

Public Reporting of Physician Performance

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September 30, 2015

Today's Objectives

- ✓ Provide brief background on MHQP
- ✓ Describe the quality measurement landscape
- ✓ Describe MHQP's experience with developing clinical and patient experience quality reports for physicians and the public
- ✓ Describe national trends towards greater transparency
- ✓ Discuss challenges

About MHQP

MHQP was first established in 1995 by a group of Massachusetts health care leaders who identified the importance of valid, comparable measures to drive improvement.

MHQP's mission is to drive measurable improvements in health care quality, patients' experiences of care, and use of resources in Massachusetts through patient and public engagement and broad-based collaboration among health care stakeholders.

MHQP Board of
Directors

Physician Council
Established 2002

Health Plan Council
Established 2008

Patient and Public
Engagement Council
Established 2011

Massachusetts Health Quality Partners is a non- profit regional health improvement collaborative made up of physicians, hospitals, health plans, purchasers, patient and public representatives, academics, and government agencies working together to promote improvement in the quality of health care services in Massachusetts.

What are Quality Measures?

- Tools that help us quantify:
 - ▣ healthcare processes,
 - ▣ outcomes,
 - ▣ patient perceptions,
 - ▣ organizational structure and/or systems
- Associated with the ability to provide high-quality health care, and/or
- Relate to one or more quality goals for health care.*

*CMS definition

What Kinds of Measures are Available?

- Pediatric and adult hospital care
 - Inpatient and emergency department
- Pediatric and adult ambulatory care
 - Primary and specialty (patient centered medical homes)
- Home health and nursing home care
- New Areas: Care Transitions and Behavioral Health

Who Drives the Development and Use of Quality Measures Nationally?

- National Quality Forum (NQF)
- Centers for Medicare & Medicaid Services (CMS)
- The Joint the Commission (TJC)
- The Leapfrog Group
- Surgical Care Improvement Project (SCIP)
- National Committee on Quality Assurance (NCQA)

Who Drives the Use of Quality Measures Locally?

- **MA Chapter 224** seeks to increase transparency around health care costs and quality.
 - ▣ Health Policy Commission (HPC)
 - ▣ Center for Health Information and Analysis (CHIA)
- As of October 2013, **all health plans must** offer a website that allows consumers to obtain information on cost and most also provide information on quality

MHQP: Measurement and Public Reporting Agenda



- Clinical Quality
 - ▣ Biennial report on primary care performance for over 500 practice sites in Massachusetts
 - ▣ Publicly reported since 2005 on over 30 measures of preventative and chronic health care

- Patient Experience
 - ▣ Annual report on over 500 practice sites in Massachusetts
 - ▣ Publicly reported since 2007 on 10 aspects of the doctor – patient relationship
 - ▣ Over 50,000 Massachusetts patients respond to survey about their primary care experience



MHQP's Collaborative Process

- Involving Physicians in Measurement Process
 - ▣ Increased credibility and acceptance of end results
 - ▣ “Do it with me, not to me”
- Aggregating Data Across Health Plans
 - ▣ More data leading to greater validity
 - ▣ Allows reporting on more physicians
 - ▣ Avoids “dueling scorecards” or non-comparable data
- Engagement Among Members of Broad Based Collaborative
 - ▣ Greater understanding of diverse views

Setting the Stage for Public Reporting: 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

MHQP's Statewide Patient Experience Survey

65,000 MA patients from across the state have told us their experiences with their primary care doctors and their doctors' offices, including:

- Whether their doctors listen to their needs and concerns
- Whether they understand how to take care of their problems after leaving the doctor's office
- Whether it is easy or hard to get appointments or have their questions answered over the phone
- How hard or easy it is to get lab or other test results
- How well their doctor coordinates their care with specialists
- How willing they would be to recommend their doctor to friends and family

MHQP's Clinical Quality Measurement

- Process and outcome measures across 5 largest health plans in MA
 - Diabetes
 - Asthma
 - ADHD
 - Medication Management
 - Cancer Screening
 - Well child visits
 - Appropriate use of antibiotics and imaging

Benchmarks (20th and 80th percentile)


- Multistakeholder group (providers, plans, consumers, & statistical experts)
- **Beta-binomial** – for results that are normally distributed, to obtain the true ranking of practices, using the current rank as one point in time
- **Hochberg** – for results that are skewed, looks for true difference from the median

Compare Primary Care Doctors' Offices


Finding the right doctor in Massachusetts is easy. Use this website to compare primary care doctors' offices based on how well they care for their patients.



