

2017 Massachusetts Statewide Patient Experience Survey (PES)

Public Release: Jan. 24, 2018

Background

- MHQP is the trusted leader in Massachusetts for objective, independent healthcare measurement and reporting.
- We have been fielding and publicly reporting the results for this patient experience survey since 2005.
- This is the only statewide survey in MA.
- No other tool enables public comparison across primary care practices in the state.

How to Use the Results

- ❑ Medical Practices:

 - Identify opportunities for quality improvement

- ❑ Health Plans:

 - Identify opportunities for quality improvement and compare performance across provider groups

- ❑ Policy Makers:

 - Assess overall trends and policy implications

- ❑ Patients:

 - Start a conversation with your doctor about your care, or use the results to select a doctor

Overview of the Survey

- Fielded in Spring 2017.
- Sampled patients from 866 adult and 321 pediatric primary care practices statewide, representing over 4,000 primary care providers.
- More than 65,000 patients provided feedback.
- Quality of care in the state has steadily improved since MHQP started publicly reporting these results.

See the Results at...

- www.HealthcareCompassMA.org
- Please consider posting a link to this site, along with our press release, to your organization's website.

Key Findings from 2017 Survey

- Patients reported improved experiences overall in Massachusetts primary care practices, with increases within the last three years across all topic areas explored in the survey for both adult and pediatric care.
- These increases came at a time of shifting policy and health benefits in healthcare, including the uncertainty about the future of the Affordable Care Act and the proliferation of high-deductible plans which have shifted out-of-pocket expenses to consumers.
- The most significant gains were with providers asking adult patients questions related to behavioral health, although this part of care remains one of the lowest scoring categories.

Adult Care: Composite Trends

MHQP PES 2017 PES Statewide Adult Primary Care: Composite Trends			
Site Analysis			
	2017 Statewide Mean (15 th & 85 th percentile)	2016 Statewide Mean (15 th & 85 th percentile)	2015 Statewide Mean (15 th & 85 th percentile)
<i>Quality of Doctor Patient Interaction</i>			
Communication	94.0 (91; 97) ▲	94.0 (91; 97)	94.0 (90; 96)
Integration of Care	85.0 (80;90)	85.0 (80;90)	85.0 (79;90)
Knowledge of Patient	88.0 ▲ ▲ (85; 92)	88.0 ▲ (84; 92)	88.0 (84; 92)
Adult Behavioral Health	62.0 ▲ ▲ ▲ (50;72)	60.0 ▲ ▲ ▲ (49; 70)	57.0 ▲ ▲ (46; 66)
Shared Decision Making	84.0 ▲ (79; 89)	84.0 ▲ (79; 89)	84.0 ▲ (78; 89)
<i>Organization/Structural Features of Care</i>			
Organizational Access	80.0 (74; 87)	80.0 (74; 87)	80.0 (73; 86)
Self-Management Support	56.0 ▲ ▲ (48; 64)	55.0 ▲ ▲ ▲ (48; 63)	54.0 ▲ ▲ (46; 61)
Office Staff	88.0 ▲ ▲ (84; 93)	89.0 ▲ ▲ ▲ (83; 93)	87.0 ▲ (82; 92)
<i>Global Rating</i>			
Willingness to Recommend	91.0 (87; 95)	91.0 (86; 95)	91.0 (86; 94)

