

CHIA PHASE 1 CONSUMER HEALTHCARE TRANSPARENCY WEBSITE SQAC

JUNE 26, 2017



center
for health
information
and analysis

Agenda

Project Overview

Cost

Quality

Q&A

APPROACH



center
for health
information
and analysis

Phase 1 Objectives and Tactics

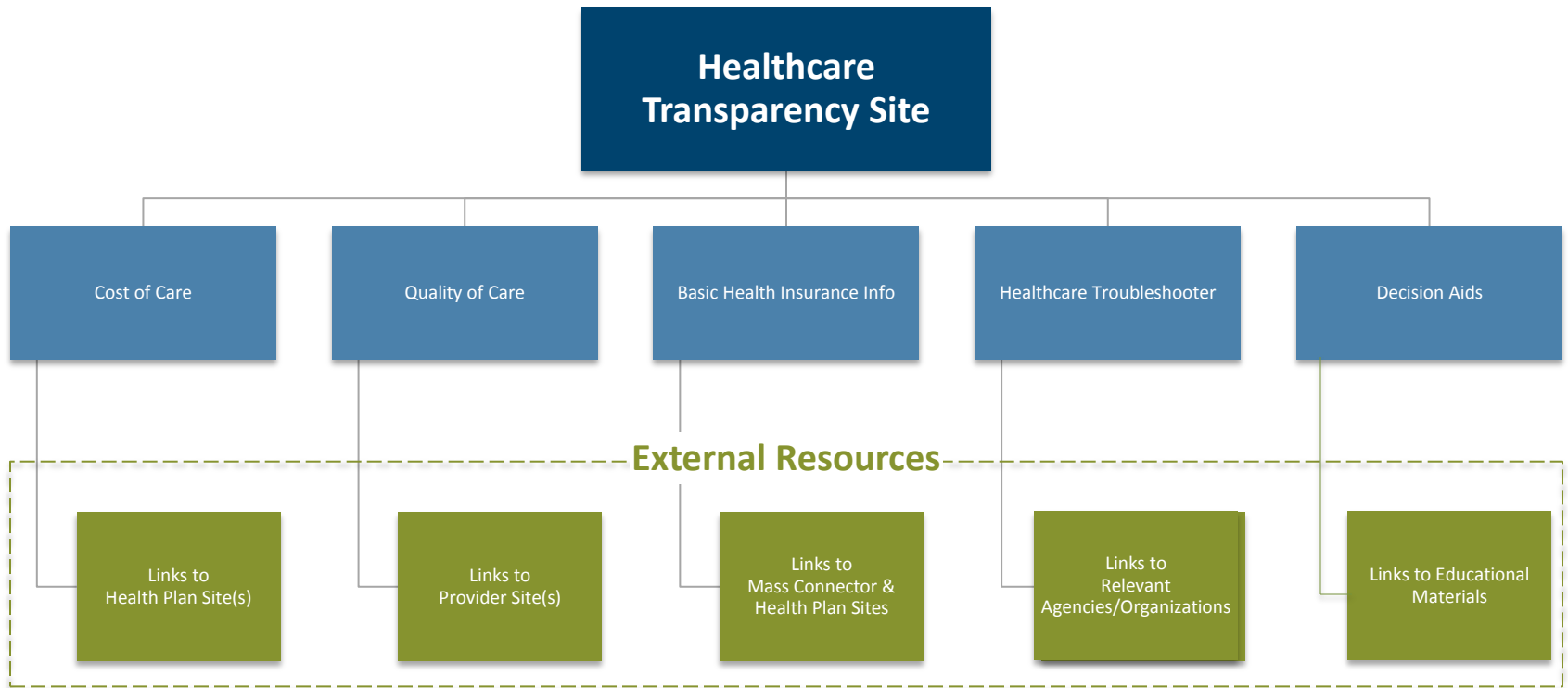
Goal: Empower consumers to be an active partner in their health care decisions.

