



MASSACHUSETTS

HEALTH QUALITY PARTNERS

trusted information. quality insights.

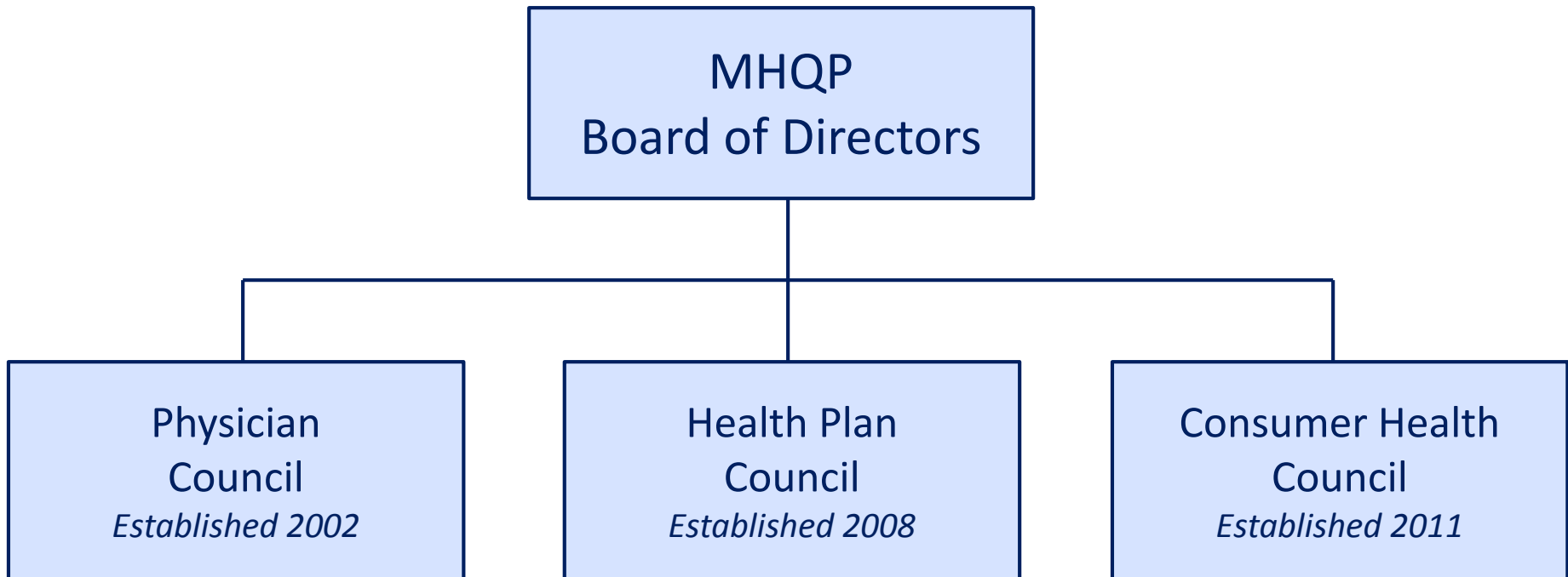
Collection of Statewide Patient Comments in Massachusetts

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MHQP Background and Governance

Established in 1995, MHQP is a non-profit regional health improvement collaborative comprised of physicians, hospitals, health plans, purchasers, patients, academics and government agencies working together to improve the quality and value of MA health care.



MHQP's Measurement and Public Reporting

Patient Experience

- Annually over 250K surveys fielded to MA patients about their primary care experience
- MHQP historical data of trends in performance
- Annual reporting to providers and patients on over 500 practice sites in MA
- Publicly reported since 2006 on aspects of the doctor – patient relationship

MHQP's collaborative approach has led to:

- Meaningful dialogue among healthcare stakeholders and consumers
- Earned trust of the MA physician community
- Statewide care improvements driven by large scale measurement and reporting initiatives
- Infusion of the patient voice into care improvements
- Continued commitment to transparency, accountability and engagement

