

# Quality of Care in the Commonwealth: Select Clinical Quality and Patient Experience Measures

2020-2022

August 2024

Technical Appendix



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## TECHNICAL APPENDIX

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# Healthcare Effectiveness Data and Information Set (HEDIS®)

## Measure Steward

National Committee for Quality Assurance (NCQA)

The clinical performance measures included in this report are drawn from the Healthcare Effectiveness Data and Information Set (HEDIS®) Measure Set developed 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 NCQA. NCQA recently changed their naming protocol to align with the measurement year rather than the year that the measure set was submitted. CHIA Reporting Year (RY) 2022 therefore corresponds to HEDIS Measurement Year (MY) 2022.

NCQA requires that these measures be submitted annually by each health plan and that the measures be independently audited by an NCQA-accredited auditing agency according to standard auditing specifications. All the health plans that submitted HEDIS® MY 2022 measures included in this report have successfully completed the NCQA-mandated audits for the measurement year.

## Population

Measures for commercially insured enrollees in HMO and Point of Service (excluding Marketplace) products in participating health plans (Mass General Brigham Health Plan,<sup>1</sup> Blue Cross Blue Shield of Massachusetts, Point32Health (Harvard Pilgrim Health Care and Tufts Health Plan),<sup>2</sup> Health New England, and Fallon Community Health Plan (RY2020 only)<sup>3</sup> are included in this report.

The HEDIS® measures reported cover the health plan population that was enrolled as of December 31st of the reporting year (2020 or 2022) and met the enrollment, demographic, and clinical specifications required for each measure.

## Performance Measures

The chart below contains a list of the HEDIS measures reported by CHIA. Measures are reported at the statewide level except those that were new to collection in RY2022. Results are also provided at the parent provider group and practice site levels when there is sufficient data for reliable results. Measures for which there is not sufficient data for

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<sup>1</sup> Mass General Brigham Health Plan was formerly AllWays Health Partners (name change as of January 2023)

<sup>2</sup> On January 1, 2021, Harvard Pilgrim Health Plan and Tufts Health Plan merged to form Point32Health. Currently both health plans continue to operate separate lines of business under the Point32Health company, so are reported separately in this publication.

<sup>3</sup> Starting April 1, 2021, Fallon Community Health Plan discontinued selling commercial health insurance to employer groups and some individual purchasers, so is no longer participating in this data collection. Their data is included for RY2020 only.

reliable results at the medical group and practice site levels are reported only at the statewide level, as indicated in the chart.

MEASURE CATEGORY	MEASURE NAME	MEASURE ABBREV.	2022 ALIGNED MEASURE SET STATUS	RY2020 REPORTING LEVEL	RY2022 REPORTING LEVEL
Adult Diagnostic Care	Use of Imaging Studies for Low Back Pain	LBP	Menu	Statewide; Parent Provider Group; Medical Group; Practice Site	Statewide; Parent Provider Group; Medical Group; Practice Site
Behavioral Health	Follow-Up After Emergency Department Visit for Mental Illness (7-Day)	FUM-7	Menu	Statewide; Parent Provider Group	Statewide; Parent Provider Group
Behavioral Health	Follow-Up After Hospitalization for Mental Illness (7-Day)	FUH-7	Menu	Statewide; Parent Provider Group	Statewide; Parent Provider Group
Behavioral Health	Initiation and Engagement of Substance Use Disorder Treatment – Engagement	IET-E	Menu	Statewide; Parent Provider Group; Medical Group; Practice Site	Statewide; Parent Provider Group; Medical Group; Practice Site
Behavioral Health	Initiation and Engagement of Substance Use Disorder Treatment – Initiation	IET-I	Menu	Statewide; Parent Provider Group; Medical Group; Practice Site	Statewide; Parent Provider Group; Medical Group; Practice Site
Chronic Condition Care	Asthma Medication Ratio	AMR	Menu	Statewide; Parent Provider Group; Medical Group; Practice Site	Statewide; Parent Provider Group; Medical Group; Practice Site
Chronic Condition Care	Blood Pressure Control for Patients with Diabetes	BPD	Menu	Not collected in RY2020	Statewide Only
Chronic Condition Care	Controlling High Blood Pressure	CPD	Core	Not collected in RY2020	Statewide Only
Chronic Condition Care	Eye Exam for Patients with Diabetes <sup>4</sup>	EED	Menu	Not collected in RY2020	Statewide; Parent Provider Group
Chronic Condition Care	Hemoglobin A1c control of Patients with Diabetes HbA1c Poor Control (> 9.0%)	HBD-PC	Core	Not collected in RY2020	Statewide Only

