

# State-Based Transparency Initiatives: A Maine Perspective



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Maine Quality Counts

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# Promoting Triple Aim of Improvement

Maine public-private partnerships promote public reporting to...

- Improve population health
  - Hospital, physician practice quality data (MHMC)
- Improve patient experience
  - HCAHPS (MHMC), CG-CAHPS (DHA)
- Control costs
  - Total cost of care (MHMC)
  - Health costs for common procedures (MHDO)

# MHMC's "GetBetterMaine"

The screenshot displays the GetBetterMaine website interface. At the top, the logo "GetBetterMaine" is accompanied by the tagline "Maine's guide to quality health care". Navigation links for "Home", "Contact Us", and "Comments?" are present, along with a search bar and a "SEARCH" button. A horizontal menu offers options: "COMPARE MAINE DOCTORS", "COMPARE MAINE HOSPITALS", "FREE HEALTH RESOURCES", "JOIN OUR BOOKCLUB", and "ABOUT US".

A prominent green banner features the text "BEST How does your doctor compare?" with a "MORE" link. To the right, two promotional boxes encourage joining a book club and winning a trip to New York City, each with a "MORE" link.

The main content area is divided into two tabs: "COMPARE DOCTORS" (selected) and "COMPARE HOSPITALS". A sub-header reads "Find quality doctors and hospitals in Maine." Below this, a search form is provided with the following sections:

- SEARCH BY:** Radio buttons for "Ratings & location" (selected) and "Doctor or practice name".
- RATINGS & LOCATION:** A note that "\*" indicates a required field. Includes a "Doctor type:" dropdown menu, a "Rated for a specific condition:" dropdown menu with the instruction "Choose a doctor type above to see related conditions.", and a "Location:" dropdown menu set to "Within 10 miles of" with a text input for "Enter Town or ZIP code".
- An "Accepting new patients" checkbox.
- A "GO" button.

At the bottom right, there is a "Stay informed" section with social media icons for Twitter and Facebook. A footer menu includes links for "Compare Doctors", "Compare Hospitals", "Our Rating Process", "Disclaimer", "Find Health Resources", "About Us", "Contact Us", and "Comments?".

# Get Better Maine – Hospital Reporting

COMPARE MAINE DOCTORS | COMPARE MAINE HOSPITALS | FREE HEALTH RESOURCES | JOIN OUR BOOKCLUB | ABOUT US

## Compare Hospital Ratings

See how your selected Hospitals compare for Quality ratings:

Low | Good | Better | Best

> Where do these ratings come from?  
 Hospitals ratings for your selected hospitals  
 (Last updated on Wed, 09/07/2011 - 06:58)

[View on map](#) [Change My Selections](#)

|  |                   | <b>Mainegeneral Medical Center-Augusta Campus</b><br>6 East Chestnut Street<br>Augusta, ME 04330-5717<br>(207) 626-1000<br><a href="#">See details</a> | <b>Inland Hospital</b><br>200 Kennedy Memorial Drive<br>Waterville, ME 04901<br>(207) 861-3000<br>(800) 491-8600<br><a href="#">See details</a> | <b>Mainegeneral Medical Center-Waterville Campus</b><br>149 North Street<br>Waterville, ME 04901<br>(207) 872-1000<br><a href="#">See details</a> | <b>Miles Memorial Hospital</b><br>35 Miles Street<br>Damariscotta, ME 04543<br>(207) 563-1234<br><a href="#">See details</a> |
|--|-------------------|--|---|---|--|
| <b>Effective</b><br>Provides the care that experts recommend       |                   |  |   |   |  |
| Heart Attack Care  | Ratings explained | Better   | Unable To Determine   | Better  | Unable to Determine  |
| Heart Failure Care   | Ratings explained | Better   | Low   | Better  | Good   |
| Pneumonia  | Ratings explained | Better   | Better  | Better  | Good   |
| <b>Safe</b><br>Has systems to prevent medical errors               |                   |  |   |   |  |
| Preventing Surgical Infection                                      | Ratings explained | Better   | Best  | Better  | Better   |
| Medication Safety  | Ratings explained | Best   | Better  | Best  | Best   |
| National Safe Practice Score                                       | Ratings explained | Best   | Good  | Best  | Best   |
| <b>Patient Experience</b><br>What patients say about this hospital |                   |  |   |   |  |
| Overall Experience   | Ratings explained | Low  | Good  | Low   | Better   |
| Would Recommend to Others  | Ratings explained | Good   | Better  | Good  | Better   |

