

What is your full name?	What organization/entity do you represent?		Measure Name	Measure Steward	<b>Efficiency and system performance</b> <b>Care transitions and coordination</b> <b>High-priority settings and clinical focus areas: behavioral health</b> <b>High-priority settings and clinical focus areas: post-acute care settings</b> <b>High-priority settings and clinical focus areas: community and population health</b> <b>High-priority settings and clinical focus areas: free standing and hospital outpatient surgical centers</b> <b>Please provide a citation or source information on measure methodology from which SQAC staff may assess the validity and practicality of this measure.</b> <b>Please describe any setting(s) where this measure is currently being utilized (e.g. healthcare system, reporting entity, or academic/research group)</b> <b>Additional comments</b>
Alissa Cruz	MASBIRT Program		NQF National Voluntary Consensus Standards for the Treatment of Substance Use Conditions	NQF	<ul style="list-style-type: none"> <li>- Care transitions and coordination</li> <li>- High-priority settings and clinical focus areas: behavioral health</li> <li>- High-priority settings and clinical focus areas: community and population health</li> <li>- <a href="http://www.tresearch.org/centers/nqf_docs/NQF_Crosswalk.pdf">http://www.tresearch.org/centers/nqf_docs/NQF_Crosswalk.pdf</a></li> <li>- healthcare systems</li> </ul>
Ann Lawthers	MassHealth Quality Office	IQI 01	Esophageal Resection Volume	AHRQ	
Ann Lawthers	MassHealth Quality Office	IQI 02	Pancreatic Resection Volume	AHRQ	
Ann Lawthers	MassHealth Quality Office	IQI 04	Abdominal Aortic Aneurysm (AAA) Repair Volume	AHRQ	
Ann Lawthers	MassHealth Quality Office	IQI 05	Coronary Artery Bypass Graft (CABG) Volume	AHRQ	
Ann Lawthers	MassHealth Quality Office	IQI 06	Percutaneous Transluminal Coronary Angioplasty (PTCA) Volume	AHRQ	
Ann Lawthers	MassHealth Quality Office	IQI 07	Carotid Endarterectomy Volume	AHRQ	
Ann Lawthers	MassHealth Quality Office	IQI 08	Esophageal Resection Mortality Rate	AHRQ	
Ann Lawthers	MassHealth Quality Office	IQI 09	Pancreatic Resection Mortality Rate	AHRQ	
Ann Lawthers	MassHealth Quality Office	IQI 11	Abdominal Aortic Aneurysm (AAA) Repair	AHRQ	

			Mortality Rate	
Ann Lawthers	MassHealth Quality Office	IQI 12	Coronary Artery Bypass Graft (CABG) Mortality Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	IQI 13	Craniotomy Mortality Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	IQI 14	Hip Replacement Mortality Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	IQI 15	Acute Myocardial Infarction (AMI) Mortality Rate.	AHRQ
Ann Lawthers	MassHealth Quality Office	IQI 16	Congestive Heart Failure (CHF) Mortality Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	IQI 17	Acute Stroke Mortality Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	IQI 18	Gastrointestinal Hemorrhage Mortality Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	IQI 19	Hip Fracture Mortality Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	IQI 20	Pneumonia Mortality Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	IQI 21	Cesarean Delivery Rat	AHRQ
Ann Lawthers	MassHealth Quality Office	IQI 22	Vaginal Birth After Cesarean (VBAC) Delivery Rate, Uncomplicated	AHRQ
Ann Lawthers	MassHealth Quality Office	IQI 23	Laparoscopic Cholecystectomy Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	IQI 24	Incidental Appendectomy in the Elderly Rate	AHRQ

Ann Lawthers	MassHealth Quality Office	IQI 25	Bilateral Cardiac Catheterization Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	IQI 26	Coronary Artery Bypass Graft (CABG) Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	IQI 27	Percutaneous Transluminal Coronary Angioplasty (PTCA) Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	IQI 28	Hysterectomy Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	IQI 29	Laminectomy or Spinal Fusion Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	IQI 30	Percutaneous Transluminal Coronary Angioplasty (PTCA) Mortality Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	IQI 31	Carotid Endarterectomy Mortality Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	IQI 32	Acute Myocardial Infarction (AMI) Mortality Rate, Without Transfer Cases	AHRQ
Ann Lawthers	MassHealth Quality Office	IQI 33	Primary Cesarean Delivery Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	IQI 34	Vaginal Birth After Cesarean (VBAC) Rate, All	AHRQ
Ann Lawthers	MassHealth Quality Office	EXP 1	Rate of Complications of Anesthesia	AHRQ
Ann Lawthers	MassHealth Quality Office	EXP 2	Obstetric Trauma Rate - Cesarean Delivery	AHRQ
Ann Lawthers	MassHealth Quality Office	PSI 02	Death Rate in Low-Mortality Diagnosis Related Groups (DRGs)	AHRQ

Ann Lawthers	MassHealth Quality Office	PSI 03	Pressure Ulcer Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	PSI 04	Death Rate among Surgical Inpatients with Serious Treatable Complications	AHRQ
Ann Lawthers	MassHealth Quality Office	PSI 05	Foreign Body Left During Procedure	AHRQ
Ann Lawthers	MassHealth Quality Office	PSI 06	Iatrogenic Pneumothorax Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	PSI 07	Central Venous Catheter-Related Blood Stream Infections Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	PSI 08	Postoperative Hip Fracture Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	PSI 09	Postoperative Hemorrhage or Hematoma Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	PSI 10	Postoperative Physiologic and Metabolic Derangement Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	PSI 11	Postoperative Respiratory Failure Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	PSI 12	Postoperative Pulmonary Embolism or Deep Vein Thrombosis Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	PSI 13	Postoperative Sepsis Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	PSI 14	Postoperative Wound Dehiscence Rate	AHRQ
Ann Lawthers	MassHealth Quality Office	PSI 15	Accidental Puncture or Laceration Rate	AHRQ