☒ Adult Care ☐ Pediatric Care

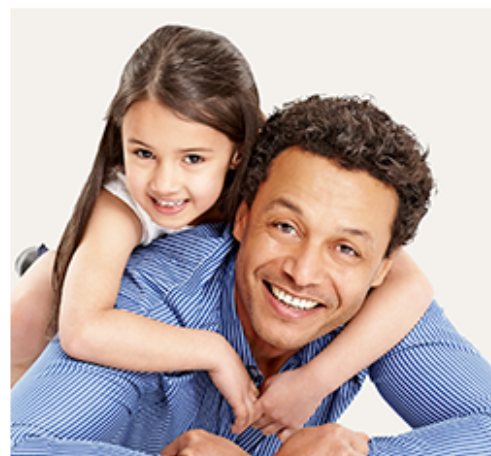
 **Location** (required)

Your Address or Zip code

 **Name** (optional)

Office or Doctors' Name

GO



About Quality and Measurement

How does this website measure health care quality | [read more](#)

How Can I Find My Doctor?

Thoughts about quality care...

"After my doctor left his practice, I thought I had to start from scratch to

Comparing Doctors' Offices to Get the Best Care

This website can help you search for primary care doctors' offices in Massachusetts that provide the kinds of high-quality care most important to you. This includes how well doctors communicate with patients, and if they are providing you the right tests and treatments.

On this website, there are two different ways to compare doctors' offices:

- A survey of more than 40,000 patients across Massachusetts that collected details about the care they receive at their own doctors' offices.
- Reports that measure how well the doctors' offices achieve nationally recognized standards

Malden Family Medicine

195 Canal Street, Malden MA 02148
(781) 338-0550 | <http://www.challiance.org>

Patient Experience

Clinical Quality

Doctor's Office Details

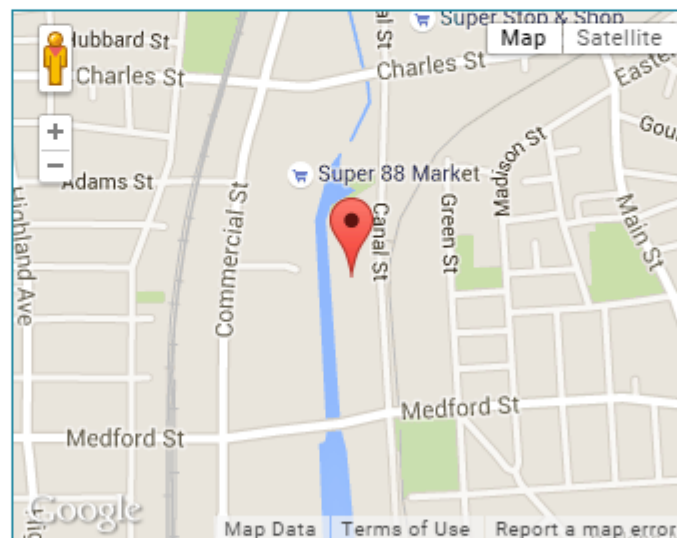
[+ Compare to other providers](#)

Malden Family Medicine

195 Canal Street
Malden, MA 02148
Phone: (781) 338-0550

<http://www.challiance.org>

This doctor's office is affiliated with
Cambridge Health Alliance,
Beth Israel Deaconess Care Organization LLC



How To Read These Reports

For more information on the data in these reports | [read more](#)

How Can I Find My Doctor?

Thoughts about quality care...

"The doctor is the medical expert, but you're the expert about you and your child. When doctors, patients, and parents work together, it can result in the best health care for all."