Objective	Tactic
Consumers understand that cost varies between provider organizations	Cost look-up tool for a defined set of shoppable services
Consumers Understand that quality varies between and within provider organizations	Quality dashboards with facility-level metrics
Support informed conversations between patient and provider	Decision Aids
Locate the appropriate agency or organization for help in resolving a problem	Troubleshooter

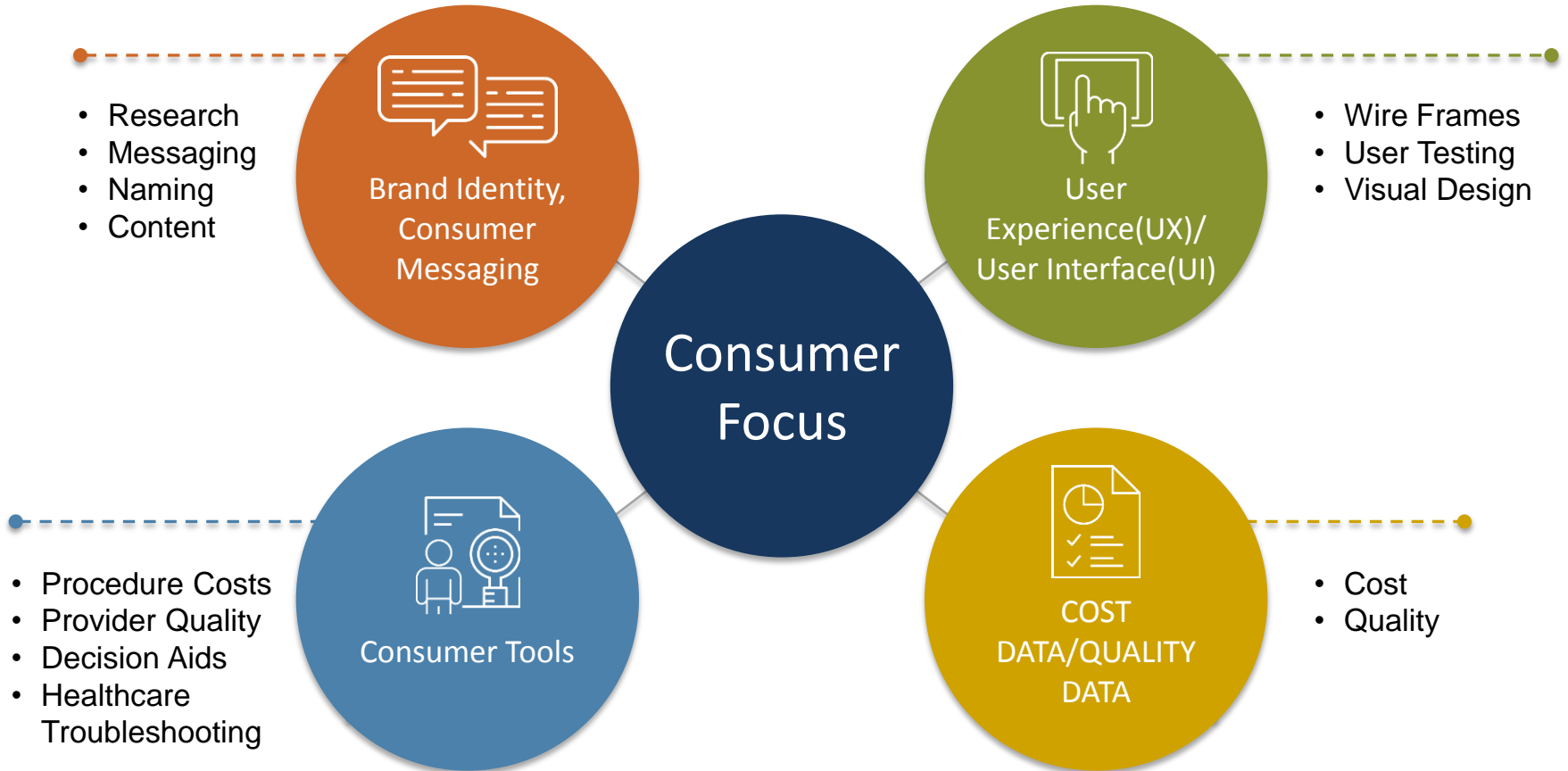
Phase 1 Timeline

Task Name	Q1			Q2			Q3		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Project Kickoff									
Wireframe Development			█						
Stakeholder Engagement	█								
Copy Development						█			
Web Development							█		