HEALTHCARE COMPASS
Your Guide to Quality Care in Massachusetts

Compare Doctors' Offices | Learn More | Who We Are | About Our Reports

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**

Updated Patient Experience Survey Data

We have updated our patient experience survey data on Healthcare Compass to reflect patient's experiences with doctors in 2014. In 2014, we are reporting on new measures of adult mental health and pediatric growth and development, as well as pediatric health and safety. This survey is supported by **health plans and provider organizations** that are dedicated to improving patient- and family-centered care in Massachusetts | [read more](#)

Comparing Doctors' Offices to Get the Best Care

To make our healthcare system in Massachusetts truly patient-centered, we must continue to [compare offices to get the best care](#) and [connect with patients](#) to ensure that our

ConsumerReportsHealth | **MHQP**
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?

About Quality and Measurement
How does this website measure health care quality? | [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

MHQP/CHPI Pilot to Test Survey Innovations

- MHQP conducted a pilot study with CHPI in 2015, pilot included feasibility testing of the 5Q CAHPS protocol
 - ▣ Will a short form survey provide comparable answers and rank providers similarly when compared with existing long form statewide surveys?
 - ▣ Will email approaches give sufficient response rates and rank providers in a comparable way?
 - ▣ **Will open-ended narrative questions elicit meaningful and actionable information?**
- Results of pilot showed that the 5Q protocol compared favorably to a 3Q protocol also tested

MHQP's 2016 Patient Experience Survey and Patient Comments - Adult survey

- Total number of patient comments: 1411
- Percent of responders who provided comments: 20.54%
- Modality used to provide comments:
 - Email- 18%
 - Web link-21.75%
- Gender comparison
 - Women left comments more than men (56.56% vs. 43.44%)

MHQP's 2016 Patient Experience Survey and Patient Comments - Pediatric survey

- Total number of patient comments: 1155
- Percent of responders who left comments: 19.58%
- Modality used to provide comments:
 - Email- 16.4%
 - Web link-20%

Patient Comments: Examples of Narratives Categorized by More Likely to Recommend

- *Dr. X is so personable and very caring. I have never been happier with the care he provides or suggestions he makes to keep me healthy. I would also say the office staff is fantastic. I strongly recommend anyone looking for a quality Doctor to call Dr. X's office.*
- *Dr. X is incredibly engaged with my children and speak to them in appropriate ways. She engages them and me in their healthcare and is genuinely interested in their well-being.*
- *My most recent physical was great. I arrived on time. They took me right in. The nurse did the EKG before seeing Dr. X. He came right in after. He was well prepared. We gave me a thorough check-up and checked in on past medical issues. Blood test was ordered and the whole process was complete in 30 minutes (but was not rushed). I have a high level of trust in how he runs his practice and his care.*

Patient Comments: Examples of Narratives Categorized by Less Likely to Recommend

- *Dr. Y shot down any concerns I had about my son. He treated me like I was stupid. And made it seem that any issue can be corrected very easily, like there are never any reasons why his way wouldn't work. I felt talked down to and not heard.*
- *Always makes me feel like I don't know my own body; blows what I say off. Acts like I am making things up. Does not take me seriously. Most important thing is to listen and provide appropriate care.*
- *This provider asks patients to arrive 15 minutes prior to appointments, then if a patient doesn't show up early and another patient is ready to be seen then that patient is brought in and your appointment is cancelled and you have to reschedule with no explanation, simply because you did not follow the rules of showing up early and someone else did.*

Challenges: Analysis and Use

- Broad collection of patient comments requires electronic survey modes, but there are barriers:
 - ▣ Lack of systematic collection and maintenance of valid email addresses for use in survey collection
 - ▣ Ongoing concerns about protection of patients' email/cell phone numbers
- Develop systematic way to analyze patient free text feedback
- Report to providers in a user-friendly way
- Work with providers to integrate patient narratives effectively into quality improvement efforts

Next Steps

- MHQP will continue to collect patient narratives in 2017 and push for increased electronic surveying
- Amend invitation language that encourages participation and completion of the 5Q protocol to increase response rates
- Improve methods for processing and reporting the information to medical practices and clinicians
- Consider future methods for reporting patient comments to consumers along with other survey results