<sup>4</sup> This measure replaced the HEDIS RY2020 measure “Comprehensive Diabetes Care: Retinal Eye Exam.” CHIA is not trending RY2022 results with this prior measure due to exclusion changes in the specifications.

MEASURE CATEGORY	MEASURE NAME	MEASURE ABBREV.	2022 ALIGNED MEASURE SET STATUS	RY2020 REPORTING LEVEL	RY2022 REPORTING LEVEL
Maternity Care	Prenatal and Postpartum Care – Postpartum Care	PCC-POST	Menu	Not collected in RY2020	Statewide; Parent Provider Group
Maternity Care	Prenatal and Postpartum Care – Timeliness of Prenatal Care	PCC-PRE	Menu	Not collected in RY2020	Statewide; Parent Provider Group
Pediatric/ Adolescent Care	Child and Adolescent Well Care Visits, 3 – 21 Years: 3 – 11 years	WCV-11	Menu	Statewide; Parent Provider Group	Statewide; Parent Provider Group; Medical Group; Practice Site
Pediatric/ Adolescent Care	Child and Adolescent Well Care Visits, 3 – 21 Years: 12 – 17 years	WCV-17	Menu	Statewide; Parent Provider Group	Statewide; Parent Provider Group; Medical Group; Practice Site
Pediatric/ Adolescent Care	Child and Adolescent Well Care Visits, 3 – 21 Years: 18 – 21 years	WCV-21	Menu	Statewide; Parent Provider Group	Statewide; Parent Provider Group; Medical Group; Practice Site
Pediatric/ Adolescent Care	Child Immunization Status (Combo 10)	CIS-10	Core	Not collected in RY2020	Statewide; Parent Provider Group
Pediatric/ Adolescent Care	Immunizations for Adolescents (Combo 2)	IMA-2	Menu	Statewide; Parent Provider Group; Medical Group; Practice Site	Statewide; Parent Provider Group; Medical Group; Practice Site
Pediatric/ Adolescent Care	Metabolic Monitoring for Children and Adolescents on Antipsychotics: Combined Blood Glucose/Cholesterol Testing	APM-BGCT	Menu	Statewide; Parent Provider Group	Statewide; Parent Provider Group
Pediatric/ Adolescent Care	Well-Child Visits in the first 20 Months of Life: 0 – 15 months	W15	Monitoring	Statewide; Parent Provider Group; Medical Group; Practice Site	Statewide; Parent Provider Group; Medical Group; Practice Site
Pediatric/ Adolescent Care	Well-Child Visits in the first 20 Months of Life: 15 – 30 months	W30	Monitoring	Statewide; Parent Provider Group	Statewide; Parent Provider Group; Practice Site

MEASURE CATEGORY	MEASURE NAME	MEASURE ABBREV.	2022 ALIGNED MEASURE SET STATUS	RY2020 REPORTING LEVEL	RY2022 REPORTING LEVEL
Screening and Prevention	Breast Cancer Screening	BCS	Menu	Statewide; Parent Provider Group; Medical Group; Practice Site	Statewide; Parent Provider Group; Medical Group; Practice Site
Screening and Prevention	Cervical Cancer Screening	CCS	Menu	Statewide; Parent Provider Group; Medical Group; Practice Site	Statewide; Parent Provider Group; Medical Group; Practice Site
Screening and Prevention	Chlamydia Screening in Women Ages 16 to 20	CHL-AD	Menu	Statewide; Parent Provider Group; Medical Group; Practice Site	Statewide; Parent Provider Group; Medical Group; Practice Site
Screening and Prevention	Chlamydia Screening in Women Ages 21 to 24	CHL-YA	Menu	Statewide; Parent Provider Group; Medical Group; Practice Site	Statewide; Parent Provider Group; Medical Group
Screening and Prevention	Colorectal Cancer Screening	COL	Menu	Statewide; Parent Provider Group; Medical Group; Practice Site	Statewide; Parent Provider Group; Medical Group; Practice Site

