

EXECUTIVE SUMMARY:

Quality of Care in the Commonwealth: Select Clinical Quality and Patient Experience Measures, 2020-2022

Introduction

CHIA reports on select clinical quality performance measures drawn from the Healthcare Effectiveness Data and Information Set (HEDIS®) and the Massachusetts Health Quality Partners (MHQP) Patient Experience Survey (PES) to examine health care quality outcomes and patient-reported experiences with primary care visits within the Commonwealth. These selected measures are a subset of those in the [2022 Aligned Measure Set](#), a collection of measures endorsed for prioritization and accountability by the [EOHHS Quality Measure Alignment Taskforce](#) (“Taskforce”). The Aligned Measure Set includes quality measures for voluntary adoption by private and public payers and providers, specifically for use in global budget-based risk contracts; it aims to reduce administrative burden and focus quality improvement efforts on meaningful and high-priority measures and is updated annually by the Taskforce.

This publication includes an analysis of select HEDIS measures for reporting years 2020 and 2022 and PES composites for reporting years 2021-2022 within the commercial market.¹

New to this year's report, stratified statewide PES results are available for reporting year 2022 to examine disparities in patient-reported experiences across racial and ethnic groups. In addition to this executive summary on statewide findings, the published Quality of Care in the Commonwealth report materials include:

- An [interactive dashboard](#) with provider-specific HEDIS and PES results at statewide, parent provider group, and medical group levels, including geographic results for HEDIS measures at the medical group and practice site levels.
- An analytic [dataset](#) with scores at the practice site, medical group, and parent provider group level as well as statewide scores.
- A [technical appendix](#)

The interactive dashboard allows users to view both HEDIS and PES results for a specific parent provider group or medical group, to compare across providers, and to view measures by measure domain. Users can also view HEDIS measure results geographically at the medical group and/or practice site levels, highlighting provider organizations that scored significantly better than, worse than, or similar to the statewide rate.

About the Data Sources

Healthcare Effectiveness Data and Information Set (HEDIS®)

HEDIS is a comprehensive set of standardized performance measures designed to provide purchasers and consumers with the information they need for reliable comparison of health plan and provider performance. This report includes results aggregated across participating health plans to highlight provider performance. HEDIS measures relate to significant public health issues and prevalent conditions such as cancer, heart disease, behavioral health diagnoses, and diabetes.² The HEDIS measures included in this report are categorized under the following domains: Adult Diagnostic Care, Behavioral Health, Chronic Condition Care, Maternity Care, Pediatric and Adolescent Care, and Screening and Prevention. For a list of measures included in each domain, refer to the [technical appendix](#) to this report.

HEDIS scores are expressed in percentages reflecting the share of the eligible patient population that received the recommended care being measured. While HEDIS measures provide valuable data points to highlight standards of care where the Commonwealth excels as well as opportunities for improvement, it is important to note that they are specific to care provided by a primary care provider (PCP). For some measures, such as measures of treatment for an acute ailment or behavioral health treatment, it is not uncommon for consumers to seek care at urgent care centers or from specialists, not with their PCP. Therefore, some scores may be low because care was appropriately sought elsewhere; rather than being reflective of poor care, it may instead be an indication that care occurred in a specialized or urgent care setting.

Patient Experience Survey (PES)

Commercial Patient Experience Survey results are provided to CHIA by MHQP. This survey reflects patient-reported assessments of health care providers based on recent adult and pediatric primary care visits. The PES composites included in this report are categorized under the following domains: Organizational Access, Office Staff, Integration of Care, Communication, Knowledge of Patient, Adult Behavioral Health (adult population only), Self-Management Support, Willingness to Recommend, Child Development (pediatric population only), Pediatric Preventive Care (pediatric population only), and Trust. Descriptions of each of these domains and information about how responses are converted to numeric scores are available in the [technical appendix](#) to this report.

PES results are expressed as scores out of 100, with higher values indicating more positive responses. The composites represent the self-reported experiences of the adult or the parent or caregiver of a child who received care and who are commercially insured members.

Statewide scores for these composites stratified by race (Asian, Black, and White) and by ethnicity (Hispanic and Non-Hispanic) are available for reporting year 2022 only, as part of MHQP's Measured Equity Program. Disparities in health care are linked to socioeconomic characteristics, such as race and ethnicity.^{3,4} Results within this data collection provide a baseline for understanding where variability in quality of care and patients' experiences with health care in the Commonwealth may exist for different racial and ethnic populations and how care can improve. Race and ethnicity were self-reported by survey respondents and only race categories with sufficient sample size are included in this report (Asian, Black, and White). However, in the survey, participants were able to select additional race categories, as well as multiple options and non-response options; see the [technical appendix](#) for complete information about how respondents were asked about their race and ethnicity.

