## Reporting Approaches and Best Practices

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February 2008



# **This Presentation**

- Reporting Performance Data
  - Reporting Strategy
  - Methodology
  - Reporting in a P4P Environment

Lessons Learned





# **IOM Report:**

**Rewarding Provider Performance Recommendations** 

- Implement pay for performance in Medicare (w/recommendations on funding)
- Reward high clinical quality, patient-centered, and efficient care: coordination of care, chronic conditions
- Providers should publicly report and participate as soon as possible (reporting, then improvement and excellence)
- Assist providers w/electronic data collection and implement a monitoring and evaluation system





# Public Reporting = Improved Performance

- "Hospitals engaged in <u>both public reporting</u> and pay for performance achieved modestly greater improvements in quality than did hospitals engaged only in public reporting."
  - NEJM, "Public Reporting and Pay for Performance in Hospital Quality Improvement", Feb 2007



# **Reporting Strategy**

- Is the information meaningful for the target audience?
- Will the target audience understand what to do with the information?
- Are the words or concepts presented at a level that the target audience is likely to understand?
- Does the information contain an appropriate level of detail?



# **Reporting Strategy – General Principles**

- Group measures into reporting categories that are meaningful to consumers.
- Display comparative information in a format that is easy to read and understand.
- Use a rating scale that incorporates measures that are salient to the target audience.

- Focus Groups, Sample Report Cards





# Adapting Reporting Principles to P4P

- Collaberation: Involve key stakeholders in the overall process
- Transparent methods: Data specifications; results shared with physicians/physician organizations first
- Portrayal of performance differences: Results should be displayed relative to peers



Source: AQA.

# **IHA P4P Public Reporting:** 2006 Data Reported in 2007



#### California **Office of the Patient Advocate**

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Home About OPA All About Health Care Health Care Quality Contact Us

Health Plans Doctors and Medical Groups Hospitals and Long-Term Care Language Services Research and Background

#### Page tools

- Print this chart
- Print all Medical Group Ratings charts for Santa Clara County

#### Related links

About the Medical Group Ratings

What Is a Medical Group?

How to Choose a Medical Group

California Association of Physician Groups (CAPG)

Integrated Healthcare 2 Association (IHA)

#### Doctors and Medical Groups <

#### Medical Group Ratings At-a-Glance

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Kaiser Permanente Medical Group  $\star \star \star \star$ Santa Teresa Medical Center

Meeting National Patients Rate Standards of Care Medical Groups  $\star$ 

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#### Meeting National Standards of Care

We compared each medical group's patient records to a set of national standards for quality of care.

- Asthma Medicine
- Breast Cancer Screening
- Cervical Cancer Screening
- Child Immunizations
- Chlamydia Screening
- Testing Cholesterol for Heart Patients
- Controlling Cholesterol for Heart Patients
- Testing Cholesterol for Diabetes Patients
- Controlling Cholesterol for Diabetes Patients

8

Testing Blood Sugar for Diabetes Patients



# IHA P4P Public Reporting: 2006 Data Reported in 2007

#### Health Plans Doctors and Medical Groups Hospitals and Long-Term Care Language Services Research and Background

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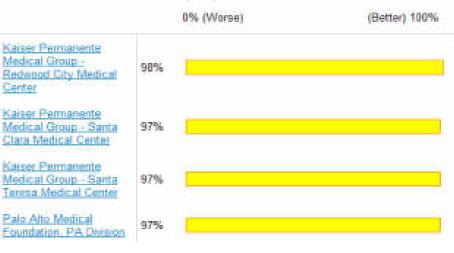
#### **Asthma Medicine**

#### Santa Clara

Choose a different countr

Look for differences of at least 4%. Smaller differences usually are not significant

Asthma Medicine We compared each medical group's patient records to a set of national standards for guality of care.



#### What Was Measured?

What percentage of medical group members with asthma got the right medicine—called anti-inflammatories for their asthma.

These results are based on patient administrative records from the medical group or HMO.