Ann Lawthers	MassHealth Quality Office	PSI 16	Transfusion Reaction Volume	AHRQ	
Ann Lawthers	MassHealth Quality Office	PSI 17	Birth Trauma – Injury to Neonate	AHRQ	
Ann Lawthers	MassHealth Quality Office	PSI 18	Obstetric Trauma Rate– Vaginal Delivery With Instrument	AHRQ	
Ann Lawthers	MassHealth Quality Office	PSI 19	Obstetric Trauma Rate – Vaginal Delivery Without Instrument	AHRQ	
Ann Lawthers	MassHealth Quality Office	PSI 21	Foreign Body Left During Procedure	AHRQ	
Ann Lawthers	MassHealth Quality Office	PSI 22	Iatrogenic Pneumothorax Rate	AHRQ	
Ann Lawthers	MassHealth Quality Office	PSI 23	Central Venous Catheter-Related Blood Stream Infection Rate	AHRQ	
Ann Lawthers	MassHealth Quality Office	PSI 24	Postoperative Wound Dehiscence Rate	AHRQ	
Ann Lawthers	MassHealth Quality Office	PSI 25	Accidental Puncture or Laceration Rate	AHRQ	
Ann Lawthers	MassHealth Quality Office	PSI 26	Transfusion Reaction Rate	AHRQ	
Ann Lawthers	MassHealth Quality Office	PSI 27	Postoperative Hemorrhage or Hematoma Rate	AHRQ	
Ann Lawthers	MassHealth Quality Office		Screening for Clinical Depression	CMS	ACO
Ann Lawthers	MassHealth Quality Office		Diabetes Short-Term Complications Admission Rate (PQI 1)	AHRQ	Maine Health, ONC Beacon
Ann Lawthers	MassHealth Quality Office		Chronic obstructive pulmonary disease (PQI 5)	AHRQ	ACO, Maine Health

Ann Lawthers	MassHealth Quality Office		Congestive Heart Failure Admission Rate (PQI 8)	AHRQ	ACO, Maine Health, ONC Beacon
Ann Lawthers	MassHealth Quality Office		Adult asthma (PQI 15)	AHRQ	Maine Health, ONC Beacon
Ann Lawthers	MassHealth Quality Office		Elective delivery prior to 39 completed weeks gestation	Hospital Corporation of America	
Ann Lawthers	MassHealth Quality Office		Appropriate Use of Antenatal Steroids	Providence St. Vincent Medical Center	
Ann Lawthers	MassHealth Quality Office		HIV/AIDS: Medical Visit	NCQA	
Ann Lawthers	MassHealth Quality Office		Adherence to Antipsychotics for Individuals with Schizophrenia	CMS-QMHAG	
Ann Lawthers	MassHealth Quality Office		Timely Transmission of Transition Record (Inpatient Discharges to Home/Self Care or Any Other Site of Care)	AMA-PCPI	
Ann Lawthers	MassHealth Quality Office		Adults who had an appointment for routine health care in the last 12 months who got appointments for routine care as soon as wanted.	AHRQ	Pediatric Hospital
Ann Lawthers	MassHealth Quality Office	CAHPS Health Plan Survey v 4.0 - Adult questionnaire	Adults who had an appointment for routine health care in the last 12 months who got appointments for routine care as soon as wanted.	AHRQ	National CAHPS Benchmarking Database (State Data Source)
Ann Lawthers	MassHealth Quality Office	CAHPS Health Plan Survey v 4.0 - Adult questionnaire	Children who had an appointment for routine health care in the last 12 months who got appointments for routine care as soon as wanted.	AHRQ	National CAHPS Benchmarking Database (State Data Source)

Ann Lawthers	MassHealth Quality Office	CAHPS Health Plan Survey v 4.0 - Adult questionnaire	Adults who needed care right away for an illness, injury, or condition in the last 12 months who got care as soon as wanted.	AHRQ	National CAHPS Benchmarking Database (State Data Source)
Ann Lawthers	MassHealth Quality Office	CAHPS Health Plan Survey v 4.0 - Adult questionnaire	Children who needed care right away for an illness, injury, or condition in the last 12 months who got care as soon as wanted.	AHRQ	National CAHPS Benchmarking Database (State Data Source)
Ann Lawthers	MassHealth Quality Office	CAHPS Health Plan Survey v 4.0 - Adult questionnaire	Composite measure: Adults who had a doctor's office or clinic visit in the last 12 months whose health providers listened carefully, explained things clearly, respected what they had to say, and spent enough time with them.	AHRQ	National CAHPS Benchmarking Database (State Data Source)
Ann Lawthers	MassHealth Quality Office	CAHPS Health Plan Survey v 4.0 - Adult questionnaire	Composite measure: Children who had a doctor's office or clinic visit in the last 12 months whose health providers listened carefully, explained things clearly, respected what their parents had to say, and spent enough time with them.	AHRQ	National CAHPS Benchmarking Database (State Data Source)
Ann Lawthers	MassHealth Quality Office	CAHPS Health Plan Survey v 4.0 - Adult questionnaire	Adults who had a doctor's office or clinic visit in the last 12 months whose health providers listened carefully to them.	AHRQ	National CAHPS Benchmarking Database (State Data Source)

Ann Lawthers	MassHealth Quality Office	CAHPS Health Plan Survey v 4.0 - Adult questionnaire	Children who had a doctor's office or clinic visit in the last 12 months whose health providers listened carefully to them.	AHRQ	National CAHPS Benchmarking Database (State Data Source)
Ann Lawthers	MassHealth Quality Office	CAHPS Health Plan Survey v 4.0 - Adult questionnaire	Adults who had a doctor's office or clinic visit in the last 12 months whose health providers explained things in a way they could understand.	AHRQ	National CAHPS Benchmarking Database (State Data Source)
Ann Lawthers	MassHealth Quality Office	CAHPS Health Plan Survey v 4.0 - Adult questionnaire	Children who had a doctor's office or clinic visit in the last 12 months whose health providers explained things in a way they could understand.	AHRQ	National CAHPS Benchmarking Database (State Data Source)
Ann Lawthers	MassHealth Quality Office	CAHPS Health Plan Survey v 4.0 - Adult questionnaire	Adults who had a doctor's office or clinic visit in the last 12 months whose health providers showed respect for what they had to say.	AHRQ	National CAHPS Benchmarking Database (State Data Source)
Ann Lawthers	MassHealth Quality Office	CAHPS Health Plan Survey v 4.0 - Adult questionnaire	Children who had a doctor's office or clinic visit in the last 12 months whose health providers showed respect for what they had to say.	AHRQ	National CAHPS Benchmarking Database (State Data Source)
Ann Lawthers	MassHealth Quality Office	CAHPS Health Plan Survey v 4.0 - Adult questionnaire	Adults who had a doctor's office or clinic visit in the last 12 months whose health providers spent enough time with them.	AHRQ	National CAHPS Benchmarking Database (State Data Source)