Key Statewide Findings: HEDIS

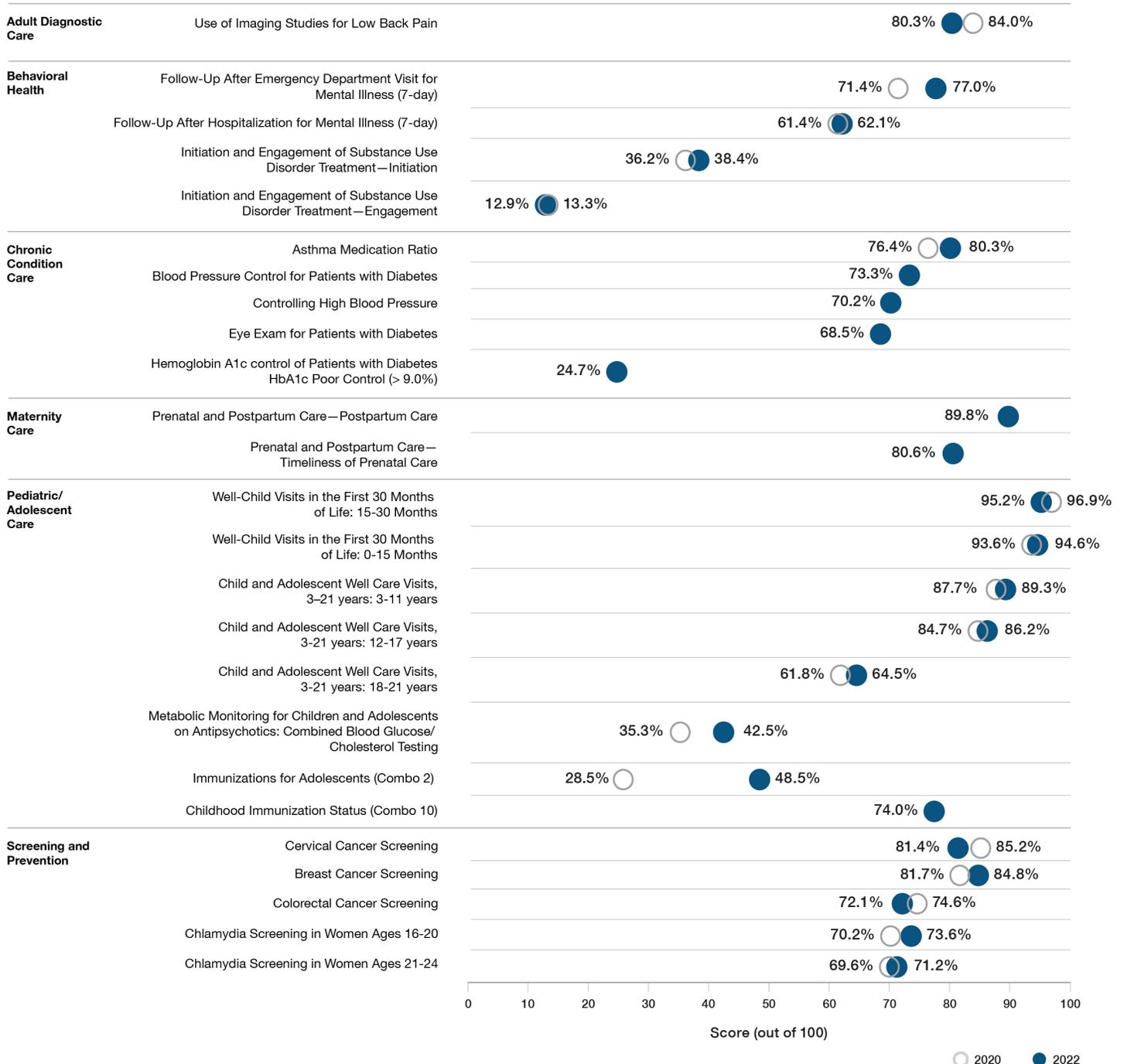
Within this report, 18 of the 25 HEDIS measures have scores available for a two-year measurement period, with most (13 out of 18) 2022 scores improving since 2020. In general, score changes observed between reporting years remained within 4 percentage points. The two measures that increased most notably from 2020 to 2022 are in the Pediatric/Adolescent Care domain; Immunizations for Adolescents (Combo 2) rose from 28.5 percent to 48.5 percent and Metabolic Monitoring for Children and Adolescents on Antipsychotics: Combined Blood Glucose/Cholesterol Testing rose from 35.3 percent to 42.5 percent.