▲ Statistically significantly higher than prior year results

▲ Statistically significantly higher than results from 3 years prior

▲ Statistically significantly higher than results from 2 years prior

Pediatrics: Composite Trends

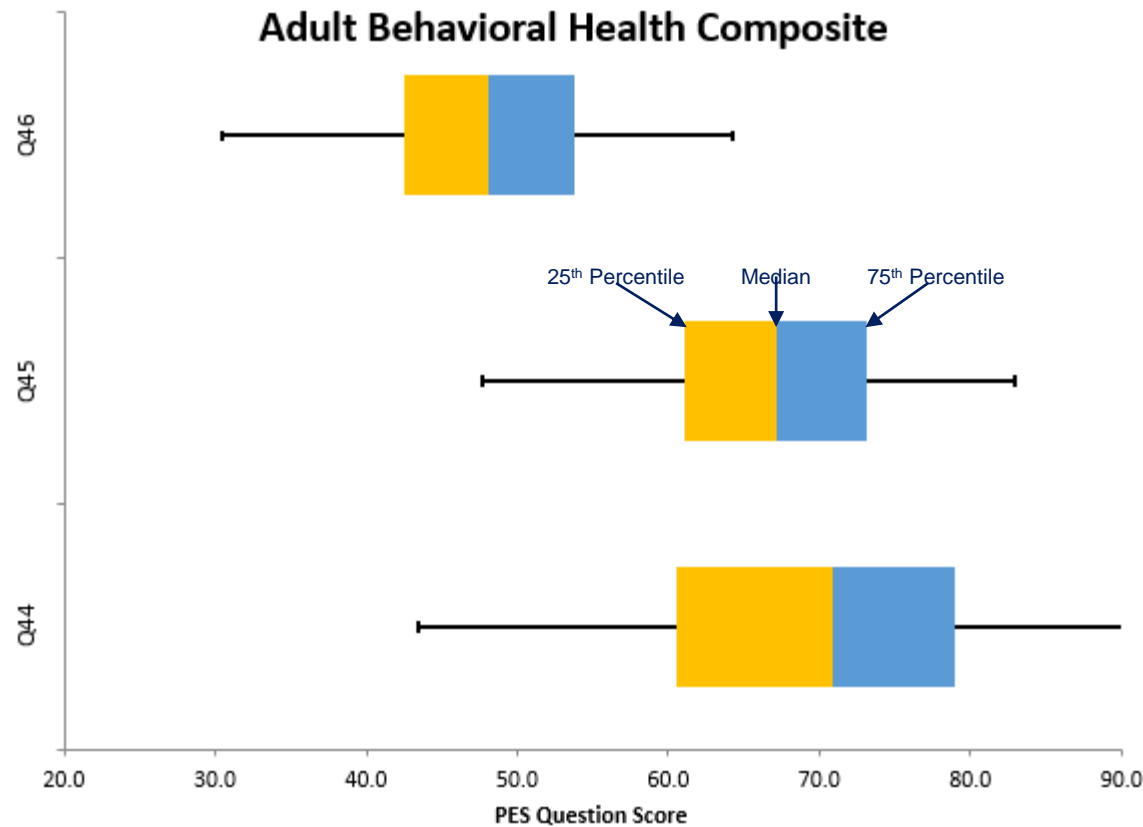
MHQP 2017 PES Statewide Pediatric Primary Care: Composite Trends			
Site Analysis			
	2017 Statewide Mean (15 th & 85 th percentile)	2016 Statewide Mean (15 th & 85 th percentile)	2015 Statewide Mean (15 th & 85 th percentile)
<i>Quality of Doctor Patient Interaction</i>			
Communication	97.0 (96; 98) ▲	97.0 (95; 98) ▲ ▲	96.0 (95; 98)
Integration of Care	88.0 (83;93) ▲ ▲	87.0 (82;91) ▲	86.0 (82;91) ▲
Knowledge of Patient	93.0 (90; 95) ▲ ▲	92.0 (90; 95) ▲ ▲	92.0 (90; 95)
Pediatric Preventive Care	74.0 (67; 81) ▲ ▲	73.0 (66; 80) ▲	72.0 (64; 79)
Child Development	77.0 (73; 82) ▲ ▲	77.0 (71; 83) ▲ ▲ ▲	75.0 (69; 80)
<i>Organization/Structural Features of Care</i>			
Organizational Access	88.0 (84; 92) ▲ ▲	87.0 (83; 91) ▲ ▲	87.0 (82; 91) ▲ ▲
Self-Management Support	47.0 (40; 54) ▲ ▲	46.0 (38; 54) ▲ ▲ ▲	44.0 (37; 51) ▲
Office Staff	92.0 (89; 95) ▲ ▲ ▲	91.0 (86; 95) ▲ ▲	90.0 (86; 94) ▲
<i>Global Rating</i>			
Willingness to Recommend	96.0 (93; 98) ▲	96.0 (94; 98)	95.0 (93; 98)

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  Statistically significantly higher than results from 3 years prior
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Adult Behavioral Health Results

- The statewide mean score increased significantly in 2017:
 - ▣ 2015: 56.5
 - ▣ 2016: 59.7
 - ▣ 2017: 62.0
- However, adult behavioral health still scores 22 points lower than the next lowest category related to doctor-patient interaction. More improvement is clearly needed in this area.