## Measurement Periods

The measurement periods vary somewhat by measure, but in general, RY 2022 measures report on performance during calendar year 2022. 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.

## Measure Selection

MHQP, CHIA, and participating health plans collaboratively selected HEDIS® measures to be reported in 2024. The measure selection process began with HEDIS® measures that MHQP had collected in previous years and HEDIS® measures that are on the [2022 Massachusetts Aligned Measure Set](#). The Aligned Measure Set is the result of a multi-year Quality Measure Alignment Taskforce measure selection process to propose measures intended to focus provider quality improvement efforts, while reducing the administrative burden on provider organizations to measure and improve quality. HEDIS® measures ultimately selected are those that are likely to be able to be reported at a level below the state level, reflect the State’s measurement priorities, and reflect health plans’ recommendations. Of the measures selected, results for those that an individual health plan perceived to be inaccurate were excluded from the data the health plan shared with MHQP.

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## Data Sources

Five Massachusetts health plans provided the HEDIS® data used to compile the measures in these reports (Blue Cross Blue Shield of Massachusetts, Health New England, Mass General Brigham Health Plan, and Point32Health (Harvard Pilgrim Health Care/Tufts Health Plan). 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 reporting year (2022). 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.

In addition, all five health plans provided MHQP with a file containing provider directory information for all physicians and nurse practitioners in their plan eligible to serve as PCPs as of December 31st of the reporting year. These files were integrated into the Massachusetts Provider Database (MPD), which MHQP used to group the member-level data to the individual PCP level and the practice level. Individual PCP-level HEDIS® data supplied by the health plans was then mapped to each provider.

In an effort to continuously improve the assignment of providers to networks, medical groups, and practice sites, provider assignments begin with the information received from these organizations in previous years. Updated provider directories health plans submit annually supplement this information. All networks, medical groups, and practice sites on MHQP's private MPD website (<https://private.mhqp.org/>) then have access to updated directories and yearly review and update contact information on this website, to remove the providers who no longer practice at their organization and to add the providers not listed. A majority of networks, medical groups, and practice sites have reviewed and modified their directories. The final clinician assignments for the current report are based on the modifications. If an organization did not review and validate its provider directory, the final provider assignments for that organization are based on the previous year's assignments.

## 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. Appendix A identifies measures that may be calculated using the Hybrid Method. Please note that, for some health plans, access to on-site medical records and at practice sites was limited due to workforce constraints.

## Adjustment Methodology

If a health plan chose to report eligible measures to NCQA using the Hybrid Method, the health plan reported the rate for their sample population based on Administrative Data Method and the rate based on the Hybrid Method



(combination of administrative data and medical record review data) to MHQP. This enabled MHQP to calculate a “chart adjustment factor,” which represents the increase in a plan’s measured rate after medical record review (i.e., the Hybrid Method rate minus the Administrative Data Method only rate). MHQP adjusted the rates that were

obtained for the health plan’s entire HEDIS®-eligible population using the Administrative Data Method by applying the respective chart adjustment factors to each affected measure for the provider site, medical group, or physician network.

Since the completeness of administrative data can be influenced by factors such as the length of members’ tenure with the plan (affecting the completeness of their historical clinical information), the completeness of encounter submission by the plan’s network providers, and plan-specific payment policies that can affect measure specific procedure coding, the chart adjustment factors varied both by measure and by health plan. MHQP’s adjustment methodology applied health plan and measure specific adjustment factors to each PCP’s HEDIS® measurements. An example of the adjustment methodology is shown below.