# Get Better Maine – Practice Reporting

COMPARE DOCTORS | COMPARE HOSPITALS | FIND HEALTH RESOURCES | ABOUT US

## Compare Practice Ratings

See how your selected Practices compare for Quality ratings:

Good | Better | **Best**

\* Practices can only receive a "Best" rating in the Safe category

> Where do these ratings come from?  
Adult Care ratings for your selected practices (Last updated on Fri, 08/19/2011 - 16:41)

[View on map](#) [Change My Selections](#)

|  | Baker Family Health<br>33 Bath Rd.<br>Brunswick, ME 04011<br>(207) 721-9323<br>> See details | Bowdoin Medical Group - Brunswick<br>74 Barbeau Dr.<br>Brunswick, ME 04011<br>(207) 798-4050<br>> See details | Martin's Point Medical Group - Brunswick<br>6 Farley Road<br>Brunswick, ME 04011<br>(207) 725-8079<br>> See details | Lisbon Family Practice<br>2 Bisbee Street<br>Lisbon, ME 04250<br>(207) 353-6721<br>> See details |
|--|--|---|---|--|
| <b>Effective</b><br>Provides the care that experts recommend   |  |   |   |  |
| <a href="#">Diabetes Care</a><br>Download a diabetes checklist for your doctor   | Ratings explained<br>Better  | Good  | Better  | Good   |
| <a href="#">Heart Disease Care</a><br>Download a heart disease checklist for your doctor   | Ratings explained<br>Good  | Good  | Better  | Did Not Report   |
| <b>Safe</b><br>Has systems to prevent medical errors   |  |   |   |  |
| Systems to track test results, send reminders, avoid medication errors   | Ratings explained<br>Better  | Better  | Best  | Best   |
| <b>Patient Satisfaction</b><br>What patients say about this practice   |  |   |   |  |
| <a href="#">How Patients Have Rated Their Experiences</a>  | Coming Soon  | Coming Soon   | Coming Soon   | Coming Soon  |
| <b>Other Areas of Consumer Interest</b><br>Taking new patients, office hours, health benefit discounts, and other useful information |  |   |   |  |
| Accepting New Patients   | Yes  | Yes   | Yes   | Yes  |

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Coming  
Soon:  
Total Costs  
of Care

# How Quality Ratings Are Being Used

- **Employers** – e.g. State of Maine Employees
  - Tiered hospitals , PCPs as “preferred” if achieve higher levels of quality performance
  - Offer financial incentives to employees for using “preferred” hospitals & providers (waive copays)
  - Potential expansion of tiering elements to include patient experience, costs
- **Payers** – some (small) P4P, now moving towards “Value Based Purchasing”
- **Providers** – for internal improvement

# Patient Experience Reporting

- Initiative of Dirigo Health Agency's Maine Quality Forum
- Promoted by Maine AF4Q effort
- State funds subsidize costs for practices
- Voluntary participation of 280+ physician practices across state






# MHDO – HealthCost Website

Maine HealthCost
by Maine Health Data Organization

Home
State Averages
Procedure Payments & Charges
Definitions & Methodology
Procedures & Facilities List



We Need YOU!

MHDO is interested in your feedback in improving our website.

Please take a moment to [Provide Feedback](#).

*For information about choosing doctors and hospitals, go to [Maine Quality Forum's website](#).*

## ESTIMATED PROCEDURE CHARGES FOR THE UNINSURED

**SELECTION SUMMARY**

**Procedure:** MRI - Back (cpt4:72148)

**Search Radius:** The Entire State


**Data used for report:** 2010

Please see "Notes" at the bottom of the report for additional information.

If you wish to modify your selections, click [modify](#).