#### Why is it important?

If you have asthma, it is important to have the right medicines and to know when to take them. Medicines help you avoid asthma attacks and the pain and anxiety of the wheezing, coughing and shortness of breath. Medical groups that earn high ratings have doctors who make sure you have the right medicines and know how and when to take them.

9



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#### Santa Clara

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Look for differences of at least 4%, Smaller differences usually are not significant

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Palo Alto Medical Foundation, PA Dresion 91%

San Jose Medical Group 89%

#### **Communicating with Patients**

We compared how medical group patients rate their care and service.

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#### What Was Measured?

Patients reported if the doctor knows their medical history, treats them respectfully, gives them time and attention, listens carefully, and explains things clearly.

These results are based on a survey of a sample of medical group patients.

#### Why is it important?

When you have a health problem or concern, you want your doctor to tell you clearly what the problem is. You also want clear instructions on what you need to do to take care of yourself Patients' confidence in their treatment and ability to care for themselves is affected by how well the doctor knows their history and if the doctor is respectful and attentive to their concerns. The best medical groups work in many ways – training, scheduling, handling information and more – to help their doctors and staff communicate with patients.



Reporting Approaches and Best Practices February 2008

10

# MN Community Measurement Public Reporting

- Medical groups receive an advance copy of the Health Care Quality Report
- Report includes results of aggregate data by measure for each group and measure statistics
  - Numerators, denominators, and patient lists by measure available on request
- Report also available on public Web site
- Also conduct provider Web cast and medical group meetings



# MN Community Measurement Provider Group Profile

#### Community MEASUREMENT.

<mark>HOME</mark> | MAMMOGRAM | MAMMOGRAM YEARLY COMPARISON | FAIRVIEW HEALTH SERVICES PROFILE | MAMMOGRAM YEARLY COMPARISON | NORTHSTAR PHYSICIANS PROFILE

#### Northstar Physicians 👼

We are a network of primary care and specialty clinics located throughout Northern Minnesota and Northwest Wisconsin. We offer a network of caring solutions to employers, employees, health plans and most importantly to those we serve - our patients. Northstar Physicians is a physician driven organization which supports and promotes the independent practice of medicine.

#### Group Information

Phone: 218-722-8802 Web: www.northstarphysicians.com ICSI Participant: No MIIC Status: Fully Participating

Affiliated Clinics: Northstar Physicians - Chisholm Medical Clinic, PA, Northstar Physicians - Duluth Family Practice Center, Northstar Physicians - Gateway Family Health Clinic, Northstar Physicians - Iron Range Clinic, Northstar Physicians -Kundel Pediatrics, Northstar Physicians - Lake Superior Internal Medicine, Northstar Physicians - Northland Family Physicians, Northstar Physicians - Northwoods Community Health Center (Hayward, WI), Northstar Physicians - PS Rudie & Associates, Northstar Physicians - Raiter Clinic

#### 2006 Ratings

Some sort of description/explanation needs to go here explaining that these are the current year ratings for this medical group. Any disclaimers also should be included here.

Legend: ★ = Below Average • ★ ★ = Average • ★ ★ = Above Average

#### Staying Healthy

Breast Cancer Screening Cancer Screening Cervical Cancer Screening Chlamydia Screening Colorectal Cancer Screening Shots for Children Well-Baby Visits

#### Living With Illness

Asthma Treatment Depression Treatment Diabetes Care High Blood Pressure Vascular Care Getting Better Colds Sore Throats



12

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# **Important Considerations**

Lessons learned from two state report cards efforts:

- Content of report cards should be driven by the needs of the target audience.
- Report cards should use consumer-friendly reporting categories and measure descriptions.
- Consumers are more familiar with survey than clinical quality information
- Report cards should have clear and easy to understand tables/charts.



# Conclusions

Reporting data in a clear, concise manner that is meaningful to consumers is important

- Agree on methodology that makes sense to the target audience
- Stakeholder participation in the review process is key