In both 2020 and 2022, the two measures with the highest scores were in the Pediatric/Adolescent Care domain: Well-Child Visits in the first 30 Months of Life: 15-30 Months (96.9 percent in 2020 and 95.2 percent in 2022) and Well-Child Visits in the first 30 Months of Life: 0-15 Months (93.6 percent in 2020 and 94.6 percent in 2022). In contrast, the two measures with the lowest scores in both reporting years were in the Behavioral Health domain: Initiation and Engagement of Substance Use Disorder

Treatment—Initiation (36.2 percent in 2020 and 38.4 percent in 2022) and Initiation and Engagement of Substance Use Disorder Treatment—Engagement (13.3 percent in 2020 and 12.9 percent in 2022). As noted in the introduction, measures in the Behavioral Health domain are commonly affected by consumers seeking care in settings other than their PCP office, therefore low scores may not be indicative of poor care but instead could be reflective of care sought elsewhere. When reviewing provider-specific scores on the interactive dashboard, low scores should be considered relative to statewide performance.

Click images to see the detailed graphic and the full interactive report.

A Dashboard: HEDIS Measures



Key Statewide Findings: Adult PES

Overall, adult patients reported high satisfaction with their experiences during primary care visits between 2021 and 2022, and scores for most composites remained relatively consistent across years. As with prior years, the Communication composite had the highest statewide patient experience rating among adult respondents in 2022 at 96.2 (out of 100), followed by Office Staff at 94.4. In 2022, Self-Management Support continued to be scored the lowest at 66.3; however, the rating improved by 2.6 points from 2021.

Results Stratified by Race and Ethnicity

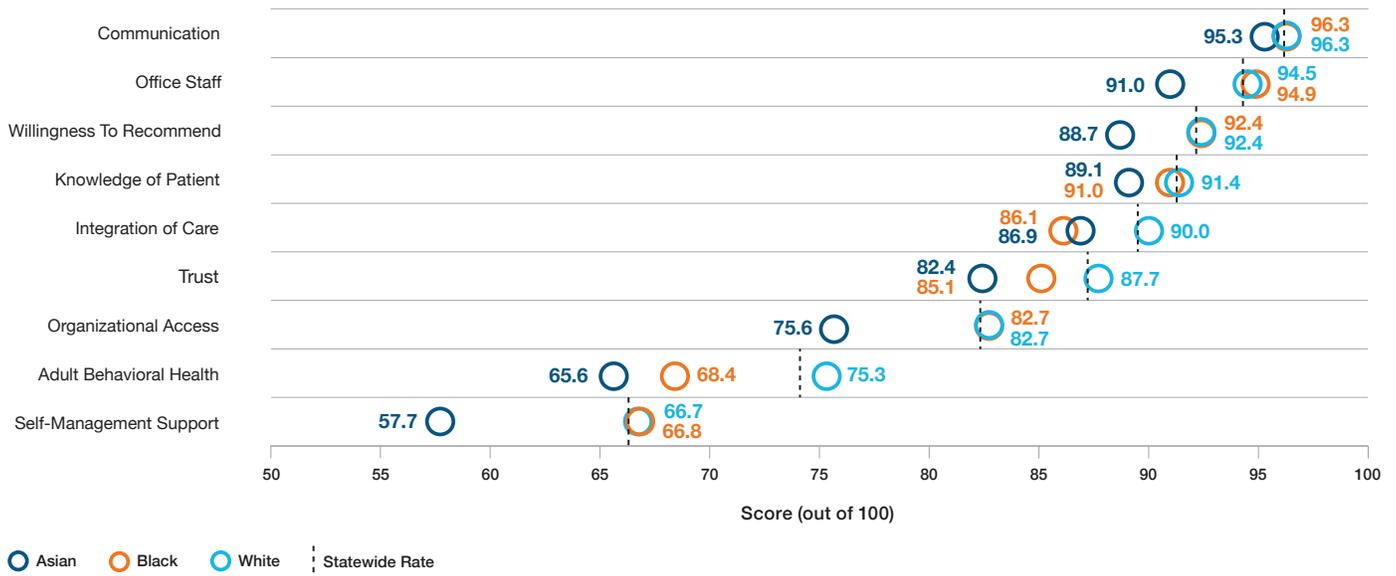
Statewide adult patient experience ratings with primary care providers varied by race and by ethnicity. In general, 2022 patient experience ratings among White patients mirrored the overall statewide scores, deviating by no more than 1.2 points, while reported experiences among Asian and Black patients were more variable relative to overall statewide performance across care domains.

