

CENTER FOR HEALTH INFORMATION AND ANALYSIS



Performance of the Massachusetts Health Care System

TECHNICAL APPENDIX



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Quality of Care



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Quality of Care

TECHNICAL APPENDIX

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Metrics: Clinical Performance Measures: Healthcare Effectiveness Data and Information Set (HEDIS®)

Steward: National Committee for Quality Assurance (NCQA)

CHIA Data Source: Massachusetts Health Quality Partners (MHQP)

Populations: Measures for Commercially Insured Enrollees in HMO and Point of Service (excluding Marketplace) products in participating health plans (Mass General Brigham Health Plan, Blue Cross Blue Shield of Massachusetts, Point32Health (Harvard Pilgrim Health Care/Tufts Health Plan), and Health New England) are included in this report.

The HEDIS® measures reported cover the health plan population that was enrolled as of December 31st of the measurement years (2022 and 2023) and met the enrollment, demographic, and clinical specifications required for each measure.

MEASURE CATEGORY	MEASURE NAME	DESCRIPTION	DATA SOURCE
Behavioral Health	Mental Illness 7-Day ED Follow-Up	Follow-Up After Emergency Department Visit for Mental Illness (7-Day)	Administrative Data Method
Behavioral Health	Mental Illness 7-Day Hospitalization Follow-Up	Follow-Up After Hospitalization for Mental Illness (7-Day)	Administrative Data Method
Behavioral Health	Pharmacotherapy for Opioid Use Disorder	The percentage of opioid use disorder pharmacotherapy events	Administrative Data Method
Behavioral Health	IET: SUD Treatment-Engagement Phase	Initiation and Engagement of Substance Use Disorder Treatment - Engagement	Administrative Data Method
Behavioral Health	IET: SUD Treatment-Initiation Phase	Initiation and Engagement of Substance Use Disorder Treatment - Initiation	Administrative Data Method
Chronic Condition Care	Asthma Medication Ratio	Asthma Medication Ratio.	Administrative Data Method
Chronic Condition Care	Diabetes-Blood Pressure Control	Blood Pressure Control for Patients with Diabetes	Hybrid Method
Chronic Condition Care	Diabetes - HbA1c Poor Control (>9%)	Hemoglobin A1c control of Patients with Diabetes HbA1c Poor Control (> 9.0%)	Hybrid Method
Chronic Condition Care	Diabetes-Eye Exams	Eye Exam for Patients with Diabetes	Hybrid Method
Chronic Condition Care	Controlling High Blood Pressure	Controlling High Blood Pressure	Hybrid Method
Pediatric/Adolescent Care	Well-Child Visits- First 15 Months	Well-Child Visits in the first 30 Months of Life: 0 - 15 Months	Administrative Data Method
Pediatric/Adolescent Care	Well-Child Visits- 15-30 Months	Well-Child Visits in the first 30 Months of Life: 15 - 30 Months	Administrative Data Method
Pediatric/Adolescent Care	Well-Care Visits - 3-11 Years	Child and Adolescent Well Care Visits, 3 – 11 years	Administrative Data Method

MEASURE CATEGORY	MEASURE NAME	DESCRIPTION	DATA SOURCE
Pediatric/Adolescent Care	Well-Care Visits - 12-17 Years	Child and Adolescent Well Care Visits, 12 – 17 years	Administrative Data Method
Pediatric/Adolescent Care	Well-Care Visits – 18-21 Years	Child and Adolescent Well Care Visits, 18 – 21 years	Administrative Data Method
Pediatric/Adolescent Care	Childhood Immunizations - Combo 10	Childhood Immunization Status (Combo 10)	Hybrid Method
Pediatric/Adolescent Care	Adolescent Immunizations- Combo 2	Immunizations for Adolescents (Combo 2)	Hybrid Method
Pediatric/Adolescent Care	Metabolic Monitoring- Antipsychotics	Metabolic Monitoring for Children and Adolescents on Antipsychotics: Combined Blood Glucose/Cholesterol Testing	Administrative Data Method
Screening and Prevention	Postpartum Care	Prenatal and Postpartum Care – Postpartum Care	Hybrid Method
Screening and Prevention	Timeliness of Prenatal Care	Prenatal and Postpartum Care – Timeliness of Prenatal Care	Hybrid Method
Screening and Prevention	Breast Cancer Screening	Breast Cancer Screening	Hybrid Method
Screening and Prevention	Cervical Cancer Screening	Cervical Cancer Screening	Hybrid Method
Screening and Prevention	Colorectal Cancer Screening	Colorectal Cancer Screening – ages 45-75	Hybrid Method
Screening and Prevention	Colorectal Cancer Screening – 45-49	Colorectal Cancer Screening – ages 45-49. Note: recommendations updated in MY2022 to lower screening age from 50 to 45. Stratification by age range allows monitoring of adoption of new recommendations.	Hybrid Method
Screening and Prevention	Colorectal Cancer Screening – 50+	Colorectal Cancer Screening – ages 50-75	Hybrid Method
Screening and Prevention	Chlamydia Screening: Women 16-20	Chlamydia Screening in Women Ages 16 to 20	Administrative Data Method
Screening and Prevention	Chlamydia Screening: Women 21-24	Chlamydia Screening in Women Ages 21 to 24	Administrative Data Method
Screening and Prevention	Imaging Studies for Low Back Pain	Use of Imaging Studies for Low Back Pain	Administrative Data Method