Ann Lawthers	MassHealth Quality Office	CAHPS Health Plan Survey v 4.0 - Adult questionnaire	Rating of health care by adults who had a doctor's office or clinic visit in the last 12 months.	AHRQ	National CAHPS Benchmarking Database (State Data Source)
Ann Lawthers	MassHealth Quality Office	CAHPS Health Plan Survey v 4.0 - Adult questionnaire	Rating of health care for children who had a doctor's office or clinic visit in the last 12 months.	AHRQ	National CAHPS Benchmarking Database (State Data Source)
Ann Lawthers	MassHealth Quality Office	CAHPS Health Plan Survey v 4.0 - Adult questionnaire	Children who had a doctor's office or clinic visit in the last 12 months whose health providers spent enough time with them.	AHRQ	National CAHPS Benchmarking Database (State Data Source)
Ann Lawthers	MassHealth Quality Office		Median Time from ED Arrival to ED Departure for Admitted ED Patients	CMS	Maine Health, MU CA Hospitals, MU stage 1
Ann Lawthers	MassHealth Quality Office		Admit Decision Time to ED Departure Time for Admitted Patients	CMS	Maine Health, MU CA Hospitals, MU stage 1
Ann Lawthers	MassHealth Quality Office		Medication Reconciliation	NCQA	ACO
Ann Lawthers	MassHealth Quality Office		CAC -1: Use of relievers for inpatient asthma	The Joint Commission	Alliance for Health, Pediatric Hospital, Hospital Compare, MassHealth Acute Hospital Quality Measures
Ann Lawthers	MassHealth Quality Office		CAC-2: Use of systemic corticosteroids for inpatient asthma	The Joint Commission	Alliance for Health, Pediatric Hospital, Hospital Compare, MassHealth Acute Hospital Quality Measures

Ann Lawthers	MassHealth Quality Office		CAC-3: Home Management Plan of Care Document Given to Patient/Caregiver	The Joint Commission
Ann Lawthers	MassHealth Quality Office		Timing of Prophylactic Antibiotics - Administering Physician	AMA-PCPI
Ann Lawthers	MassHealth Quality Office		Selection of Prophylactic Antibiotic: First OR Second Generation Cephalosporin	AMA-PCPI
Ann Lawthers	MassHealth Quality Office		Prophylactic Antibiotic Received Within One Hour Prior to Surgical Incision or at the Time of Delivery – Cesarean section.	Massachusetts General Hospital/Partners Health Care System
Ann Lawthers	MassHealth Quality Office		HBIPS-4: Patients discharged on multiple antipsychotic medications.	The Joint Commission
Ann Lawthers	MassHealth Quality Office		HBIPS-2 Hours of physical restraint use	The Joint Commission
Ann Lawthers	MassHealth Quality Office		HBIPS-1 Admission screening for violence risk, substance use, psychosocial trauma history and patient strengths completed	The Joint Commission
Ann Lawthers	MassHealth Quality Office		Transition Record with Specified Elements Received by Discharged Patients (Inpatient Discharges to Home/Self Care or Any Other Site of Care) (Inpatient	AMA-PCPI

			Discharges to Home/Self Care or Any Other Site of Care)	
Ann Lawthers	MassHealth Quality Office		TOB-1 Tobacco Use Screening	The Joint Commission
Ann Lawthers	MassHealth Quality Office		TOB-2 Tobacco Use Treatment Provided or Offered	The Joint Commission
Ann Lawthers	MassHealth Quality Office		TOB-2a Tobacco Use Treatment	The Joint Commission
Ann Lawthers	MassHealth Quality Office		TOB-3 Tobacco Use Treatment Provided or Offered at Discharge	The Joint Commission
Ann Lawthers	MassHealth Quality Office		TOB-3a Tobacco Use Treatment at Discharge	The Joint Commission
Ann Lawthers	MassHealth Quality Office		TOB-4 Tobacco Use: Assessing Status After Discharge	The Joint Commission
Ann Lawthers	MassHealth Quality Office		CCM-1 Reconciled medication list (delayed)	MassHealth
Ann Lawthers	MassHealth Quality Office		CCM-2 Transition record with data received by patient	MassHealth
Ann Lawthers	MassHealth Quality Office		CCM-3 Timely transmission of transition record	MassHealth
Ann Lawthers	MassHealth Quality Office		MAT-1 Intrapartum Antibiotic Prophylaxis for Group B Streptococcus	The Joint Commission
Ann Lawthers	MassHealth Quality Office		MAT-2a Perioperative Antibiotics for Cesarean Section – Timing of	The Joint Commission, MassHealth Acute Hospital Quality Measures

			Antibiotic	
Ann Lawthers	MassHealth Quality Office		MAT-2b Perioperative Antibiotics for Cesarean Section – Antibiotic Choice	The Joint Commission, MassHealth Acute Hospital Quality Measures
Ann Lawthers	MassHealth Quality Office		MAT-3 Elective Delivery ≥37 and <39 completed weeks gestation	The Joint Commission, MassHealth Acute Hospital Quality Measures
Ann Lawthers	MassHealth Quality Office		HD-2 Clinical Health Disparities Composite Measure	MassHealth, MassHealth Acute Hospital Quality Measures
Bruce Moore O.D.	Children's Vision Massachusetts		Preschool Vision Screening Performance Measure	National Center for Children's Vision and Eye Health, National Expert Panel, funded by MCHB 2009-2012
Carol Girard	MDPH/BSAS		Preventive Care and screening: percentage of patients aged 18 years and older who were screened for unhealthy alcohol use at least once during the 2 year measurement period using a systematic screening method;	AMA-PCPI, High-priority settings and clinical focus areas: behavioral health, <a href="http://www.ama-assn.org/apps/listserv/x-check/qmeasure.cgi?submit=PCPI-select%20substance%20use%20disorders%20various%20primary%20care%20settings">http://www.ama-assn.org/apps/listserv/x-check/qmeasure.cgi?submit=PCPI-select substance use disorders various primary care settings</a>
Carol Girard	MDPH/BSAS		Preventive Care and screening: percentage of patients aged 18 years and older who were screened for unhealthy alcohol use at least once during the 2 year measurement period using a systematic screening method AND who received brief	AMA-PCPI

