

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 both public reporting 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

- **Collaboration:** 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



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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 Association (IHA)

[Doctors and Medical Groups](#) ▶

Medical Group Ratings At-a-Glance

Santa Clara

[Choose a different county](#)

- ★★★★★ Excellent
- ★★★★ Good
- ★★★ Fair
- ★ Poor

	Meeting National Standards of Care	Patients Rate Medical Groups
Camino Medical Group	★★★★	★★★★★★
Kaiser Permanente Medical Group - Redwood City Medical Center	★★★★★	★★★★
Kaiser Permanente Medical Group - Santa Clara Medical Center	★★★★★	★★★★
Kaiser Permanente Medical Group - Santa Teresa Medical Center	★★★★★	★★★★

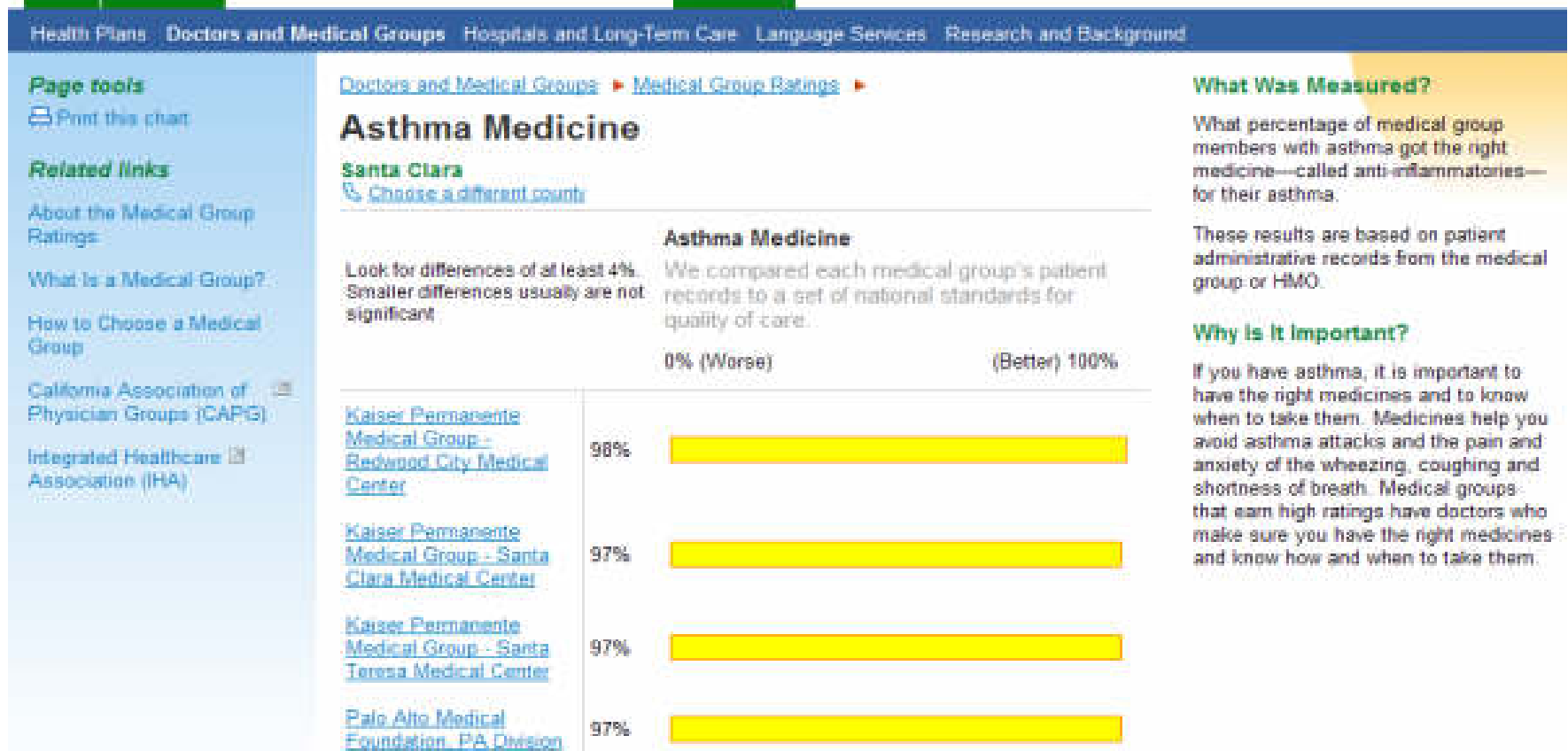
Meeting National Standards of Care

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
- ▶ Testing Blood Sugar for Diabetes Patients



IHA P4P Public Reporting: 2006 Data Reported in 2007



IHA P4P Public Reporting: 2006 Data Reported in 2007



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



MN Community MEASUREMENT.

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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 ★★

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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