Definition:

The Healthcare Effectiveness Data and Information Set (HEDIS®) Measure Set was created by the National Committee for Quality Assurance (NCQA). All health plans that apply for NCQA accreditation for a given product line (Commercial, Medicare, and/or Medicaid) submit their HEDIS® measures to NCQA, based on the specified health plan enrollee population, using standard technical measure specifications defined by the NCQA. All measures have undergone the NCQA-mandated audits for the measurement years.

Performance Measures:

The above measures are reported at the statewide level. The clinical performance measures included in this report are drawn from the [2023 Aligned Measure Set](#). Please visit the [EOHHS Quality Measure Alignment Taskforce \(“Taskforce”\) website](#) for more information about the multi-stakeholder Taskforce initiative intended to focus provider quality improvement efforts, while reducing administrative burden on provider organizations to measure and improve quality. Some measures included here and in the accompanying databook are not shown in the report chart-pack.

Measure specifications for all measures in the 2023 Aligned Measure Set, including all HEDIS® measures presented in this report, are available by emailing a request to Quality.Alignment@chiamas.gov.

Measurement Periods:

The measurement periods vary somewhat by measure, but in general, measures report on performance during the associated calendar year (i.e., MY2023 measures report on performance during calendar year 2023). Certain measures also count care provided in earlier years: for example, the breast cancer screening measure looks at exams performed in the measurement year or in the prior year.

Data Sources:

Five Massachusetts health plans provided the HEDIS® data used to compile the measures in these reports. Four of these plans provided de-identified data at the individual member level, and one health plan aggregated to the individual provider level prior to submission to MHQP. All measures were attributed to the enrollee’s assigned primary care provider (PCP) as of December 31st of the measurement years (2022 and 2023). A numerator event delivered by any eligible health care provider was credited to the assigned PCP, even if the event was delivered by a different eligible health care provider. The providers included in the reports were those listed as PCPs by at least one of the five participating health plans. These providers included internists, family practitioners, geriatricians, pediatricians, and nurse practitioners with patient panels as a PCP, and specialists who served as PCPs for some patients and had dual status according to at least one of the health plans.

Measurement Methods:

For each of the measures, NCQA specified whether results should be calculated using administrative (claims/encounter) data only (Administrative Data Method) or whether health plans could opt to draw a random sample of the HEDIS®-eligible population and use data obtained through medical record reviews to supplement the data derived from their claims and encounter records (Hybrid Method). Medical record data could be used to identify patients who should be dropped from the denominator population, based on the exclusion criteria for a given measure, and to identify eligible numerator events that were not captured in the plans’ administrative data. The table above identifies measures that may be calculated using the Hybrid Method.

Metrics: Patient Experience Survey (PES) – Primary Care (Adult and Pediatrics)

Steward: Agency for Healthcare Research and Quality (AHRQ), modified by Massachusetts Health Quality Partners (MHQP)

CHIA Data Source: Massachusetts Health Quality Partners, Patient Experience Survey (PES). The PES is based on the Clinician & Group Visit Survey 4.0 (beta) (CG-CAHPS Visit Survey) for adults and addresses multiple visit modes, including telehealth.

Overview: Survey was conducted from late April through mid-July, 2024 and asked patients to report about their experiences with a particular named primary care provider and their practice. The survey sample frame included patients who had at least one primary care visit that occurred between July 2023 and December 2023.