			counseling if identified as an unhealthy alcohol user	
Carol Girard	MDPH/BSAS		Substance Use Disorders: percentage of patients aged 18 years and older with a diagnosis of current alcohol dependence who were counseled regarding psychosocial AND pharmacologic treatment options for alcohol dependence within the 12 month reporting period	AMA-PCPI
Carol Girard	MDPH/BSAS		Substance Use Disorders: percentage of patients aged 18 years and older with a diagnosis of current opioid addiction who were counseled regarding psychosocial AND pharmacologic treatment options for opioid addiction within the 12 month reporting period	AMA-PCPI
Carol Girard	MDPH/BSAS		SUB-1 Alcohol Use Screening	ORYX
Carol Girard	MDPH/BSAS		SUB-2 Alcohol Use Brief Intervention Provided or Offered	ORYX
Carol Girard	MDPH/BSAS		SUB-2a Alcohol Use Brief Intervention	ORYX

Carol Girard	MDPH/BSAS		SUB-3 Alcohol and Other Drug Use Disorder Treatment Provided or Offered at Discharge	ORYX
Carol Girard	MDPH/BSAS		SUB-3a: Alcohol and Other Drug Use Disorder Treatment at Discharge	ORYX High-priority settings and clinical focus areas: behavioral health <a href="http://www.jointcommission.org/specifications_manual_for_national_hospital_inpatient_quality_measures.aspx">http://www.jointcommission.org/specifications_manual_for_national_hospital_inpatient_quality_measures.aspx</a> Health systems
Carol Girard	MDPH/BSAS		SUB-4 Alcohol and Drug Use: Assessing Status after Discharge	ORYX
Carol Girard	MDPH/BSAS		Proportion of persons appropriately counseled about health behaviors	US Department of Health and Human Services Measure Inventory Office of the Public Health Service - OPHS High-priority settings and clinical focus areas: behavioral health <a href="http://www.qualitymeasures.ahrq.gov/index.aspx">http://www.qualitymeasures.ahrq.gov/index.aspx</a> This measure is for primary care
Carol Girard	MDPH/BSAS		Proportion of persons who are referred for follow-up care for alcohol problems, drug problems after diagnosis or treatment for one of these conditions in a hospital emergency department	US Department of Health and Human Services Measure Inventory Office of the Public Health Service - OPHS
Carol Girard	MDPH/BSAS		Proportion of persons who need alcohol and or illicit drug treatment and received speciality treatment for abuse or dependence in the past year.	US Department of Health and Human Services Measure Inventory Office of the Public Health Service - OPHS

Carol Girard	MDPH/BSAS		Appropriate screening: percent of eligible patients screened annually for alcohol misuse with AUDIC-C (Screening tool)	Veteran's Health Administration High-priority settings and clinical focus areas: behavioral health <a href="http://www.qualitymeasures.ahrq.gov/popups/printView.aspx?id=32474">http://www.qualitymeasures.ahrq.gov/popups/printView.aspx?id=32474</a> Health systems Applies to primary care
Carol Girard	MDPH/BSAS		Behavioral health: percent of patients screened for alcohol misuse with AUDIT-C who meet or exceed a threshold score of 5 who have timely brief alcohol counseling	Veterans Health Administration
David Polakoff	MassHealth and University of Massachusetts Medical School		MassHealth Hospital P4P Measure Set	TJC, AMA-PCPI, AHRQ, ABIM Efficiency and system performance Care transitions and coordination High-priority settings and clinical focus areas: behavioral health High-priority settings and clinical focus areas: community and population health High-priority settings and clinical focus areas: free standing and hospital outpatient surgical centers Most measures in this set are NQF endorsed MassHealth Hospital Pay for Performance While we would have loved to submit the measures one by one, this tool does not appear to permit a user to access this form more than once.
David Polakoff	University of Massachusetts Medical school		CMS Adult Core Measure Set	AHRQ and CMS Efficiency and system performance Care transitions and coordination High-priority settings and clinical focus areas: behavioral health High-priority settings and clinical focus areas: community and population health Federal Register, Vol 77, #2, January 4, 2012 All US State Medicaid programs
David Polakoff	UMass Medical School		Flu shots for Adults Ages 50-64 (Collected as part of HEDIS CAHPS Supplemental Survey)	NCQA High-priority settings and clinical focus areas: community and population health 39 CMS Adult Core Measure Set

Deborah Wachenheim	Health Care For All		Care Transitions Measures CTM-3 and CTM-15	<p>Care Transitions Program  Care transitions and coordination  <a href="http://www.caretransitions.org">www.caretransitions.org</a> (Eric Coleman, University of Colorado)  Division of Health Care Policy and Research at the University of Colorado Denver</p>
				<p>Source of measure development: Foundation for Informed Medical Decision Making  SQAC priority: efficiency and system performance  Citation or source information: Karen Sepulcha at Massachusetts General Hospital  Currently utilized: through the Foundation for Informed Medical Decision Making at locations that are using shared decision making tools</p> <p>They have developed and tested survey instruments for the following elective surgical procedures:</p> <ol style="list-style-type: none"> <li>1. Herniated disc</li> <li>2. Spinal Stenosis</li> <li>3. Total knee replacement</li> <li>4. Total hip replacement</li> <li>5. Coronary Bypass/stents</li> </ol> <p>They have developed and tested survey instruments for the following screening and treatment decisions:</p> <ol style="list-style-type: none"> <li>1. Breast cancer surgery</li> <li>2. Breast reconstruction</li> <li>3. Prostate cancer treatment</li> <li>4. Prostate cancer testing (PSA)</li> <li>5. Colon cancer testing</li> </ol> <p>They also have a set of items that more generally assess the extent to which clinicians engaged patients in shared decision making. In addition to engaging patients in making decisions about treatments for which there are multiple options, these tools often lead to a decrease in overuse of inappropriate care.</p>
Deborah Wachenheim	Health Care For All		Use and Quality of Shared Decision Making	
Deborah Wachenheim	Health Care For All		Quality of Palliative and End-of-Life Care	<p>Source of measure development: NQF  SQAC priority: care transitions and coordination  Citation or source information: NQF  (<a href="http://www.qualityforum.org/News_And_Resources/Press_Releases/2012/NQF_Endorses_Palliative_and_End-of-Life_Care_Measures.aspx">http://www.qualityforum.org/News_And_Resources/Press_Releases/2012/NQF_Endorses_Palliative_and_End-of-Life_Care_Measures.aspx</a>)  Additional comments:</p>



