

SUMMARY DECISIONS

PUBLIC REPORTING OF PATIENT EXPERIENCE SURVEY RESULTS

Maine Quality Forum Advisory Council

December 14, 2012

On December 14, 2012, the Dirigo Health Agency's Maine Quality Forum Advisory Council (MQF) met to consider the process and format for publicly reporting results of patient experience surveys being conducted under the Agency's initiative. This was the first of a series of meetings focused on public reporting that the Advisory Council is sponsoring with stakeholders to consider the many issues that are part of a public reporting process.

The first action of the Advisory Council was to recognize and applaud the 264 practices representing over 1300 individual providers that participated in this voluntary initiative. Understanding the importance of patient experience in the care encounter, these practices took a leadership role in agreeing to conduct surveys and have results publicly reported at the practice site level. The Advisory Council emphasized the importance of acknowledging participating practices on the public website for their groundbreaking commitment to patient experience and to the transparency of survey results.

ISSUES AND ACTIONS

Following is a summary of actions taken by the MQF Advisory Council on December 14, 2012.

Issue	MQF Advisory Council Action
Audience	The site should be a repository of survey results and focus on any one audience. Other sites, such as <i>Get Better Maine</i> , are better positioned to apply survey results to the needs of specific audiences.
Level of reporting	Organize practice sites by medical group and/or health system but do not develop an aggregate score for the group or system. This will alleviate issues when not all practices within a group or system participated and/or when data are not available to weight aggregate scores by size of practice.
Grouping of Results	Separately report adult/primary care, adult/specialty care and child surveys. Use benchmarks from comparable groups when available.
Measures to be reported	Report at the composite level with a link to individual items. This allows viewers to see easy summary data while also making full information available to those who wish to see the detail.
Scoring	The Advisory Council reviewed options for reporting scores by full distribution, "top box" and average scores. Members decided to hold final decision until the next meeting.

Issue	MQF Advisory Council Action
Benchmarks and comparisons	Compare to CAHPS benchmarks where available and Maine aggregate.
Level of contextual information	It will be important to set the context for why and how this initiative was undertaken, the value of patient experience, and the method of survey administration. Acknowledge the leadership of those who participated. Use short version of labels describing survey composites and items. Provide links for more detailed descriptions of the instrument and its use. Distinguish between MQF reporting and PTE through narrative and cross links.
Functionality	In keeping with its primary purpose as a repository, do not invest in significant functional enhancements. Include downloading and search functions by practice name and location.
Duration	Post for a minimum of 12 months.
Display	Mock-ups of the website will be reviewed with the MQF Advisory Council and stakeholders before posting. Staff anticipates that mock-ups are likely to be presented to the Council at their April meeting.
Next steps	The next meeting of the MQF Advisory Council is scheduled for Friday, February 8, 2012 at 9:00 am. Major agenda items related to the patient experience initiative will include final decisions on scoring and discussion of how best to promote public reporting of the patient experience survey results when it becomes available in July 2013. Staff has been instructed to assure that all presentations and hand-outs be posted to the DHA website in advance of the meeting for easy access to stakeholders participating via conference. Call.

For further information about presentations made at the December 14, 2012 MQF Advisory Council and a list of participating practices, go to:

http://www.dirigohealth.maine.gov/Pages/patient_experience_matters.html

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