Population:

1. Commercial – Sample of commercially insured members of five health plans in Massachusetts (Blue Cross Blue Shield of Massachusetts, Point32Health/Harvard Pilgrim Health Care, WellPoint, Mass General Brigham Health Plan, and Health New England), in an HMO, PPO, or POS health plan product. Adult patients' ages 18+, pediatric patients ages 0 to 17.
2. MassHealth – Sample of members from all 17 MassHealth ACOs. Adult patients' ages 18+, pediatric patients ages 0 to 17.

Adult Primary Care Patient Experience Survey Measures

MEASURE NAME	DESCRIPTION	PRIMARY DATA SOURCE
Organizational Access	<p>Survey respondents' scoring of satisfaction with their ability to get timely appointments, care, and information:</p> <ol style="list-style-type: none"> 1. In the last 6 months, did you contact this provider's office to get an appointment for illness, injury, or condition that needed care right away? (screener) 2. When you contacted this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed? 3. In the last 6 months, did you make any appointments for a check-up or routine care with this provider? (screener) 4. When you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed? 5. In the last 6 months, did you contact this provider's office with a medical question during regular office hours? (screener) 6. When you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day? 	Patient Reported Data/Survey
Office Staff	<p>Survey respondents' scoring of their interactions with office staff.</p> <ol style="list-style-type: none"> 1. Staff at a provider's office may talk with you about your visit, help set it up, and remind you about your appointment. Thinking about your most recent visit, did you talk to staff from this provider's office? (screener) 2. Thinking about your most recent visit, were the staff from this provider's office as helpful as you thought they should be? 3. Thinking about your most recent visit, did the staff from this provider's office treat you with courtesy and respect? 	Patient Reported Data/Survey
Integration of Care	<p>Survey respondents' scoring of their satisfaction with their providers' integration of their care.</p> <ol style="list-style-type: none"> 1. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you see a specialist for a particular health problem? (screener) 2. During your most recent visit, did the provider seem informed and up-to-date about the care you got from specialists? 3. During your most recent visit, did this provider order a blood test, x-ray, or other test for you? (screener) 4. Did someone from this provider's office follow up to give you those results? 5. In the last 6 months, did you take any prescription medicines? (screener) 6. During your most recent visit, did you and someone from this provider's office talk about all the prescription medicines you were taking, whether they were prescribed by this office or another provider? 	Patient Reported Data/Survey

MEASURE NAME	DESCRIPTION	PRIMARY DATA SOURCE
Communication	<p>Survey respondents' scoring of their satisfaction with their patient-providers' communication.</p> <ol style="list-style-type: none"> 1. During your most recent visit, did this provider explain things in a way that was easy to understand? 2. During your most recent visit, did this provider listen carefully to you? 3. During your most recent visit, did this provider show respect for what you had to say? 4. During your most recent visit, did this provider spend enough time with you? 	Patient Reported Data/Survey
Knowledge of Patient	<p>Survey respondents' scoring of their satisfaction with how well doctors know them.</p> <ol style="list-style-type: none"> 1. During your most recent visit, did this provider have the medical information they needed about you? 2. How would you rate this provider's knowledge of you as a person, including values and beliefs that are important to you? 	Patient Reported Data/Survey
Adult Behavioral Health	<p>Survey respondents' scoring of whether doctors talked to them about their mental health.</p> <ol style="list-style-type: none"> 1. During your most recent visit, did anyone in this provider's office ask you if there was a period of time when you felt sad, empty, or depressed? 2. During your most recent visit, did you and anyone in this provider's office talk about things in your life that worry you or cause you stress? 	Patient Reported Data/Survey
Self-Management Support	<p>Survey respondents' scoring of whether healthcare providers talked with them and their family about goals for good health and ways to meet these goals.</p> <ol style="list-style-type: none"> 1. During your most recent visit, did you and anyone in this provider's office talk about specific goals for your health? 2. During your most recent visit, did anyone in this provider's office ask you if there are things that make it hard for you to take care of your health? 	Patient Reported Data/Survey
Willingness to Recommend	<p>Survey respondents reported YES, they would definitely recommend their doctor to family and friends.</p>	Patient Reported Data/Survey
Trust	<p>Survey respondents' scoring of their trust in their providers.</p> <ol style="list-style-type: none"> 1. Sometimes your provider cares more about what is convenient for them than about your medical needs. 2. Your provider is extremely thorough and careful. 3. You completely trust your provider's decisions about which medical treatments are best for you. 4. Your provider is totally honest in telling you about all of the different treatment options available for your condition. 5. All in all, you have complete trust in your provider. 	Patient Reported Data/Survey