			<p>The list of measures endorsed by NQF is:</p> <ul style="list-style-type: none"> <li>• 1634: Hospice and Palliative Care- Pain Screening (UNC) (paired with measure 1637)</li> <li>• 1637: Hospice and Palliative Care – Pain Assessment (UNC) (paired with measure 1634)</li> <li>• 1617: Patients treated with an Opioid who are given a bowel regimen (RAND)</li> <li>• 1628: Patients with advanced cancer assessed for pain at outpatient visits (RAND)</li> <li>• 1638: Hospice and Palliative Care- Dyspnea Treatment (UNC) (paired with measure 1639)</li> <li>• 1639: Hospice and Palliative Care – Dyspnea Screening (UNC) (paired with measure 1638)</li> <li>• 1626: Patients admitted to the ICU who have care preferences documented (RAND)</li> <li>• 1641: Hospice and Palliative Care- Treatment Preferences (UNC)</li> <li>• 1647: Percentage of hospice patients with documentation in the clinical record of a discussion of spiritual/religious concerns or documentation that the patient/caregiver did not want to discuss (Deyta)</li> <li>• 0209: Comfortable dying (NHPCO) (maintenance)</li> <li>• 1625: Hospitalized patients who die an expected death with an ICD that has been deactivated (RAND)</li> <li>• 0208: Family Evaluation of Hospice Care (NHPCO) (maintenance)</li> <li>• 1632: CARE- Consumer Assessments and Reports of End of Life (Center for Gerontology and Health Care Research)</li> <li>• 1623: Bereaved Family Survey (PROMISE Center)</li> </ul>
Deborah Wachenheim	Health Care For All	NQF-endorsed care coordination measure set	<p>Citation or source information: NQF (<a href="http://www.qualityforum.org/projects/care_coordination.aspx">http://www.qualityforum.org/projects/care_coordination.aspx</a>)</p> <p>NQF has a list of 24 preferred practices, some of which could become measures, and 10 measures. The list of 10 measures is:</p> <ul style="list-style-type: none"> <li>• Cardiac rehabilitation patient referral from an inpatient setting</li> <li>• Cardiac rehabilitation patient referral from an outpatient setting</li> <li>• Patients with a transient ischemic event ER visit who had a follow-up office visit</li> <li>• Biopsy follow-up</li> <li>• Reconciled medication list received by discharged patients (inpatient discharges to home/self care or any other site of care)</li> <li>• Transition record with specified elements received by discharged patients (inpatient discharges to home/self-care or any other site of care)</li> <li>• Timely transmission of transition record (inpatient discharges to home/self care or any other site of care)</li> <li>• care)</li> </ul>

				<ul style="list-style-type: none"> <li>• Transition record with specified elements received by discharged patients (emergency department discharges to ambulatory care [home/self care])</li> <li>• Melanoma continuity of care – recall system</li> <li>• 3-Item Care Transitions Measure (CTM-3)<sup>1</sup></li> </ul>
Deborah Wachenheim	Health Care For All		Patient Confidence	<p>Source of measure development: John Wasson, Dartmouth Medical School  SQAC priority: community and population health  Citation or source information: <a href="http://www.howsyourhealth.org">www.howsyourhealth.org</a> (John Wasson)</p> <p>Currently utilized: Dartmouth Medical School; a number of medical providers/health care systems and communities are utilizing this tool</p> <p>Howsyourhealth is a way of measuring patient confidence in their own health care and in the care their physicians provide. It is also a way for providers to measure the difference they are making in terms of their patients' health status from the perspective of the patients.</p>
Deborah Wachenheim	Health Care For All		Care Transitions Measure (CTM-3 and/or CTM-15)	<p>Source of measure development: Eric Coleman, Care Transitions Project  SQAC priority: care transitions and coordination  Citation or source information: <a href="http://www.caretransitions.org">www.caretransitions.org</a>  Currently utilized: Division of Health Care Policy and Research, University of Colorado Denver</p>
Dolores Mitchell	MA Group Insurance Commission		Hypertension new patients glucose test	Resolution Health
Dolores Mitchell	MA GIC		Hypertension new patients potassium test	Resolution Health
Dolores Mitchell	MA GIC		Hypertension new patients lipid test	Resolution Health
Dolores Mitchell	MA GIC		Hypertension patients not on short-acting DHP calcium blocker	Resolution Health
Dolores Mitchell	MA GIC		COPD/asthma proper use of short-acting beta2 agonist inhaler	Resolution Health
Dolores Mitchell	MA GIC		Persistent asthma patients on beta-2 agonist	Resolution Health