-Lester Hartman, M.D., Quality Improvement Director at Westwood-Mansfield Pediatric Associates

Harvard Vanguard Kenmore

133 Brookline Avenue, Boston MA 02215
(617) 421-1000 | <http://www.harvardvanguard.org>

[+ Compare to other providers](#)

Patient Experience

Clinical Quality

Doctor's Office Details



key

- ◆ special designation of highest performance
- higher performance
- not enough data to report

Care from Personal Doctors

How Well Doctors Communicate with Patients	●
How Well Doctors Coordinate Care	ND
How Well Doctors Know Their Patients	ND

How To Read These Reports

For more information on the data in these reports | [read more](#)

Care and Service from Others in the Doctors Office

Getting Timely Appointments, Care, and Information	●
Getting Quality Care from Staff in the Doctor's Office	●

How Can I Find My Doctor?

Thoughts about quality care...

"After my doctor left his practice, I thought I had to start from scratch to find a new doctor. Ratings from the patient survey were very helpful in choosing my new doctor and office."

-Margaret, Wellesley

Willingness to Recommend

Compare Doctors' Offices



Care from Personal Doctors

Charles River Medical Associates - Pediatrics

233 West Central Street
Natick, MA 01760

How Well Doctors Communicate with Patients



How Well Doctors Know Their Patients



How Well Doctors Give Advice about Keeping Your Child Safe and Healthy



How Well Doctors Pay Attention to Your Child's Growth and Development



Southboro Medical Group - Framingham

761 Worcester Road
Framingham, MA 01701-5251



Framingham Pediatrics

125 Newbury St.
Framingham, MA 01701



Care and Service from Others in the Doctors Office

Getting Timely Appointments, Care, and Information



Getting Quality Care from Staff in the Doctor's Office



Getting Timely Appointments, Care, and Information

MHQP measured how well doctor's office staff at Harvard Vanguard Kenmore helps patients get access to care when they needed it by asking six questions. Patient responses to these questions are shown in the bar graphs below.

Survey Question	Response Percentages
In the last 12 months, when you called this provider's office to get an appointment for care you needed right away , how often did you get an appointment as soon as you needed?	74%
In the last 12 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?	54%
In the last 12 months, when you called this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	69%
In the last 12 months, when you called this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	80%
Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see this provider within 15 minutes of your appointment time?	36%

Always

Usually

Sometimes

Never

How Well Doctors Communicate with Patients



Summary

What You Can Do

What Your Doctor Can Do

Helpful Resources

What you can do to better communicate with your doctor

- **Speak up if you want your doctor to make eye contact.** This means the doctor looks at you rather than at a computer or someone else. Tell the doctor if you prefer that you both sit down when talking.
- **Ask your doctor to repeat back what you just said.** That helps make sure that he or she clearly understands you.
- **After your appointment, call the doctor's office if you have questions or concerns.** You might ask to meet again with the doctor, either in person or by phone. Find out if there is someone else in the office you should speak with instead.
- **Speak up about topics that matter most to you.** For instance, if your doctor is talking a lot about reasons for a treatment, speak up if you would rather hear more about its side effects.
- **Say something if you think your doctor is not being respectful.** For instance you might say, "I feel like you are not really listening to me."
- **Make a list of questions and concerns before meeting with your doctor.** Bring this list to your appointment and refer to it while talking with the doctor. You might also bring a pencil or pen to write notes about what was discussed.

Compare Doctors' Offices

key



higher
performance

ND

not enough
data to report

- Collapse All

Adult Diagnostic and Preventive Care

Colorectal Cancer Screening Tests (Ages 50 to 75)



Using Imaging Tests for Lower Back Pain Only When Appropriate



Womens Health

Breast Cancer Screening (Ages 40 to 69)



Cervical Cancer Screening (Ages 21 to 64)



Chlamydia Screening (Ages 21 to 24)



Medical Associates of Greater Boston

307 West Central Street
Natick, MA 01760

Southboro Medical Group - Framingham

761 Worcester Road
Framingham, MA 01701-5251

Tri-County Internal Medicine

12 Uxbridge Road/Route 16
Mendon, MA 01756

Colorectal Cancer Screening Tests (Ages 50 to 75)

Doctor's office results for colorectal cancer screening tests

At Harvard Vanguard Kenmore, 87% of adult patients ages 50 to 75 who should be screened for colorectal cancer received a screening test. There are three types of screening colorectal cancer tests: colonoscopy, fecal occult blood test (FOBT), or flexible sigmoidoscopy. Statewide, 78% of patients were given a screening test.