HEALTH PLAN	RAW NUMERATOR (A)	RAW DENOMINATOR (B)	UNADJUSTED RATE (C) CALCULATED AS: (C = A/B)	CHART ADJUSTMENT FACTOR (D)	ADJUSTED RATE (E) CALCULATED AS (E = C+D)	ADJUSTED NUMERATOR (X) CALCULATED AS (X = E × B)
Health Plan 1	12	20	60 %	5 %	65 %	13
Health Plan 2	15	30	50 %	10 %	60 %	18
Health Plan 3	15	30	50 %	No Adjustment	50 % (unchanged)	15 (unchanged)
Overall	42	80	52.5% (42/80)		57.5% (46/80)	46

The claims adjustment factors were applied to each applicable measure by recalculating the measure numerator after increasing each clinician’s plan-specific rate for that measure by the plan-specific adjustment factor for the measure.

In the above example, three of the five participating health plans provided HEDIS data for the provider on a given measure. Health Plans 1 and 2 used the Hybrid Method and supplied claims adjustment factors for this measure, while Health Plan 3 used the Administrative Data Method and made no adjustments.

Adjusted rates for provider networks, medical groups, and practice sites were calculated based on the sums of the adjusted numerators and the raw denominators for each affiliated PCP for each measure.

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## Reporting Methods

Rates are calculated for the following levels of provider organizations:

**Parent Provider Group:** A parent provider group is an overarching affiliation of medical groups and/or practice sites with an integrated approach to quality improvement that health plans regard as a contracting entity for provider organizations. Most represent a collection of ambulatory practice sites whose integrated systems and procedures support clinical and administrative functions (e.g., scheduling, treating patients, ordering services, prescribing, keeping medical records and follow-up). Some embody a collection of hospital-affiliated clinicians.

**Medical Group:** A medical group is a provider organization which may exist within a broader parent provider group structure and generally comprises multiple practice sites, but can represent a single, large multi-specialty practice site. Medical groups often have integrated administrative systems and procedures. Some represent hospital-affiliated provider organizations.

**Practice Site:** A practice site is one clinician or a group of clinicians who practice together at a single location (i.e., same mailing address down to the suite #). The single location is the site where care is provided during specific periods of time. The same systems and procedures support clinical and administrative functions (e.g., scheduling, treating patients, ordering services, prescribing, maintaining comprehensive medical records). Medical records for all patients treated at the practice site are available to and shared by all physicians at the practice site, as appropriate.

The dataset provided includes all medical groups/practices who have eligible patients for a given measure. MHQP has identified those organizations whose results are reliable for benchmarking and reporting. For a medical group, there must be at least 3 or more providers and at least 30 eligible patients for a given measure. For a practice, there must be at least 3 or more providers and at least 10 eligible patients for a given measure. For CHIA to publicly report a given measure, at least 50% of the practices/medical groups must be reportable for the measure. More information on public reporting requirements is included in the benchmarks and performance categories section of this report.

## Calculation of the State Rate

The Massachusetts Statewide Performance rate is calculated by dividing the number of eligible managed care members from the five health plans who received the required test or intervention by the total number of members eligible to have received the test or intervention. This is a population-based rate, not the average of all the rates achieved by all of the physician groups involved.

# Consumer Assessment of Health Care Providers and Systems Clinician and Group Patient Centered Medical Home Survey (CG CAHPS) – Primary Care (Adult and Pediatrics)

## Measure Steward

Agency for Healthcare Research and Quality (AHRQ)

## CHIA Data Source

Massachusetts Health Quality Partners (MHQP), Patient Experience Survey (PES)

## Population

Sample of commercially insured members of three health plans in Massachusetts in an HMO, PPO, or POS health plan product. Adult patients’ ages 18+, pediatric patients ages 0 to 17. For RY 2022, participating plans include Blue Cross Blue Shield of Massachusetts, Point32Health/Harvard Pilgrim Health Care, and Health New England). For RY 2021, participating plans include Blue Cross Blue Shield of Massachusetts, Point32Health/Harvard Pilgrim Health Care, and Point32Health/Tufts Health Plan.