Site Overview



Our Approach





Website

A TRUSTED SERVICE OF THE COMMONWEALTH OF MASSACHUSETTS

Helping you become
an active partner in
managing your
health care



Save Money

Compare prices on the care you need.



Find Quality Care

Find great doctors and providers.



Make Informed Choices

Get guidance on managing your medical procedure from start to finish.

COST



center
for health
information
and analysis

Cost – Phase 1 Site Services

Outpatient Services Cost Data sourced from the APCD

- Provider office visits (by specialty)
- Behavioral health services
- Radiology: Mammography, MRI, CT, PET
- Diagnostic: Colonoscopy, endoscopy
- Physical and occupational therapy
- Emergency Department Visits
- Lab Tests
- Maternity (professional only, excludes facility)
 - Phase one includes:
 - Only payments for bundles provided by same physician
 - Bundles with no procedure modifiers

Cost – Analytic Approach

Data Source:

- FY15 sourced from APCD
- Commercial fee-for-service claims

Services represented at CPT/HCPCS level

- Consistent provider-payer contracting
- Accounting for discounts applied to bundles, eg – colonoscopy, MRI/PET/CT

Service cost estimates reported by provider

- Payer-specific (BCBS, HPHC, Tufts, NHP, Fallon, HNE)
- Payer-agnostic (based on included payers)

Cost estimates:

- Reflect payer paid plus member cost sharing amounts (i.e., allowed amounts)
- Median cost for services rendered by each reported provider
- Anchored to facility / primary service provider, as applicable
 - Professional fees bundled into cost estimates for primary service provider
 - E.g., colonoscopies, mammography

Minimum service encounter threshold for provider inclusion

Cost Draft 2

A service of the Commonwealth of Massachusetts

Site This is a placeholder name and tagline

About Resource Library Help

Find GO

Cost of care Quality of care Health insurance Help with an issue

< BACK

Review the estimated costs

MRI (Knee) In your area, people have paid about this much:

Magnetic resonance imaging of the knee, or any joint on the lower extremity, without contrast material. Lorem ipsum briefly what this is. Procedure code 73721.

\$ 925 - 3,800

(Why is there a range in cost?)

These are estimates based on what people have paid in the past. To get more accurate costs, get a quote from your insurance company.

Costs at Facilities Costs for Doctors I'm looking for care within 25 mi of Boston, MA My insurance company is (What if I'm not insured?)

Find a provider by name	Type of facility	How far is it from you?	What might this procedure cost? <input checked="" type="checkbox"/>	How are they doing on Quality & Safety?
<input type="checkbox"/> Anna Jaques Hospital	Hospital	0.2 miles	\$1,902	Quality & Safety
<input type="checkbox"/> Athol Memorial Hospital	Hospital	3.1 miles	\$1,908	Quality & Safety
<input type="checkbox"/> Baystate Franklin Medical Center	Urgent Care	16.0 miles	\$1,975	Quality & Safety
<input type="checkbox"/> Baystate Mary Lane Hospital	Hospital	9.2 miles	\$1,990	Quality & Safety
<input type="checkbox"/> Baystate Medical Center	Family Clinic	13.1 miles	\$2,005	Quality & Safety
<input type="checkbox"/> Baystate Wing Memorial Hospital	Student Clinic	7.1 miles	\$2,240	Quality & Safety
<input type="checkbox"/> Berkshire Medical Center	Hospital	7.8 miles	\$2,875	Quality & Safety
<input type="checkbox"/> Beth Israel Deaconess Hospital	Lorem	17.8 miles	\$2,995	Quality & Safety

[SHOW MORE HOSPITALS](#) [> Compare selected places](#) [> Show me a on map](#)

What You Should Know

ASK GOOD QUESTIONS

Should you have this treatment? What questions should you ask your doctor?