Dolores Mitchell	MA GIC		Dementia new patients thyroid and B12 tests	Resolution Health
Dolores Mitchell	MA GIC		Diabetes new patients on metformin	Resolution Health
Dolores Mitchell	MA GIC		Otitis media effusion no systemic antimicrobials	Resolution Health
Dolores Mitchell	MA GIC		Appropriate office visits for infants 0-1	Resolution Health
Dolores Mitchell	MA GIC		Appropriate office visits for children 12-18	Resolution Health
Dolores Mitchell	MA GIC		Appropriate office visits for children 1-3	Resolution Health
Dolores Mitchell	MA GIC		Appropriate office visits for children 3-11	Resolution Health
Dolores Mitchell	MA GIC		Cataract surgery no post- op complications	Resolution Health
Dolores Mitchell	MA GIC		BPH patients not on anticholinergic meds	Resolution Health
Dolores Mitchell	MA GIC		Acute otitis externa avoid systemic antibiotics	Resolution Health
Dolores Mitchell	MA GIC		Atrial fibrillation New Warfarin INR check	Resolution Health
Dolores Mitchell	MA GIC		Bare metal stent antiplatelet within 30 days	Resolution Health
Dolores Mitchell	MA GIC		CHD post MI patients on beta blockers	Resolution Health
Dolores Mitchell	MA GIC		CHF patients not on DHP calcium channel blocker	Resolution Health
Dolores Mitchell	MA GIC		Depression no anxiolytic without antidepressant	Resolution Health

Dolores Mitchell	MA GIC		Diabetes and hypertension or nephropathy patients on ACE-I or ARB	Resolution Health
Dolores Mitchell	MA GIC		Clozapine white blood cell count	Resolution Health
Dolores Mitchell	MA GIC		IBD patient on chronic steroid BMD test	Resolution Health
Dolores Mitchell	MA GIC		New Atrial Fibrillation: Thyroid Function Test	Resolution Health
Dolores Mitchell	MA GIC		Bipolar disorder new patients on antimanic agent	Resolution Health
Dolores Mitchell	MA GIC		Breast Cancer - Cancer Surveillance	Resolution Health
Dolores Mitchell	MA GIC		Post MI patients on ACE inhibitor or ARB	Resolution Health
Dolores Mitchell	MA GIC		Chronic Kidney Disease: Monitoring Calcium	Resolution Health
Dolores Mitchell	MA GIC		Chronic Kidney Disease: Monitoring Phosphorus	Resolution Health
Dolores Mitchell	MA GIC		Chronic Kidney Disease: Monitoring Parathyroid Hormone (PTH)	Resolution Health
Dolores Mitchell	MA GIC		Chronic Kidney Disease - Lipid Profile Monitoring	Resolution Health
Dolores Mitchell	MA GIC		Adult(s) taking insulin with evidence of self-monitoring blood glucose testing	Resolution Health
Dolores Mitchell	MA GIC		Adult(s) with diabetes that had a serum creatinine in the last 12	Resolution Health

			months	
Dolores Mitchell	MA GIC		Drug-eluting stent patients on antiplatelet	Resolution Health
Dolores Mitchell	MA GIC		Dyslipidemia new med and lipid panel at 3 months	Resolution Health
Dolores Mitchell	MA GIC		Appropriate work up prior to endometrial ablation procedure	Resolution Health
Dolores Mitchell	MA GIC		Heart Failure - ACE-I or ARB Therapy	Resolution Health
Dolores Mitchell	MA GIC		Heart Failure - Use of Beta Blocker Therapy	Resolution Health
Dolores Mitchell	MA GIC		HIV screening: Members at high risk of HIV	Resolution Health
Dolores Mitchell	MA GIC		HTN patients that had a serum creatinine in last 12 months	Resolution Health
Dolores Mitchell	MA GIC		Hydroxychloroquine annual eye exam	Resolution Health
Dolores Mitchell	MA GIC		Hepatitis C viral load test	Resolution Health
Dolores Mitchell	MA GIC		Lithium annual creatinine test	Resolution Health
Dolores Mitchell	MA GIC		Lithium annual drug level test	Resolution Health
Dolores Mitchell	MA GIC		Lithium annual thyroid function test	Resolution Health
Dolores Mitchell	MA GIC		Methotrexate CBC within 12 weeks	Resolution Health
Dolores Mitchell	MA GIC		Methotrexate creatinine within 12 weeks	Resolution Health
Dolores Mitchell	MA GIC		Methotrexate LFT within 12 weeks	Resolution Health

Dolores Mitchell	MA GIC		Frequent use of acute migraine medications also on prophylactic medications	Resolution Health
Dolores Mitchell	MA GIC		Amiodarone therapy baseline TSH test	Resolution Health
Dolores Mitchell	MA GIC		Warfarin PT test within last 2 months	Resolution Health
Dolores Mitchell	MA GIC		Rheumatoid arthritis new baseline ESR or CRP	Resolution Health
Dolores Mitchell	MA GIC		Osteopenia and Chronic Steroid Use - Treatment to Prevent Osteoporosis	Resolution Health
Dolores Mitchell	MA GIC		Osteoporosis - Use of Pharmacological Treatment	Resolution Health
Dolores Mitchell	MA GIC		Pregnant women that had HBsAg testing	Resolution Health
Dolores Mitchell	MA GIC		Pregnant women that had HIV testing	Resolution Health
Dolores Mitchell	MA GIC		Pregnant women that had syphilis screening	Resolution Health
Dolores Mitchell	MA GIC		Pregnant women with diabetes not on hypoglycemic meds	Resolution Health
Dolores Mitchell	MA GIC		High risk cervical cancer screening in past year	Resolution Health
Dolores Mitchell	MA GIC		Prostate Cancer - Cancer Surveillance	Resolution Health
Dolores Mitchell	MA GIC		Rheumatoid Arthritis Annual ESR or CRP	Resolution Health
Dolores Mitchell	MA GIC		Rheumatoid arthritis new baseline AST or ALT tests	Resolution Health
Dolores Mitchell	MA GIC		Rheumatoid arthritis new baseline CBC	Resolution Health