In six of the nine care domains, Black and White patients rated their experiences similarly, and both within 0.5 points of the overall statewide scores. The three domains that were not rated similarly were Integration of Care, Trust, and Adult Behavioral Health. For all three domains, ratings among Black patients were lower than the statewide rate while patient satisfaction among White patients scored above the overall statewide rate in these care domains. The greatest deviation between Black patients' experience rating and the overall statewide scores occurred within the Adult Behavioral Health composite, with a difference of 5.7 points (68.4 versus the statewide rating of 74.1).

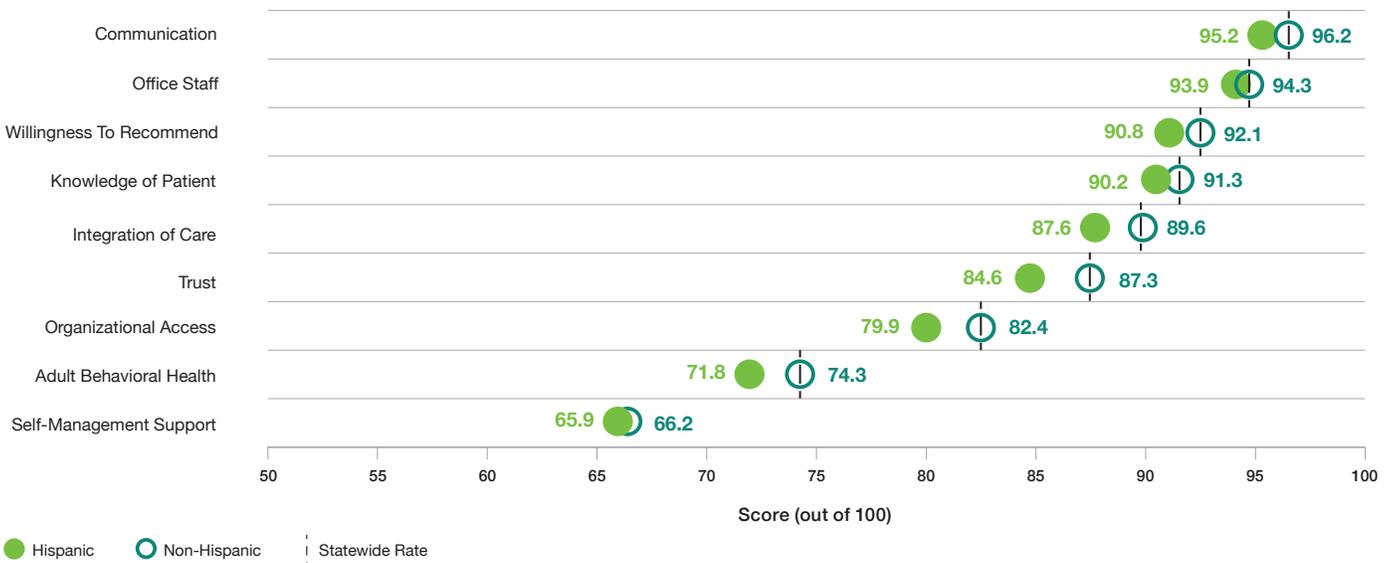
Asian patients reported the lowest ratings of the three racial groups included (Asian, Black, and White) for their experiences across all composites except Integration of Care. Patient-reported experience ratings were lowest for all three groups in the Self-Management Support domain; while Black and White respondents rated their experiences in this domain similarly at 66.8 and 66.7, respectively, the rating for this composite among Asian respondents was 9 points lower at 57.7. In the Adult Behavioral Health domain, the second lowest-rated composite overall, only White patients rated their experiences higher than the statewide score (75.3 and 74.1, respectively). Asian patients rated their primary care experiences in the Adult Behavioral Health domain 9.7 points lower than White patients, at 65.6, and Black patients rated their experiences 6.9 points lower than White patients, at 68.4.