[Learn More](#)

GET THE REAL COSTS

Get a real cost quote from your insurance company, by phone or on the web. (Ours are only estimates.)

[Get a Quote](#)

LEARN ABOUT THIS TREATMENT

What should you expect when you're having an MRI?

[Learn More](#)

QUALITY



center
for health
information
and analysis

Quality/Safety—What's Included in Phase 1

- The Phase 1 site will include quality and patient safety dashboards for hospitals and ASCs
- Dashboards will contain select quality/safety measures, mainly at the facility level (not at the procedure level)
- Quality/safety dashboards will be linked from the cost estimator results, and accessible from other points throughout the website

Key Considerations

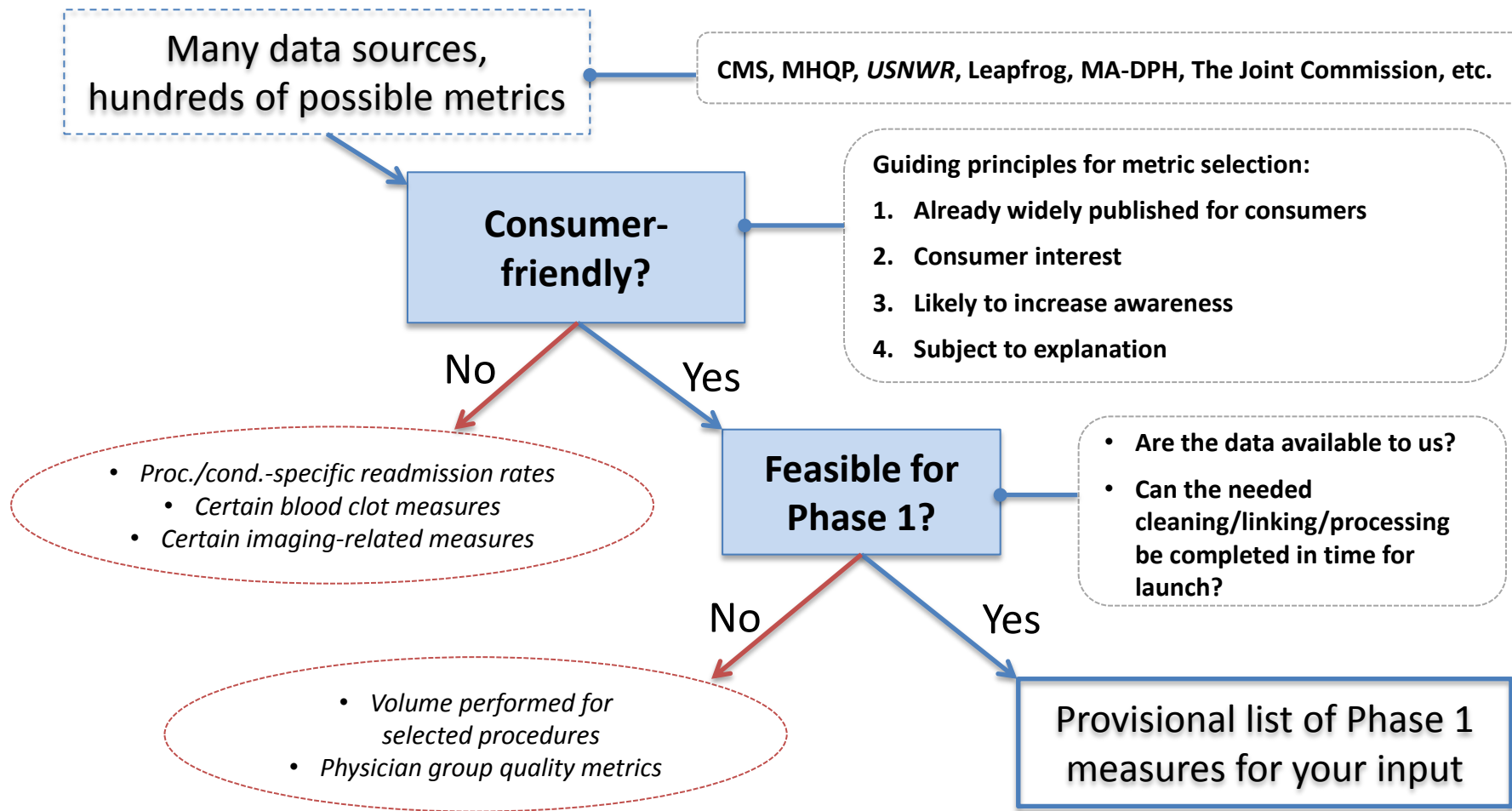
- **Challenge:** Available quality/safety metrics don't answer many of the questions an engaged consumer might have
 - Most rate a provider's overall quality—not quality at the procedure level—so are not good predictors of individual outcomes
 - Most measures are not consumer friendly
- **Approach:** Include high-quality guidance and decision aids
 - To explain what can and can't be learned from the data
 - To prompt constructive conversations with providers about health care choices