Dolores Mitchell	MA GIC		Rheumatoid arthritis new baseline creatinine test	Resolution Health
Dolores Mitchell	MA GIC		Steroid Use - Osteoporosis Screening	Resolution Health
Dolores Mitchell	MA GIC		Tympanostomy tube patients hearing test	Resolution Health
Dolores Mitchell	MA GIC		Pulmonary embolism anticoagulation at least 3 months	Resolution Health
Dolores Mitchell	MA GIC		Deep vein thrombosis anticoagulation at least 3 months	Resolution Health
Joanne Timmons, MPH	Boston Medical Center & Governor's Council to Address Sexual and Domestic Violence, Health Care Working Group		PC.01.02.09 Standard on Abuse and Neglect	<p>The Joint Commission  High-priority settings and clinical focus areas: behavioral health  High-priority settings and clinical focus areas: community and population health  National Health Resource Center on Domestic Violence -  <a href="http://www.futureswithoutviolence.org/content/features/detail/790/">http://www.futureswithoutviolence.org/content/features/detail/790/</a> (ph: 888-792-2873).  Hospitals  There is growing and near unanimous consensus among national and international health organizations that sexual and domestic violence, as well as other forms of abuse and neglect, are critical issues to be addressed in health care. The MA Governor's Council to Address Sexual and Domestic Violence has convened a working group focused on how to assure that best practices are in alignment with health care reform. Our Health Care Working Group, with full support of its membership, submits The Joint Commission Standard PC.01.02.09 measure set for consideration by the SQAC. Within this measure set, we would prioritize Elements of Performance #3, followed by #2 and #5 which are closely related to each other.</p>
Kara Cotich	Massachusetts Association of Health Plans		Total Cost of Care Index	<p>NQF  Efficiency and system performance  Care transitions and coordination  High-priority settings and clinical focus areas: behavioral health  High-priority settings and clinical focus areas: post-acute care settings  High-priority settings and clinical focus areas: community and population health  High-priority settings and clinical focus areas: free standing and hospital outpatient surgical centers  <a href="http://www.healthpartners.com/public/tcoc/">http://www.healthpartners.com/public/tcoc/</a>  <a href="http://www.healthpartners.com/ucm/groups/public/@hp/@public/documents/documents/dev_057649.pdf">http://www.healthpartners.com/ucm/groups/public/@hp/@public/documents/documents/dev_057649.pdf</a>  <a href="http://www.qualityforum.org/News_And_Resources/Press_Releases/2012/NQF_Endorses_Resource_Use_Measures.aspx">http://www.qualityforum.org/News_And_Resources/Press_Releases/2012/NQF_Endorses_Resource_Use_Measures.aspx</a>  Health Partners of Minnesota</p>

Kara Cotich	Massachusetts Association of Health Plans		Cesarean Section Utilization Rates (C-section)	DPH, AHRQ MA DPH
Kara Cotich	Massachusetts Association of Health Plans		New HEDIS Readmission Measure	NCQA
Katherine Hsu, MD, MPH	MDPH Bureau of ID, Div. of STD Prevention & HIV/AIDS Surv.		STD/HIV screening	<p>CDC, AHRQ, NQF High-priority settings and clinical focus areas: community and population health 1. CDC recommends routine STD/HIV screening for sexually active adolescents and men-who-have-sex-with-men, among others <a href="http://www.cdc.gov/std/treatment/2010/specialpops.htm">http://www.cdc.gov/std/treatment/2010/specialpops.htm</a> 2. chlamydia screening in women is an AHRQ (<a href="http://www.uspreventiveservicestaskforce.org/uspstf/uspschl.htm">http://www.uspreventiveservicestaskforce.org/uspstf/uspschl.htm</a>) and NQF-endorsed measure (<a href="http://www.ncqa.org/tabid/59/Default.aspx">http://www.ncqa.org/tabid/59/Default.aspx</a>) 3. routine HIV screening is recommended by CDC (<a href="http://www.cdc.gov/mmwr/preview/mmwrhtml/rr5514a1.htm">http://www.cdc.gov/mmwr/preview/mmwrhtml/rr5514a1.htm</a>), and in at-risk populations by USPSTF (<a href="http://www.uspreventiveservicestaskforce.org/uspstf/uspshivi.htm">http://www.uspreventiveservicestaskforce.org/uspstf/uspshivi.htm</a>) for chlamydia screening has been a HEDIS measure since early 2000s</p> <p>Some of the greatest racial/ethnic and sexual minority health disparities are seen in the area of sexual health, with rates of reported STD/HIV disproportionately affecting non-whites and sexual minorities (Massachusetts 2010 chlamydia infection rates 18x higher in Black non-Hispanic and 13x higher in Hispanic compared to white non-Hispanic populations in Massachusetts; national syphilis and HIV diagnosis rates &gt;40x higher in MSM compared to other men or women). A quality measure surrounding appropriate screening for STD/HIV would promote sexual health and potentially lead to reductions in aforementioned disparities. Moreover, the evidence base for routine STD/HIV screening is particularly strong for youth and young adults, so a quality measure in this arena would also be a great tool for promotion of adolescent/young adult health.</p>
Katie Hakesley	National Association of Social Workers, Massachusetts Chapter		Hospital-based inpatient psychiatric services: the percentage of patients discharged from a hospital-based inpatient psychiatric setting with a continuing care plan provided to the next level of care clinician or entity	<p>The Joint Commission - Health Care Accreditation Organization Care transitions and coordination High-priority settings and clinical focus areas: behavioral health Specifications Manual for Joint Commission National Quality Core Measures [Version 2011A]. Oakbrook Terrace (IL): The Joint Commission; 20410 Dec. HBIPS-1 to HBIPS-270 p. Hospitals</p>