In 2022, non-Hispanic patients consistently rated their experiences with adult primary care providers more highly than Hispanic patients in all care domains, though the differentials were generally small. Non-Hispanic patients rated their experiences in the Trust composite 2.7 points higher than Hispanic patients (87.3 and 84.6, respectively), the largest difference across all adult composites.

B Dashboard: Statewide Adult PES by Race



C Dashboard: Statewide Adult PES by Ethnicity



Click images to see the detailed graphics and the full interactive report.

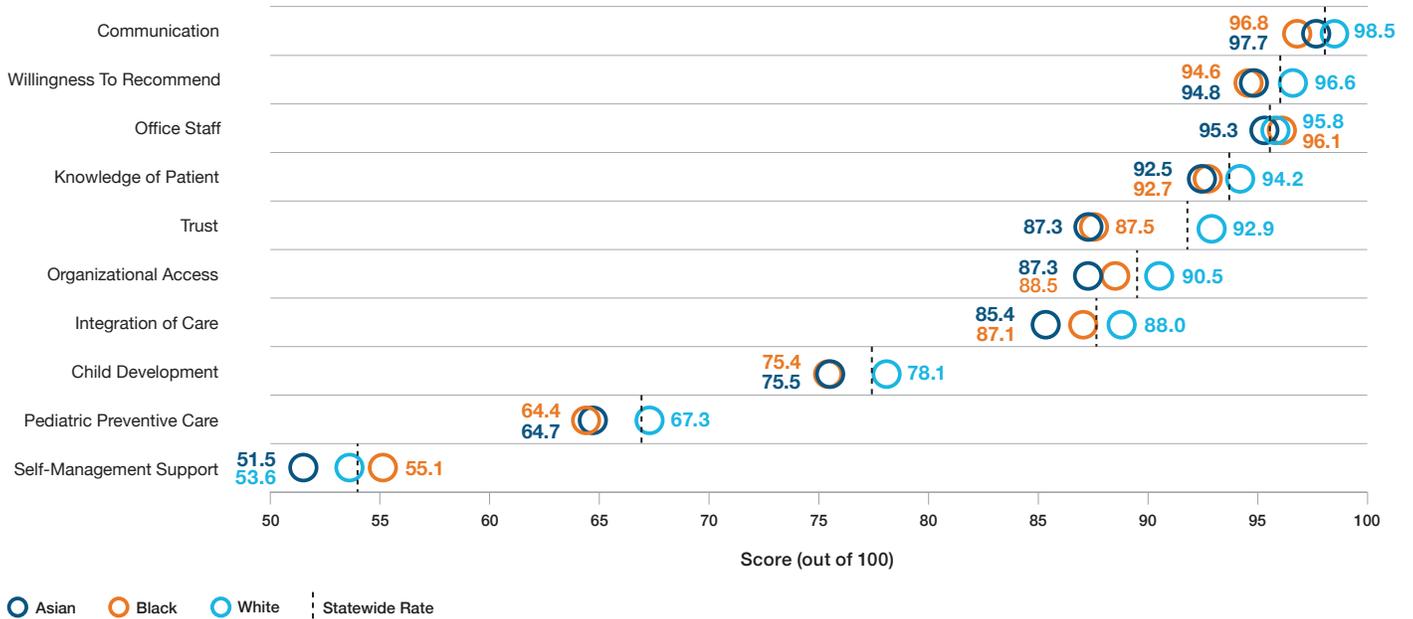
Key Statewide Findings: Pediatric PES

Similar to adult patient-reported experiences, Communication was the highest-rated composite for pediatric primary care visits in 2022, followed by Willingness to Recommend (98.2 and 96.2, respectively). The three composites with the lowest ratings in 2022, Self-Management Support, Pediatric Preventive Care, and Child Development, also improved the most from the preceding year. Notably, Self-Management Support had the lowest rating in 2022 at 53.9, reflecting an increase of 3.4 points since 2021; patient experiences in the Child Development domain were rated at 77.5 in 2022, an increase of 2.5 points compared with 2021.

Results Stratified by Race and Ethnicity

Overall, results stratified by race were less variable in the pediatric population than in the adult population. Patient experience ratings by caregivers of White patients were higher than those reported by caregivers of Asian and Black patients for eight of the 10 composites. The greatest point differential between the included race categories was in the Trust domain—caregivers of White patients rated experiences in this domain at 92.9, which is 5.6 points higher than the score reported by caregivers of Asian pediatric patients (87.3) and 5.4 points higher than experiences of Black pediatric patients (87.5).