Pediatric Primary Care Patient Experience Survey Measures

MEASURE NAME	DESCRIPTION	PRIMARY DATA SOURCE
Organizational Access	<p>Survey respondents' scoring of satisfaction with their ability to get timely appointments, care, and information:</p> <ol style="list-style-type: none"> 1. In the last 6 months, did you contact this provider's office to get an appointment for your child for an illness, injury, or condition that needed care right away? (screener) 2. When you contacted this provider's office to get an appointment for care your child needed right away, how often did you get an appointment as soon as your child needed? 3. In the last 6 months, did you make any appointments for a check-up or routine care for your child with this provider? (screener) 4. When you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as your child needed? 5. In the last 6 months, did you contact this provider's office with a medical question about your child during regular office hours? (screener) 6. When you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day? 	Patient Reported Data/Survey
Office Staff	<p>Survey respondents' scoring of their interactions with office staff.</p> <ol style="list-style-type: none"> 1. Staff at a provider's office may talk with you about your child's visit, help set it up, and remind you about your appointment. Thinking about your child's most recent visit, did you talk to staff from this provider's office? (screener) 2. Thinking about your child's most recent visit, was the staff from this provider's office as helpful as you thought they should be? 3. Thinking about your child's most recent visit, did the staff from this provider's office treat you with courtesy and respect? 	Patient Reported Data/Survey
Integration of Care	<p>Survey respondents' scoring of their satisfaction with their providers' integration of their care.</p> <ol style="list-style-type: none"> 1. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did your child see a specialist for a particular health problem? (screener) 2. During your most recent visit, did the provider seem informed and up-to-date about the care your child got from specialists? 3. During your child's most recent visit, did this provider order a blood test, x-ray, or other test for your child? (screener) 4. Did someone from this provider's office follow up to give you those results? 	Patient Reported Data/Survey

MEASURE NAME	DESCRIPTION	PRIMARY DATA SOURCE
Communication	<p>Survey respondents' scoring of their satisfaction with their patient-providers' communication.</p> <ol style="list-style-type: none"> 1. During your child's most recent visit, did this provider explain things about your child's health in a way that was easy to understand? 2. During your child's most recent visit, did this provider listen carefully to you? 3. During your most recent visit, did this provider show respect for what you had to say? 4. During your most recent visit, did this provider spend enough time with your child? 	Patient Reported Data/Survey
Knowledge of Patient	<p>Survey respondents' scoring of their satisfaction with how well doctors know them.</p> <ol style="list-style-type: none"> 1. During your child's most recent visit, did this provider have the medical information they needed about your child? 2. How would you rate this provider's knowledge of your child as a person – special abilities, concerns, fears? 	Patient Reported Data/Survey
Self-Management Support	<p>Survey respondents' scoring of whether healthcare providers talked with them and their family about goals for good health and ways to meet these goals.</p> <ol style="list-style-type: none"> 1. During your child's most recent visit, did you and anyone in this provider's office talk about specific goals for your child's health? 2. During your child's most recent visit, did anyone in this provider's office ask you if there are things that make it hard for you to take care of your child's health? 	Patient Reported Data/Survey
Willingness to Recommend	<p>Survey respondents reported YES, they would definitely recommend their doctor to family and friends.</p>	Patient Reported Data/Survey
Pediatric Development	<p>Survey respondents' scoring of whether doctors talked to them about how well their child was growing, moving, speaking, learning, and getting along with others.</p> <ol style="list-style-type: none"> 1. During your child's most recent visit, did you and anyone in this provider's office talk about your child's learning ability? 2. During your child's most recent visit, did you and anyone in this provider's office talk about the kinds of behaviors that are normal for your child at this age? 3. During your child's most recent visit, did you and anyone in this provider's office talk about how your child's body is growing? 4. During your child's most recent visit, did you and anyone in this provider's office talk about your child's moods and emotions? 	Patient Reported Data/Survey