Katie Hakesley	National Association of Social Workers, Massachusetts Chapter (NASW-MA)		Behavioral health care patients' satisfaction: adult patients' overall rating of the counseling or treatment they received.	<p>AHRQ Efficiency and system performance High-priority settings and clinical focus areas: behavioral health CAHPS® surveys and tools to advance patient-centered care [<a href="https://www.cahps.ahrq.gov/default.asp">https://www.cahps.ahrq.gov/default.asp</a>]. [internet]. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); [updated 2008 Feb 21]; [accessed 2004 Apr 15]. [3 p]. -ECHO® Survey and Reporting Kit 2004. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); 2004. Various p. Behavioral Health Care</p>
Katie Hakesley	National Association of Social Workers, Massachusetts Chapter (NASW-MA)		Behavioral health care patients' experiences: percentage of adult patients who reported how much of a problem they had getting treatment and information from their health plan or managed behavior health organization	<p>AHRQ Efficiency and system performance High-priority settings and clinical focus areas: behavioral health CAHPS® surveys and tools to advance patient-centered care [<a href="https://www.cahps.ahrq.gov/default.asp">https://www.cahps.ahrq.gov/default.asp</a>]. [internet]. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); [updated 2008 Feb 21]; [accessed 2004 Apr 15]. [3 p]. ECHO® Survey and Reporting Kit 2004. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); 2004. Various p. Behavioral Health Care</p>
Kristina Whiton O'Brien	National Association of Social Workers, Massachusetts Chapter		Behavioral health care patients' satisfaction: adult patients' overall rating of their health plan for counseling or treatment.	<p>AHRQ Efficiency and system performance High-priority settings and clinical focus areas: behavioral health CAHPS® surveys and tools to advance patient-centered care [<a href="https://www.cahps.ahrq.gov/default.asp">https://www.cahps.ahrq.gov/default.asp</a>]. [internet]. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); [updated 2008 Feb 21]; [accessed 2004 Apr 15]. [3 p]. ECHO® Survey and Reporting Kit 2004. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); 2004. Various p. Behavioral Health Care</p>

Melinda Karp	Massachusetts Health Quality Partners		MHQP Ambulatory Patient Experiences of Care Survey (for Adults and for Children)	<p>1) Massachusetts Ambulatory Care Experiences Survey (ACES) (developed by MHQP in partnership with researchers from The Health Institute at Tufts-New England Medical Center), and  2) The Clinician/Group CAHPS Survey (AHRQ, NQF)  Care transitions and coordination  Sources: 1) <a href="http://www.mhqp.org">www.mhqp.org</a>, 2) <a href="http://www.commonwealthfund.org/Publications/In-the-Literature/2006/Jan/Measuring-Patients-Experiences-with-Individual-Primary-Care-Physicians--Results-of-a-Statewide-Demon.aspx">http://www.commonwealthfund.org/Publications/In-the-Literature/2006/Jan/Measuring-Patients-Experiences-with-Individual-Primary-Care-Physicians--Results-of-a-Statewide-Demon.aspx</a>  Physician Practice Level Reporting</p> <p>MHQP's proposed measure nomination addresses the SQAC's statutory priority of patient experiences of care measures. MHQP's Ambulatory Patient Experiences of Care Survey instrument is comprised of the best performing items from the two validated ACES and CAHPS surveys. MHQP's survey is currently used for statewide public reporting in Massachusetts for over 500 adult, pediatric and family physician practices.</p>
Michael Norton	Health Connector		Follow up after Hospitalization 7 and 30 day	<p>NCQA HEDIS Measure  High-priority settings and clinical focus areas: behavioral health  NCQA HEDIS Measures (FUH)  MassHealth MCO Program</p>
Patricia Kelleher	Home Care Alliance of Massachusetts		Patient experience of care/overall rating of care	<p>Home Health Consumer Assessment of Providers and Systems (HHCAPS)  High-priority settings and clinical focus areas: post-acute care settings  The HHCAPS is well vetted on the CMS website.  Certified home health agencies</p>
Patricia Kelleher	Home Care Alliance of Massachusetts		Timely Initiation of Care	<p>OASIS (the Outcome and Assessment Information Set) data set for use in home health agencies (HHAs)  Care transitions and coordination  This tool is discussed both on CMS home Health Compare where these data are already publicly reported and on the NQF panel/website looking at post acute care  Certified Home health</p>

Russell J. Munson, MD	Fallon Community Health Plan		Total Cost of Care Index	<p>NQF  Efficiency and system performance  Care transitions and coordination  High-priority settings and clinical focus areas: behavioral health  High-priority settings and clinical focus areas: post-acute care settings  High-priority settings and clinical focus areas: community and population health  High-priority settings and clinical focus areas: free standing and hospital outpatient surgical centers  <a href="http://www.healthpartners.com/public/tcoc/">http://www.healthpartners.com/public/tcoc/</a>  <a href="http://www.healthpartners.com/ucm/groups/public/@hp/@public/documents/documents/dev_057649.pdf">http://www.healthpartners.com/ucm/groups/public/@hp/@public/documents/documents/dev_057649.pdf</a>  <a href="http://www.qualityforum.org/News_And_Resources/Press_Releases/2012/NQF_Endorses_Resource_Use_Measures.aspx">http://www.qualityforum.org/News_And_Resources/Press_Releases/2012/NQF_Endorses_Resource_Use_Measures.aspx</a>  Health Partners of Minnesota</p> <p>The TCOC Index and tools primarily focus on efficiency and system performance but can be and has been used to focus on specific areas of interest e.g. Health Partners Medical Group use: • Identify cost effective facilities and specialists • Improve generic prescribing • Improve diagnostic imaging management • Improve back pain care • Reduce readmissions • Appropriate ER use and inpatient care</p>
Sonja Ziniel	Instructor of Pediatrics, Harvard Medical School		PIES - #34: When your child was discharged from the hospital, how well or poorly prepared were you and your child to leave?	<p>Children's Hospital Boston  Care transitions and coordination  As the measure developer, Children's Hospital, Boston will make available to you information related to the methodology and validation process. A publication about the validation is also about to be submitted.  Children's Hospital Boston  Test-retest reliability, internal consistency, known-group validity and feasibility have been established.</p>
Sonja Ziniel	Instructor of Pediatrics, Harvard Medical School		PIES - #36: In your opinion, how well or poorly did the staff prepare you to care for your child at home?	"
Sonja Ziniel	Instructor of Pediatrics, Harvard Medical School		PIES - #37: When you left the hospital, how well did you understand what problems you should watch out for that required a call to your child's doctor right away?	"
Sonja Ziniel	Instructor of Pediatrics, Harvard		PIES - #38: When you left the hospital, how well did you understand whom to	"

	Medical School		call if you had questions or concerns about your child at home?	
Sonja Ziniel	Instructor of Pediatrics, Harvard Medical School		PIES - #39: In your opinion, how well or poorly did the staff prepare you to deal with any pain your child might have at home?	"
Sonja Ziniel	Instructor of Pediatrics, Harvard Medical School		PIES - #40: In your opinion, how well or poorly did the staff prepare you to give your child his or her new medicines at home, if any?	"