To print this report, click [print](#).

| Lead Provider  | Median Charge Amount | Distance to Provider  |
|--|----------------------|-----------------------|
| <a href="#">St Joseph Hospital</a><br><small>Phone: (207) 262-1000</small>   | \$1,133              | 60 miles from 04333.  |
| <a href="#">Bridgton Hospital</a><br><small>Phone: (207) 647-6000</small>  | \$1,266              | 24 miles from 04333.  |
| <a href="#">New England Health Imaging</a>   | \$1,273              | 185 miles from 04333. |
| <a href="#">Aroostook MRI LLC</a><br><small>Phone: (207) 764-6121</small><br><small>Notes: MRI Services for Aroostook Medical Center</small> | \$1,296              | 185 miles from 04333. |
| <a href="#">NEHE-MRI LLC</a><br><small>Phone: (800) 646-6121</small>   | \$1,385              | 185 miles from 04333. |
| <a href="#">Orthopaedic Associates Of Portland</a><br><small>Phone: (207) 828-2100</small>   | \$1,414              | 52 miles from 04333.  |
| <a href="#">Sebasticook Valley Hospital</a><br><small>Phone: (207) 487-5141</small>  | \$1,532              | 37 miles from 04333.  |
| <a href="#">Northern Maine Medical Center</a><br><small>Phone: (207) 834-3155</small>  | \$1,551              | 211 miles from 04333. |
| <a href="#">Eastern Maine Medical Center</a><br><small>Phone: (207) 973-7000</small>   | \$1,705              | 60 miles from 04333.  |
| <a href="#">Miles Memorial Hospital</a>  |                      |                       |



Better Health Care. Better Health.

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# Consumer Engagement: The Missing Link



- Do I really need this test or procedure?
- What happens if I do nothing?
- What does it cost?

The infographic is titled "5 QUESTIONS to ask your doctor before you have any medical test or procedure." It features logos for "Choosing Wisely" (an initiative of the ABIM Foundation), "ConsumerReportsHealth", and "Maine Quality Counts". The five questions are:

- 1 Do I really need this test or procedure?** Tests should help you and your doctor decide how to treat a problem, and procedures should help you live a longer, healthier life.
- 2 What are the downsides?** Discuss the risks as well as the chance of inaccurate results or findings that will never cause symptoms but may require further testing.
- 3 Are there simpler, safer options?** Sometimes lifestyle changes will provide all the relief you need.
- 4 What happens if I do nothing?** Ask if your condition might worsen — or get better — if you don't have the test or procedure now.
- 5 How much does it cost?** Ask whether there are less expensive alternatives, or generic versions of brand-name drugs.

Below the questions, it states: "You can use the questions above to start a conversation with your doctor about the tests, treatments and procedures you need — and don't need." It includes a small photo of a doctor and a patient, and a QR code at the bottom left.

# A Patient Engagement Story

## Did I need all this?

1. At least 5 sets of blood work including CBC, chemical profiles, hormone levels
2. Several urine test including urinalysis and culture, and two 24-hour tests
3. 1 MRI and 2 CT scans
4. 2 ER visits, 2 primary care visits, 2 urology visits, 1 endocrinologist visit.
5. Prescriptions for antibiotics (no infection) and Flomax
6. Lab analysis of kidney stone

***Total Bill estimate ... \$15,000***

## Did it help change the outcome?



Who We Are

Our Work

News and Events

Members / Partners

Join

Contact Us



**PATIENTS/CONSUMERS**



**HEALTHCARE PROVIDERS**



**CALENDAR**

### QC News

Register Now to Attend The Care About Your Care Event February 13: A Live Broadcast with Dr. Nancy Snyderman

Maine "Health Care Town Hall Meetings" - March 4th

QC 2013 Headliners Berwick & Gibson

### Other News

Medicaid Primary Care Payments Increase Jan 1, 2013 – Action Needed!

MPIN Offering Quality Improvement Coach Training in March

Responding to Patients Abusing Bath Salts- CME-certified educational activity

### QC Learning Community

QC webinars, educational sessions, and other programs and resources. See what QC has to offer!

Learn more...

# Contact Info / Questions

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  - 207.415.4043
- Maine Quality Counts
  - [www.mainequalitycounts.org](http://www.mainequalitycounts.org)
- Maine Health Management Coalition
  - [www.getbettermaine.org](http://www.getbettermaine.org)
- Maine Health Data Organization Health Info Web
  - <http://gateway.maine.gov/MHDO/healthcost/>