## 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"> <li>1. 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?</li> <li>2. 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?</li> <li>3. When you called this provider’s office during regular office hours, how often did you get an answer to your medical question that same day?</li> </ol>	Patient Reported Data/Survey
Office Staff	<p>Survey respondents’ scoring of their interactions with office staff.</p> <ol style="list-style-type: none"> <li>1. Thinking about your most recent visit, was the staff from this provider’s office as helpful as you thought they should be?</li> <li>2. Thinking about your most recent visit, did the staff from this provider’s office treat you with courtesy and respect?</li> </ol>	Patient Reported Data/Survey

MEASURE NAME	DESCRIPTION	PRIMARY DATA SOURCE
Integration of Care	<p>Survey respondents' scoring of their satisfaction with their providers' integration of their care.</p> <ol style="list-style-type: none"> <li>1. During your most recent visit, did the provider seem informed and up-to-date about the care you got from specialists?</li> <li>2. Did someone from this provider's office follow up to give you those results?</li> <li>3. 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?</li> </ol>	Patient Reported Data/Survey
Communication	<p>Survey respondents' scoring of their satisfaction with their patient-providers' communication.</p> <ol style="list-style-type: none"> <li>1. During your most recent visit, did this provider explain things in a way that was easy to understand?</li> <li>2. During your most recent visit, did this provider listen carefully to you?</li> <li>3. During your most recent visit, did this provider show respect for what you had to say?</li> <li>4. During your most recent visit, did this provider spend enough time with you?</li> </ol>	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"> <li>1. During your most recent visit, did this provider have the medical information they needed about you?</li> <li>2. How would you rate this provider's knowledge of you as a person, including values and beliefs that are important to you?</li> </ol>	Patient Reported Data/Survey
Adult Behavioral Health	<p>Survey respondents' scoring of whether doctors talked to them about their mental health. Adult patients only. This composite refers to how patients answered questions about provider engagement with patients to talk about their behavioral health needs</p> <ol style="list-style-type: none"> <li>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?</li> <li>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?</li> </ol>	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. For adult patients, this composite refers to how patients answered questions about provider engagement with patients to talk about their goals for their health and things that make it hard to take care of their health.</p> <ol style="list-style-type: none"> <li>1. During your most recent visit, did you and anyone in this provider's office talk about specific goals for your health?</li> <li>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?</li> </ol>	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