Principles Guiding Selection of Quality/Safety Metrics

Measures must be:

1. Already widely published in a format intended for consumer consumption (mainly through CMS' Hospital Compare and Leapfrog)
2. Of relatively high interest to consumers (as identified through ongoing user testing)
3. More useful than not in making consumers aware that quality/safety of care varies across providers
4. Explainable to consumers through integrated messages and decision aids that highlight what can and can't be understood from these data alone

Preliminary Steps Toward a Set of Phase 1 Quality/Safety Measures



1. Skim

Hospital Name

Address
Website
Phone
Fax

Overall Quality
(Hospital Compare 5 star rating)

Overall Safety
(Leapfrog Patient Safety grade)

Overall Patient Experience
(Hospital Compare)

2. Swim

Measures that make up the composite

- Mortality national comparison
- Safety of care national comparison
- Readmission national comparison
- Effectiveness of care national comparison
- ▼ Timeliness of care national comparison
- Efficient use of imaging national comparison

Other relevant measures

- Patients assessed and given influenza vaccination

More detail regarding above metrics

Select measures that make up the composite

- Central line infections
- Catheter Associated Urinary Tract Infections
- Surgical Site Infections (Colon Surgery)
- MRSA Infections
- C. Difficile Infections

Other relevant measures

- Uses outpatient safe surgery checklist
- Health care workers given influenza vaccination

More detail regarding above metrics

Measures that make up the composite

- Communication with nurses
- Communication with doctors
- Responsiveness of hospital staff
- Pain management
- ▼ Communication about medicines
- ▼ Discharge information
- ▼ Care transition
- Cleanliness of hospital environment
- ▼ Quietness of hospital environment
- Overall hospital rating
- ▼ Recommend the hospital

Other relevant measures

- Able to track lab results electronically
- Able to track patients' lab results, tests, and referrals electronically between visits

More detail regarding above metrics

3. Dive

Specific areas (at "Swim" level)

Emergency Department

- Median time to fibrinolysis
- Outpatients with chest pain or possible heart attack who got drugs to break up blood clots within 30 minutes of arrival
- Average (median) number of minutes before outpatients with chest pain or possible heart attack who needed specialized care were transferred to another hospital
- Outpatients with chest pain or possible heart attack who received aspirin within 24 hours of arrival or before transferring from the emergency department
- Average (median) number of minutes before outpatients with chest pain or possible heart attack got an ECG
- Average (median) time patients spent in the emergency department before leaving from the visit
- Average (median) time patients spent in the emergency department before they were seen by a healthcare professional
- Average (median) time patients who came to the emergency department with broken bones had to wait before getting pain medication
- Percentage of patients who came to the emergency department with stroke symptoms who received brain scan results within 45 minutes of arrival