Adult Behavioral Health Results

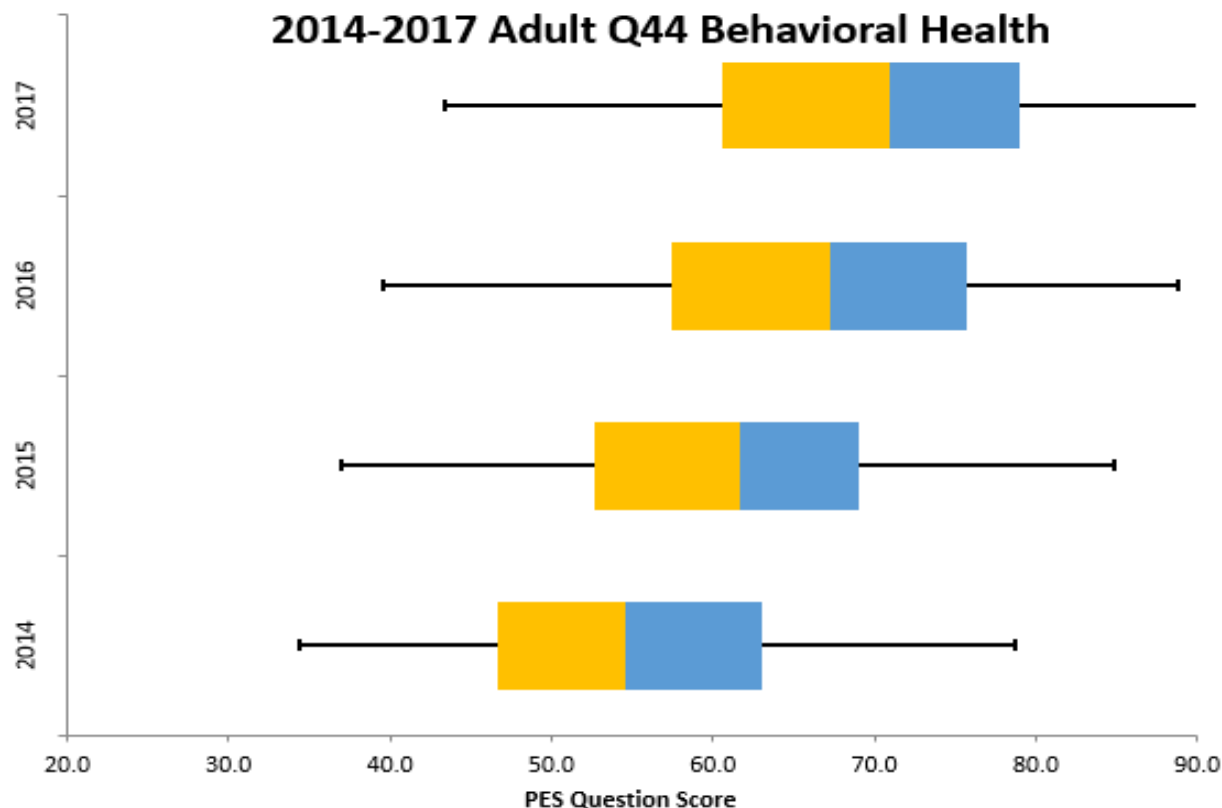


Q46: In the last 12 months, did you and anyone in this provider's office talk about a personal problem, family problem, alcohol use, drug use, or a mental or emotional illness?

Q45: In the last 12 months, did you and anyone in this provider's office talk about things in your life that worry you or cause you stress?

Q44: In the last 12 months, did anyone in this provider's office ask you if there was a period of time when you felt sad, empty, or depressed?

Most Improved Item



Q44: In the last 12 months, did anyone in this provider's office ask you if there was a period of time when you felt sad, empty, or depressed?

For More Information...

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