MEASURE NAME	DESCRIPTION	PRIMARY DATA SOURCE
Trust	<p>Survey respondents' scoring of their trust in their providers. For adult patients, this composite is a new domain starting with reporting year 2022 and refers to how patients answered questions about trust in their provider's decisions and consideration of their best interest.</p> <ol style="list-style-type: none"> <li>1. Sometimes your provider cares more about what is convenient for them than about your medical needs.</li> <li>2. Your provider is extremely thorough and careful.</li> <li>3. You completely trust your provider's decisions about which medical treatments are best for you.</li> <li>4. Your provider is totally honest in telling you about all of the different treatment options available for your condition.</li> <li>5. All in all, you have complete trust in your provider.</li> </ol>	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"> <li>1. 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?</li> <li>2. 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?</li> <li>3. When you called this provider's office during regular office hours, how often did you get an answer to your medical question that same day?</li> </ol>	Patient Reported Data/Survey
Office Staff	<p>Survey respondents' scoring of their interactions with office staff.</p> <ol style="list-style-type: none"> <li>1. Thinking about your child's most recent visit, was the staff from this provider's office as helpful as you thought they should be?</li> <li>2. Thinking about your child's most recent visit, did the staff from this provider's office treat you with courtesy and respect?</li> </ol>	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"> <li>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?</li> <li>2. During your most recent visit, did the provider seem informed and up-to-date about the care your child got from specialists?</li> <li>3. Did someone from this provider's office follow up to give you those results?</li> </ol>	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"> <li>1. During your child's most recent visit, did this provider explain things in a way that was easy for your child to understand?</li> <li>2. During your most recent visit, did this provider listen carefully to your child?</li> <li>3. Did this provider give you enough information about what you needed to do to follow up on your child's care?</li> <li>4. 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?</li> <li>5. During your child's most recent visit, did this provider listen carefully to you?</li> <li>6. During your most recent visit, did this provider show respect for what you had to say?</li> <li>7. During your most recent visit, did this provider spend enough time with your child?</li> </ol>	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"> <li>1. During your child's most recent visit, did this provider seem to know the important information about your child's medical history?</li> <li>2. How would you rate this provider's knowledge of your child as a person – special abilities, concerns, fears?</li> </ol>	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. For pediatric patients, this composite refers to how supported the caregiver feels in independently managing the pediatric patient's care.</p> <ol style="list-style-type: none"> <li>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?</li> <li>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?</li> </ol>	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
Child 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"> <li>1. During your child's most recent visit, did you and anyone in this provider's office talk about your child's learning ability?</li> <li>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?</li> <li>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?</li> <li>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?</li> </ol>	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. Pediatric care only. This composite refers to how patients' caregivers answered questions about provider engagement with caregivers to talk about their child's home environment (addressing exercise, food, computer, safety, etc.).</p> <ol style="list-style-type: none"> <li>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?</li> <li>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?</li> <li>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?</li> <li>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?</li> <li>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?</li> <li>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?</li> </ol>	Patient Reported Data/Survey
Trust	<p>Survey respondents' scoring of their trust in their child's providers. For pediatric patients, this composite refers to how caregivers answered questions about trust in their child's provider's decisions and consideration of the child's best interest.</p> <ol style="list-style-type: none"> <li>1. Sometimes your child's provider cares more about what is convenient for them than about your child's medical needs.</li> <li>2. Your provider is extremely thorough and careful.</li> <li>3. You completely trust your child's provider's decisions about which medical treatments are best for your child.</li> <li>4. Your child's provider is totally honest in telling you about all of the different treatment options available for your child's condition.</li> <li>5. All in all, you have complete trust in your child's provider.</li> </ol>	Patient Reported Data/Survey

## Methodology

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

Patient Experience measures scores are rated on a scale from 0 to 100. Each survey response is converted to numeric format, with 100 as the most favorable response. Related questions are averaged to create a respondent-level score for each measure. The respondents' measure scores are then case mix adjusted before aggregating to the medical group level and a statewide score. MHQP does not report scores for practices or groups with insufficient sample size, but individuals from these small practices or groups are counted at more aggregated levels, once sufficient sample size is reached.

New for RY2022, as part of [MHQP's Measured Equity Initiative](#), statewide measure results are stratified by federal Office of Management and Budget (OMB) standard race and ethnicity categories including White, Native Hawaiian or

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Other Pacific Islander, Black or African American, Asian, and American Indian or Alaska Native. Respondents to the Patient Experience Survey (PES) can select as many race and ethnicity categories as appropriate. Reporting is based on member self-reported responses and only those categories with sufficient volume to ensure valid and reliable results are included in this publication. Therefore, reported race categories were limited to Asian, Black or African American, and White. Direct questions from the survey are included below for reference:

Are you of Hispanic or Latino origin or descent?

- Yes, Hispanic or Latino
- No, not Hispanic or Latino

What is your race? *Check all that apply.*

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White
- My race is not listed



## 2022 Parent Provider Group Affiliations

2022 parent provider group affiliations are sourced from Massachusetts Health Quality Partners (MHQP). To see the affiliations for the HEDIS clinical quality data and PES data, please refer to the accompanying [dataset](#).