MHQP measures how well doctors provide preventive care, or care that all healthy adults should have. Preventive care includes cancer screening tests such as colorectal cancer screening. Every adult should get a colorectal cancer screening test every five to ten years.

Asthma Medicine for Young Adults and Adults (Ages 12 to 50)

Summary

What You Can Do

What Your Doctor Can Do

Helpful Resources

How your doctor can help you manage your asthma

- Test how mild or severe your asthma is.
- Teach you about asthma triggers (causes of asthma attacks).
- Talk to you about types of medicines that you can take to help your asthma. Medicines can be taken every day to help your asthma in the long term. These are called "long-term control medicines". "Quick-relief medicines" can help when you are having an asthma attack.
- Work with you to write an "asthma action plan." This includes a list of asthma triggers, medicines to control asthma, and ways to treat an asthma attack.
- Talk with you about smoking, second-hand smoke, and other factors that affect asthma.

About Quality and Measurement

About Quality and Measurement

Acknowledging Investments in Patient Experience



How Can I Find My Doctor?

How Can I Use This Report

How To Read These Reports

About the Patient Experience Survey Report

About The Clinical Quality Report

What is quality health care?

Quality health care means treatment and care that is:

- Safe. Treatment helps patients and does not cause harm.
- Effective. Research shows that treatments have positive (good) results.
- Patient-centered. Healthcare providers (doctors, nurses, and others) treat all patients with respect. This means taking into account each patient's values about health and quality of life.
- Timely. Patients get the care they need at a time when it will do the most good.
- Efficient. Treatment does not waste doctors' or patients' money or time.
- Equitable. Everyone is entitled to high quality health care. This includes men and women of all cultures, income, level of education, and social status.

"Doing the right thing, at the right time, for the right person, and having the best possible result"

- Agency for Healthcare Research & Quality (AHRQ).

Why is it important to measure the quality of health care?


It is important to look at the quality of the health care that you receive because the quality of the care you receive can be different depending on the doctor's office you go to. Measuring health care quality:

- Helps patients understand what quality health care is, and how to talk to their doctor about the quality of care they are getting.
- Helps doctors' offices see how they can make the care they give better and how they are doing compared to other doctor's offices in the state.

Special Report for Massachusetts residents

How Does Your Doctor Compare?

- ▣ **Exclusive:** Patients rate 487 adult, family & pediatric practices
- ▣ **How to get** the best care
- ▣ **Quiz:** Does your physician measure up?



**GUIDE TO
PRIMARY CARE
PHYSICIANS IN
MASSACHUSETTS**
PAGE 10

Why MHQP and Consumer Reports Teamed up Together

- MHQP - reliable information that we want to share with Massachusetts residents
- Consumer Reports - a 75 year history in sharing information with people in a way that helps them make decisions
- Both organizations share values of sound data scoring methodology
- Through Consumer Reports, for the first time, MHQP has been able to reach hundreds of thousands of consumers with this information

Impact of MHQP/Consumer Reports Insert

- *Consumer Reports Reader Survey*

- 39% of those who read the recommendations on how to interact with their doctor **plan to change what they do or say during future visits**
- 25% said they **felt better about the state of health care in Massachusetts** after reading this report
- ***Consumer Reports newsstands sales increased 110% the month this issue was released***

Changing Landscape of Online Physician Reporting

- Proliferation of new “transparency” companies – some cost only, some cost and quality
 - ▣ Collective efforts of non profit regional health improvement collaboratives
 - ▣ Commercial entities such as Castlight, HealthGrades
 - ▣ State mandates for transparency
 - ▣ Angie’s List and Yahoo
- Increasing focus on making information more understandable to the public

Regional Health Improvement Collaboratives in U.S.