MEASURE NAME	DESCRIPTION	PRIMARY DATA SOURCE
Pediatric Preventive Care	<p>Survey respondents' scoring of whether doctors gave advice about keeping their child safe and healthy.</p> <ol style="list-style-type: none"> 1. During your child's most recent visit, did you and anyone in this provider's office talk about things you can do to keep your child from getting injured? 2. During your child's most recent visit, did you and anyone in this provider's office talk about how much time your child spends on a computer and in front of a TV? 3. During your child's most recent visit, did you and anyone in this provider's office talk about how much or what kind of food your child eats? 4. During your child's most recent visit, did you and anyone in this provider's office talk about how much or what kind of exercise your child gets? 5. During your child's most recent visit, did you and anyone in this provider's office talk about how your child gets along with others? 6. During your child's most recent visit, did you and anyone in this provider's office talk about whether there are any problems in your household that might affect your child? 	Patient Reported Data/Survey
Trust	<p>Survey respondents' scoring of their trust in their child's providers.</p> <ol style="list-style-type: none"> 1. Sometimes your child's provider cares more about what is convenient for them than about your child's medical needs. 2. Your child's provider is extremely thorough and careful. 3. You completely trust your child's provider's decisions about which medical treatments are best for your child. 4. Your child's provider is totally honest in telling you about all of the different treatment options available for your child's condition. 5. All in all, you have complete trust in your child's provider. 	Patient Reported Data/Survey

All scores for measures of patient experience in medical groups were pre-calculated by and received from the Massachusetts Health Quality Partners (MHQP).

All Survey responses are coded to a 0 to 100 scale so that questions with different response options may be easily combined. Higher values indicate more positive responses.

For example, a question with four response options would be assigned the following values:

RESPONSE	VALUE
Always	100.00
Usually	66.67
Sometimes	33.33
Never	0.00

A question with two response options would be assigned the following values:

RESPONSE	VALUE
Yes	100.00
No	0.00

Composites are calculated as a simple average of the response values for each of the component questions. If less than half of the questions have valid responses for a given survey respondent, then the composite cannot be calculated and is considered missing.

Metrics: Readmissions

CHIA has adapted the Hospital-Wide All-Cause Unplanned 30-day Readmission Measure (NQF #1789) developed by CMS and the Yale Center for Outcomes Research and Evaluation to report on all-payer readmissions in the Commonwealth. The measure was applied to CHIA's Hospital Inpatient Discharge Database, which is collected from all non-federal acute care hospitals in Massachusetts. This year's report uses the 2024 CMS readmission measure methodology (version 13.0), which uses the V24 CMS-HCC crosswalk and updates the planned readmissions algorithm. Some discontinuity in trends may be attributable to the change in diagnostic coding from ICD-9-CM to ICD-10-CM.

A readmission is defined as an inpatient admission to an acute care facility in Massachusetts occurring within 30 days of an eligible index discharge. Analyses include eligible discharges for adults aged 18 and older with any payer, excluding discharges for obstetric or primary psychiatric care. All readmissions are counted except for those that are considered planned.

Readmission rates are calculated as follows: First, eligible hospital discharges are defined. Second, from among this set of eligible discharges, the number of eligible readmissions within 30 days is derived. Then, the latter is divided by the former and turned into a percentage to calculate the observed readmission rate.

Please refer to the Hospital-Wide Adult All-Payer Readmissions Report (published in December 2024) Technical Appendix for information on methodology for these calculations. The full report and accompanying materials, including the Technical Appendix are available at:

<https://www.chiamass.gov/hospital-wide-adult-all-payer-readmissions-in-massachusetts>

Metrics: Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)

Steward: Agency for Healthcare Research and Quality

CHIA Data Source: CMS Hospital Compare

Populations: All Payers, Ages 18+

MEASURE NAME AND ID	DESCRIPTION	PRIMARY DATA SOURCE
Cleanliness of Hospital Environment	Patient response to the individual HCAHPS survey question about the cleanliness of their hospital room during their stay.	Patient Reported Data/Survey
Communication about Medicines	A composite of responses to HCAHPS survey questions about how providers communicated about medications during the hospital stay.	Patient Reported Data/Survey
Communication with Doctors	A composite of responses to HCAHPS survey questions about how doctors communicated during the hospital stay.	Patient Reported Data/Survey
Communication with Nurses	A composite of responses to HCAHPS survey questions about how nurses communicated during the hospital stay.	Patient Reported Data/Survey
Discharge Information	A composite of responses to HCAHPS survey questions about the care instructions given to them by a provider at discharge.	Patient Reported Data/Survey
Overall Hospital Rating	Overall patient rating of the hospital, based on the recent admission, on a scale from 0 (lowest) to 10 (highest).	Patient Reported Data/Survey
Recommend the Hospital	Would the patient recommend the hospital, based on the recent admission.	Patient Reported Data/Survey
Quietness of Hospital Environment	Patient response to the individual HCAHPS survey question about the quietness of their hospital room at night.	Patient Reported Data/Survey
Responsiveness of Hospital Staff	A composite of responses to HCAHPS survey questions about if help was provided when it was needed during the hospital stay.	Patient Reported Data/Survey
Care Transition	A composite of responses to HCAHPS survey questions about how patients understood the care instructions they received at discharge.	Patient Reported Data/Survey