Maternity

- Low-risk c-sections
- Early elective deliveries
- Episiotomy

Colonoscopy

- Percentage of patients with history of polyps receiving follow-up colonoscopy in the appropriate time frame

Surgery

- Deaths among surgical inpatients with serious treatable conditions
- Collapsed lung
- Serious blood clots after surgery
- Accidental cuts and tears from medical treatment

Quality Draft 1

A service of the Commonwealth of Massachusetts

Site This is a placeholder name and tagline

About For Health Care Providers For Employers Resource Library Help

Find GO

Cost of care Quality of care Health insurance Help with an issue

Quality and Safety scores vary within as well as across provider organizations. Compare hospitals in your area.

[What to know before you get started.](#)

Let's get started.

Find a health care provider by name... Or find a health care provider near you.

Enter a name GO 02478 GO

See quality information

Quality of Facilities Quality of Doctors > Show me the top-rated ones > Compare selected places

	Type of facility	Overall Quality Rating	Overall Safety Rating	Overall Patient Experience Rating
<input type="checkbox"/> Fletcher Hospital	Urgent Care	<div><div style="width: 75%;"></div></div>	<div><div style="width: 75%;"></div></div>	<div><div style="width: 75%;"></div></div>
<input type="checkbox"/> Ambucare Center	ASC	Not available	Not available	Not available
<input type="checkbox"/> Dover Memorial	Hospital	<div><div style="width: 75%;"></div></div>	<div><div style="width: 75%;"></div></div>	<div><div style="width: 75%;"></div></div>
<input type="checkbox"/> Careworks General	Hospital	<div><div style="width: 75%;"></div></div>	<div><div style="width: 75%;"></div></div>	<div><div style="width: 75%;"></div></div>

Quality Draft 2



Fletcher Hospital

330 Fletcher Street
Cambridge, MA 02138
(617) 492-0000

ACUTE CARE HOSPITAL

MAP WEB SITE

Emergency Care

Neonatal Services

Psychiatric Services

Summary

(What to know about this information)



Overall Quality Rating

[MORE ABOUT THIS](#)



Overall Safety Rating

[MORE ABOUT THIS](#)



Overall Patient Experience Rating

[MORE ABOUT THIS](#)



Maternity

[MORE ABOUT THIS](#)

C-Sections

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet. Proin gravida dolor sit amet lacus accumsan et viverra justo commodo. Proin sodales pulvinar.



Meets the target guidelines for percent of low-risk patients who had C-sections



Meets the target guidelines for percent of patients who had elective deliveries



Meets the target guidelines for percent of patients who had episiotomies

Source: Lorem Ipsum Dolor for [period of time] and [populations].



Emergency

[MORE ABOUT THIS](#)

Response Time in the ER

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet. Proin gravida dolor sit amet lacus accumsan et viverra justo commodo. Proin sodales pulvinar.



Promptness in seeing patients



Efficiency in overall visit time from arrival to departure



Promptness in getting pain medication to patients with broken bones



Promptness in doing a brain scan for a patient with possible stroke



Chest Pain or Possible Heart Attack

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet. Proin gravida dolor sit amet lacus accumsan et viverra justo commodo. Proin sodales pulvinar.

User Testing



- Users' mental model of Quality before seeing it was that it was going to be like Yelp (patient reviews).
- At the outset of the user testing, consumers expressed concern over the source of the ratings.

Key Takeaways

- CHIA is developing the transparency website through an iterative process that includes providers, payers, and consumers—supported by top designers.
- We are following best practices for communicating health care information to consumers, from the design (UI/UX) process through the copywriting.
- Cost estimates and quality measures will be supplemented by decision aids designed to help patients and providers have meaningful conversations about health care choices.
- Following the launch of the Phase 1 site, CHIA is committed to a process of continuous improvement and upgrades.

DISCUSSION



center
for health
information
and analysis