- Albuquerque Coalition for Healthcare Quality
- Aligning Forces for Quality – South Central PA
- Alliance for Health
- Better Health Greater Cleveland
- California Quality Collaborative
- Center for Improving Value in Health Care (Colorado)
- Finger Lakes Health Systems Agency
- Greater Detroit Area Health Council
- Health Improvement Collaborative of Greater Cincinnati
- Healthy Memphis Common Table
- Institute for Clinical Systems Improvement
- Integrated Healthcare Association
- Iowa Healthcare Collaborative
- Kansas City Quality Improvement Consortium
- Louisiana Health Care Quality Forum
- Maine Health Management Coalition
- Massachusetts Health Quality Partners**
- Midwest Health Initiative
- Minnesota Community Measurement
- Nevada Partnership for Value-Driven Healthcare (HealthInsight)
- Oregon Health Care Quality Corporation
- P2 Collaborative of Western New York
- Pittsburgh Regional Health Initiative
- Puget Sound Health Alliance
- Quality Counts (Maine)
- Quality Quest for Health of Illinois
- Utah Partnership for Value-Driven Healthcare (HealthInsight)
- Wisconsin Collaborative for Healthcare Quality
- Wisconsin Healthcare Value Exchange



**Network for Regional
Healthcare Improvement**

www.NRHI.org

MHQP

MASSACHUSETTS
HEALTH QUALITY PARTNERS
trusted information. quality insights.

The Center for Healthcare Transparency

- A national foundation launched in 2014
- Its goal:
 - To harness the know how of regional health improvement collaboratives and other trusted actors to ensure that information on the relative cost and quality of healthcare services is available to 50 percent of the U.S. population by 2020

healthgrades®

How America finds a doctor.®

Find Doctors

Find Dentists

Find Hospitals

Primary Care

Medford, MA 02155



Or, browse doctors by condition, by procedure, or by specialty

There's a Right Way to Find the Right Doctor.

There's more to choosing a doctor than insurance plans and office hours. Let us show you how to find the *right* doctor for you.

Get Started



1 **Dr. Joyce M. Camac-Weiser, MD**

Internal Medicine

133 Brookline Ave, Boston, MA 02215



Dr. Camac-Weiser has:

- 28 Years of Practice
- 2 Hospital Affiliations
- 1 Office Location
- 1 Insurance Carrier

Patient Satisfaction



1 response

How was your experience?

✓ 5.55 miles from Medford, MA 02155

Save

Share

2 **Dr. Ann Camac, MD**

Neurology

16 Hayden Ave, Lexington, MA 02421 (1 more)



Dr. Camac has:

- 29 Years of Practice
- 1 Hospital Affiliation
- 2 Office Locations
- 15 Insurance Carriers
- Performs 2 Procedures
- Treats 45 Conditions

Patient Satisfaction



15 responses

How was your experience?

✓ 6.3 miles from Medford, MA 02155

Save

Share

Ashley Earnest: [Inbox \(1\)](#) | [Bookmarked \(0\)](#) | [Your Account](#) | [Overview](#) | [Log Out](#) | [Need Help?](#)

CASTLIGHT
HEALTH

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Memorial General Medical Center [Search](#)

Searching near 4375 Foothill Road Pleasanton CA 94588
[Change search location](#)

Memorial General Medical Center

[Add to bookmarks](#) | [Print](#) | [Email](#)

Ratings for Memorial General Medical Center

[Learn more about our hospital ratings](#)

Patient satisfaction surveys

↑ - indicates national average

Doctors communicate well	4.3
Nurses communicate well	4.4
Clear discharge instructions	4.1
Pain well controlled	4.3
Medications explained before giving	3.8
Room & bathroom kept clean	4.2
Room kept quiet at night	4.0
Receive help quickly	4.1

Data provided by Dept. of Health and Human Services, August 2010

Measures of hospital quality

Surgical safety

4.3

Data provided by Dept. of Health and Human Services, August 2010

Leapfrog safe practices score

Meets guideline

Data provided by Leapfrog, January 2012

Imaging

CT scan	
Chest	Meets guideline
Abdomen	Meets guideline
MRI of spine / lower back	Needs improvement
Mammogram	Meets guideline

Data provided by Dept. of Health and Human Services, August 2010

Pregnancy

Delivery	Meets guideline
Very low birth weight babies	Meets guideline

Data provided by Leapfrog, January 2012

Services and ratings for Memorial General Medical Center

[Overview](#)

- [CT scan](#)
- [Disc surgery](#)
- [Heart bypass surgery](#)
- [Heart valve surgery](#)
- [Hip replacement surgery](#)
- [View more services](#)

Hospital detail

- Detail on patient experience and quality
- Over 15 quality sources including Leapfrog, CMS, AHRQ, NCQA
- Quality content simple to understand, with additional detail available

primary care for adults



Searching near 4375 Foothill Road Pleasanton CA 94588
[Change search location »](#)

Primary Care for Adults



What to expect during your visit | See also: [Child Primary Care](#), [Lab Test](#), [Influenza](#)

YOU PAY

\$80 - \$307

Total costs \$80 - \$307

Cost estimates are for a first visit.