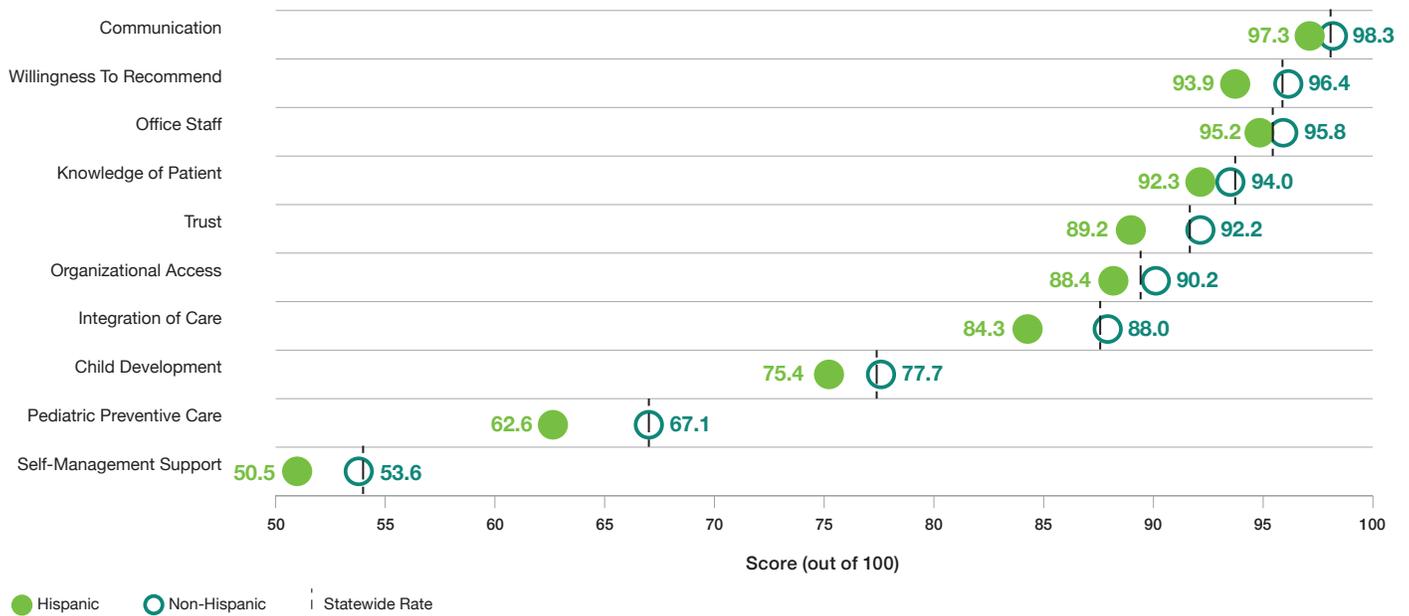
D Dashboard: Statewide Pediatric PES Results by Race



Click images to see the detailed graphic and the full interactive report.

Similar to adult patient experience ratings stratified by ethnicity, caregivers for non-Hispanic patients rated their experiences with pediatric primary care visits more highly than Hispanic patients for all 10 composites. The largest difference in ratings was observed for the Pediatric Preventive Care composite—the patient experience rating among non-Hispanic respondents was 67.1, compared with a rating of 62.6 among Hispanic respondents, a 4.5-point difference.

E Dashboard: Statewide Pediatric PES Results by Ethnicity



Click images to see the detailed graphic and the full interactive report.

Notes

- 1** HEDIS results are collected biennially, so only reporting years 2020 and 2022 data is available. The PES is administered annually, and this report includes the two most current years available, reporting years 2021-2022. “Reporting year” refers to the time period that the relevant care or visits occurred.
- 2** Healthcare Effectiveness Data and Information Set (HEDIS). CMS. (Last Modified November 28, 2023). Retrieved June 17, 2024, from https://www.cms.gov/Medicare/Health-Plans/SpecialNeedsPlans/SNP_HEDIS#:~:text=HEDIS%20is%20a%20comprehensive%20set,smoking%2C%20asthma%2C%20and%20diabetes.
- 3** Background on Health Equity (n.d.). Population Health Information Tool, Massachusetts Department of Public Health. <https://www.mass.gov/info-details/background-on-health-equity>
- 4** Massachusetts Department of Public Health. Massachusetts State Health Assessment. Boston, MA; October 2017. <https://www.mass.gov/files/documents/2017/11/03/2017%20MA%20SHA%20final%20compressed.pdf>

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