Definition:

All HCAHPS scores were retrieved from CMS Hospital Compare as pre-calculated percentages. Where a hospital's performance is not included on Hospital Compare because of small numbers, missing data, or because the measure does not apply, the measure is also not included in the report. For more information on CMS's methods, see:

https://hcahpsonline.org/globalassets/hcahps/star-ratings/tech-notes/october-2024_star-ratings_tech-notes.pdf

The accompanying databook also includes HCAHPS "top-box" scores. These scores reflect the percentage of respondents that gave the most positive response to HCAHPS survey items. Higher scores indicate better patient-reported experiences. For more information on CMS's methods, see:

<https://hcahpsonline.org/en/summary-analyses/>

Metrics: The Leapfrog Group

Steward: Varied

CHIA Data Source: The Leapfrog Group Hospital Survey

Population: All Payers, All Ages

MEASURE NAME	DESCRIPTION	PRIMARY DATA SOURCE
NTSV Cesarean Section	Percent of cesarean sections for first-time pregnancy (nulliparous) that has reached 37th week or later (term) and consists of one fetus (singleton) in the head-down position (vertex).	Hospital Survey derived from health records
	Achieved the Standard < = 23.6%	
	Considerable Achievement > 23.6% and < = 25.2%	
	Some Achievement > 25.2% and < = 29.5%	
	Limited Achievement > 29.5%	
Rate of Episiotomy	Percent of vaginal deliveries (excluding those coded with shoulder dystocia) during which an episiotomy is performed.	Hospital Survey derived from health records
	Achieved the Standard < = 5%	
	Considerable Achievement > 5% and < = 10%	
	Some Achievement > 10% and < = 15%	
	Limited Achievement > 15%	

MEASURE NAME	DESCRIPTION	PRIMARY DATA SOURCE
Total Nursing Care Hours per Patient Day Score (Performance Category)	<p>Total productive hours worked by employee or contract nursing staff with direct patient care responsibilities (RN, LPN/LVN, and UAP) by each unit type for each month or quarter during the reporting period.</p> <p>Achieved the Standard >= 50th percentile</p> <p>Considerable Achievement >= 25th percentile and < 50th percentile</p> <p>Some Achievement >= 10th percentile and < 25th percentile</p> <p>Some Achievement (Alternative) < 10th percentile AND meets additional criteria (see measure scoring documentation linked below)</p> <p>Limited Achievement < 10th percentile OR the hospital did not measure</p>	Hospital Survey
RN Hours per Patient Day Score (Performance Category)	<p>Total number of productive hours worked by RN nursing staff with direct patient care responsibilities by each unit type for each month or quarter during the reporting period</p> <p>Achieved the Standard >= 50th percentile</p> <p>Considerable Achievement >= 25th percentile and < 50th percentile</p> <p>Some Achievement >= 10th percentile and < 25th percentile</p> <p>Some Achievement (Alternative) < 10th percentile AND meets additional criteria (see measure scoring documentation linked below)</p> <p>Limited Achievement < 10th percentile OR the hospital did not measure</p>	Hospital Survey
Hand Hygiene	<ul style="list-style-type: none"> Measures processes and protocols that hospitals have in place regarding monitoring hand hygiene practices, fostering a culture of good hand hygiene, offering training and education, and providing equipment. For complete description of measure scoring, see: https://www.leapfroggroup.org/sites/default/files/Files/2024_HospitalSurveyScoringAlgorithm_20240401_v9.1%28version%201%29.pdf 	Hospital Survey

Definition:

Quality performance data were received from The Leapfrog Group as pre-calculated scores, including comparisons to standards defined by The Leapfrog Group. Participation in the Leapfrog Hospital survey is voluntary; where a hospital does not complete the survey or report on certain items in the survey, the data for that entity is also not included in the report.