Refine your search

Distance

25 miles

Type of care:

Help with a problem

First visit:

☒ Yes

☐ No

Show only

- ☐ Taking new patients (1943)
- ☐ Extended or weekend hours (86)
- ☐ Female (778) ☐ Male (1225)
- ☐ Results with ratings (832)

Specialties

- ☐ Adult - Family Medicine (11)
- ☐ Family Medicine (582)
- ☐ General Practice (103)
- ☐ Geriatric - Internal Medicine (30)
- ☐ Geriatric Medicine (12)
- ☐ Internal Medicine (1456)

Price range

\$80 \$307

Order: [least expensive](#)

About this rating

1-10 of 2054 results

[Compare](#)

De Wolf, William Robertson, MD

Internal Medicine

Star Providers Network

12 Camino Encinas
Orinda, CA, 94563 (20 mi)
(510) 204-8180

★★★★★

1 review

YOU PAY **\$80**

Total cost \$80

Bezyer, Lyudmila, MD

Internal Medicine

In-Network

108 La Casa Via, Suite 103
Walnut Creek, CA, 94598 (18 mi)
(925) 935-5290

★★★★★

2 reviews

YOU PAY **\$89**

Total cost \$89

Callaghan, Rachel C, II MD

Internal Medicine

In-Network

350 30th St, Suite 100
Oakland, CA, 94609 (21 mi)
(510) 204-8290

★★★★★

2 reviews

YOU PAY **\$89**

Total cost \$89

Wherry, Jeffrey Alan, MD

Family Medicine

Star Providers Network

1133 E Stanley Blvd, Suite 117
Livermore, CA, 94550 (8 mi)
(925) 371-8885

★★★★★

2 reviews

YOU PAY **\$91**

Total cost \$91

[View 1 more address](#)

Aravamathan, Manjari N, MD

Internal Medicine

Star Providers Network

200 Jose Figueres Ave, Suite 230
San Jose, CA, 95116 (22 mi)
(408) 929-6922

★★★★★

1 review

YOU PAY **\$92**

Total cost \$92

Talebi, Parviz Sagheb, MD

Family Medicine

Star Providers Network

20700 Lake Chabot Rd, Suite 107
Castro Valley, CA, 94546 (9 mi)
(510) 889-1922

★★★★★

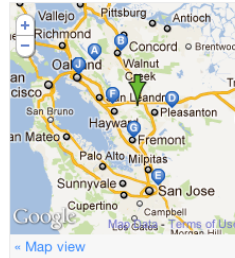
2 reviews

YOU PAY **\$93**

Total cost \$93

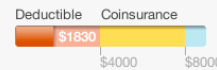
Wilson, Vanessa Valencia, MD

★★★★★



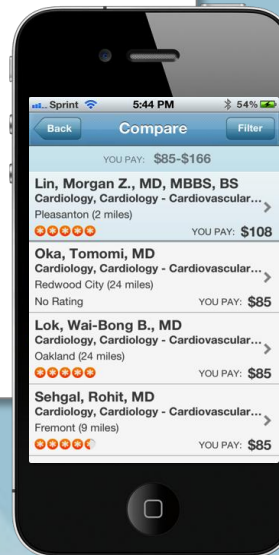
Your plan

Status



Remaining deductible: **\$2170**

[View Your Plan](#)



Intuitive consumer-friendly design; one-click search

Personalized out-of-pocket information for each user

Integrated quality, convenience, cost, and satisfaction information

Configurable to meet evolving benefits needs (e.g. Centers of Excellence)

Targeted messaging to promote employer/plan services

Challenges

- Just like in other industries, consumers are expecting to be able to research and evaluate their health care decisions
- The market will serve this demand, and the public is much less demanding of scientific rigor in these comparisons than the physician community
- Maintaining accurate and timely information
- The question of who should pay for making the more reliable data available is an open one

For more information about MHQP...

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