in July 2008

How were Stakeholder Groups Engaged in the Project?

- **Physician involvement through MMS and MHQP Physician Council**
 - Feedback on survey instrument, report development
- **Consumer involvement through MHQP-CAHPS sponsored focus groups**
 - Focus groups for development of public site
- **Health Plan involvement through MHQP project working group**
 - Ongoing participation around project development, implementation

MHQP 2007 Survey Overview: Sampling and Survey Administration Protocol

- Change in methodology for patient-physician linkage – use of claims data to link health plan PPO members to PCPs and all members to specialists
- Sample sizes based on the size of the practice site being surveyed
- Two round survey using both mail and internet options for response
- All survey materials had patient's health plan name and logo at the top
- Patient's physician was referenced by name in cover letter and confirmed in survey

The MHQP 2007 Survey Instrument: Care Received in the Past 12 Months

- **Quality of Doctor-Patient Interactions**

- Communication
- Integration of Care
- Knowledge of the Patient
- Health Promotion*
- Shared Decision-making**
- Caring for a Chronic Condition**

- **Organizational Features of Care**

- Organizational Access
- Visit-based Continuity*
- Clinical Team*
- Office Staff
- Procedure/surgery care**

* Primary Care Survey Only

** Specialty Care Survey Only

Specialty Care Specific Issues

- Accurately accounting for physicians practicing in multiple practice sites
- Making appropriate patient-physician linkages in Ob/Gyn practices
- Small sample sizes for specialty specific survey domains: Procedure care; chronic care; shared decision-making

What did Patients Report about their Experiences?

A few Key Takeaways 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** (Coordination of care)
- Almost 1/3 of patients (or parents of child patients) reported they **did not always receive test results** from someone in the doctors office (Coordination of care)

What did Patients Report about their Experiences?

A few Key Takeaways for Improvement Team Care (from 2005 data)

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.

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
- Health plan recognition programs, P4P, and product design

- **Likely future uses**

- Support MA transparency agenda in State Health Care Reform Law (Section 16)
- Physician certification; hospital re-credentialing
- Links to MHQP reports by employers



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

	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				

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:

Visit the
MHQP website
at
www.mhqp.org

Key Lessons from the MHQP Experience So Far

- There is **significant variability in performance** and great opportunity for improvement in the delivery of effective, efficient, patient-centered care
- **Public reporting is a powerful lever** to motivate engagement and change
- **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
- Meeting 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

Future Directions for MHQP

- **Expand/Integrate Data Sources**
- **Expand Scope of Measures Included in MHQP Reporting (added focus on specialty care)**
- **Improve Value of Reporting**
 - Timeliness
 - Data available at individual physician level
 - Alignment with emerging payment structures
- **Streamline Production of Data Deliverables for Diverse Customers and Data Use**
- **Integrate Performance Feedback with Improvement Strategies**

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