For more information on Leapfrog's scoring methods, see:

https://www.leapfroggroup.org/sites/default/files/Files/2024_HospitalSurveyScoringAlgorithm_20240401_v9.1%28version%201%29.pdf

For more information on measure specifications and calculations, see:

https://www.leapfroggroup.org/sites/default/files/Files/2024HospitalSurvey_20240514_v9.1%20%28version%202%29.pdf

Hospital System Affiliations, 2023

Affiliations reflect ownership during the reporting period of calendar year 2023.

Hospital Name	CY23 Affiliation
Baystate Franklin Medical Center	Baystate Health
Baystate Medical Center	Baystate Health
Baystate Noble Hospital	Baystate Health
Baystate Wing Hospital	Baystate Health
Berkshire Medical Center	Berkshire Health Systems
Fairview Hospital	Berkshire Health Systems
Addison Gilbert Hospital	Beth Israel Lahey Health
Anna Jaques Hospital	Beth Israel Lahey Health
Beth Israel Deaconess Hospital Plymouth	Beth Israel Lahey Health
Beth Israel Deaconess Hospital-Milton	Beth Israel Lahey Health
Beth Israel Deaconess Medical Center	Beth Israel Lahey Health
Beth Israel Hospital - Needham	Beth Israel Lahey Health
Beverly Hospital	Beth Israel Lahey Health
Lahey Hospital and Medical Center	Beth Israel Lahey Health
Mount Auburn Hospital	Beth Israel Lahey Health
New England Baptist Hospital	Beth Israel Lahey Health
Northeast Hospital	Beth Israel Lahey Health
Winchester Hospital	Beth Israel Lahey Health
Cape Cod Hospital	Cape Cod Healthcare
Falmouth Hospital	Cape Cod Healthcare
Athol Hospital	Heywood Healthcare
Heywood Hospital	Heywood Healthcare
Boston Children's Hospital	Independent
Boston Medical Center	Independent
CHA Cambridge Hospital	Independent
CHA Everett Hospital	Independent
Dana-Farber Cancer Institute	Independent
Emerson Hospital	Independent
Holyoke Medical Center	Independent
Lawrence General Hospital	Independent
Milford Regional Medical Center	Independent
Signature Healthcare Brockton Hospital	Independent
South Shore Hospital	Independent

Hospital Name	CY23 Affiliation
Sturdy Memorial Hospital	Independent
Brigham and Women's Faulkner Hospital	Mass General Brigham
Brigham And Women's Hospital	Mass General Brigham
Cooley Dickinson Hospital	Mass General Brigham
Martha's Vineyard Hospital	Mass General Brigham
Massachusetts Eye and Ear	Mass General Brigham
Massachusetts General Hospital	Mass General Brigham
Nantucket Cottage Hospital	Mass General Brigham
Newton-Wellesley Hospital	Mass General Brigham
North Shore Medical Center Salem Hospital	Mass General Brigham
Shriners Hospitals for Children - Boston	Shriners Hospital for Children
Shriners Hospitals for Children - Springfield	Shriners Hospital for Children
Charlton Memorial Hospital	Southcoast Health System
St. Luke's Hospital	Southcoast Health System
Tobey Hospital	Southcoast Health System
Holy Family Hospital - Haverhill	Steward Health Care
Holy Family Hospital - Methuen	Steward Health Care
Morton Hospital	Steward Health Care
Saint Anne's Hospital	Steward Health Care
St. Elizabeth's Medical Center	Steward Health Care
Steward Good Samaritan Medical Center, Inc.	Steward Health Care
MetroWest Medical Center	Tenet Healthcare
St Vincent Hospital	Tenet Healthcare
Mercy Medical Center of Springfield	Trinity Health
Lowell General Hospital - Main Campus	Tufts Medicine
Lowell General Hospital - Saints Campus	Tufts Medicine
Melrose-Wakefield Hospital	Tufts Medicine
Tufts Medical Center	Tufts Medicine
Harrington Memorial Hospital	UMass Memorial Health Care
HealthAlliance-Clinton Hospital Clinton Campus	UMass Memorial Health Care
HealthAlliance-Clinton Hospital Leominster Campus	UMass Memorial Health Care
UMass Memorial Health Marlborough Hospital	UMass Memorial Health Care
UMass Memorial Medical Center - Memorial Campus	UMass Memorial Health Care
UMass Memorial Medical Center - University Campus	UMass Memorial Health Care