PARENT PROVIDER GROUP	MEDICAL GROUP NAME
Atrius	Dedham Medical Associates
Atrius	Granite Medical
Atrius	Harvard Vanguard Medical Associates
Atrius	PMG Physician Associates
Baycare	Baycare Health Partners - Other
Baycare	Baystate Medical Practices
Baycare	Baystate Wing Hospital Corporation
Baycare	Chestnut Medical Associates, Inc.
Baycare	Community Health Center Of Franklin County
Baycare	Endocrine Associates Of Western Mass
Baycare	Ludlow Pediatrics, Inc.
Baycare	Mercy Medical Group
Baycare	Orchard Medical Associates, LLC
Baycare	Pediatric Services of Springfield
Baycare	Pioneer Valley Pediatrics, Inc.
Baycare	Redwood Pediatric & Adolescent Medicine
Baycare	Redwood Pediatrics & Adolescent Medicine
Baycare	Riverbend Medical Group, Inc.
Baycare	Springfield Medical Associates, Inc.
Baycare	Sumner Pediatrics
Baycare	Valley Medical Associates, P.C.
Baycare	Valley Medical Group, P.C.
Baycare	Valley Pulmonary & Medical Associates

<b>PARENT PROVIDER GROUP</b>	<b>MEDICAL GROUP NAME</b>
Baycare	West Brookfield Family Practice
Berkshire	Berkshire Faculty Services
Berkshire	Williamstown Medical Associates
BIDCO	Affiliated Physicians Inc., Groups
BIDCO	API/Chestnut Health Care Alliance
BIDCO	Beth Israel Deaconess Affiliated Community Health Centers
BIDCO	Beth Israel Deaconess Care Organization Specialty Practices
BIDCO	Beth Israel Deaconess Healthcare
BIDCO	Beth Israel Deaconess Medical Center
BIDCO	BIDPO Solo Practices
BIDCO	Cambridge Health Alliance
BIDCO	Jordan Physician Associates
BIDCO	LMVPHO
BIDCO	Medical Care of Boston Management Corporation
BIDCO	Milton
BIDCO	Whittier IPA
BMC	Boston Medical Center Corporation d/b/a Greater Roslindale Medical and Dental Center
BMC	Boston University Medical Group
BMC	Codman Square Health Center, Inc.
BMC	Dothouse Health, Inc.
BMC	East Boston Neighborhood Health Center Corporation
BMC	Harbor Health Services, Inc.
BMC	Manet Community Health Center, Inc.
BMC	South Boston Community Health Center, Inc.
Lahey	Lahey Health Primary Care
Lahey	Winchester PHO

<b>PARENT PROVIDER GROUP</b>	<b>MEDICAL GROUP NAME</b>
Mass General Brigham (MGB)	Affiliated Pediatric Practices (APP)
Mass General Brigham (MGB)	Brigham And Women's Physicians Organization
Mass General Brigham (MGB)	Charles River Medical Associates, P.C.
Mass General Brigham (MGB)	Cooley Dickinson PHO
Mass General Brigham (MGB)	Emerson Hospital And Emerson PHO
Mass General Brigham (MGB)	Martha's Vineyard Hospital
Mass General Brigham (MGB)	Mass General Brigham Community Physicians Inc.
Mass General Brigham (MGB)	Massachusetts General Hospital Physicians Organization
Mass General Brigham (MGB)	Milford Regional Physician Group
Mass General Brigham (MGB)	Newton-Wellesley PHO, Inc.
Mass General Brigham (MGB)	North Shore Health System, Inc.
Mass General Brigham (MGB)	Pentucket Medical
Mass General Brigham (MGB)	Pentucket Medical Associates (PMA)
Mass General Brigham (MGB)	Suburban North
Mass General Brigham (MGB)	Tri-County Medical Associates
PPOC	PPOC - Metro/West
PPOC	PPOC - North
PPOC	PPOC - South
PPOC	PPOC - West
Steward	Cape Cod Preferred Physicians
Steward	Compass Medical, P.C.
Steward	Hawthorn Medical Associates
Steward	Prima CARE, PC
Steward	Steward Health Care Network
Steward	Steward Medical Group
TMIN (formerly NEQCA)	Cape Physicians, LLC - NEQCA

<b>PARENT PROVIDER GROUP</b>	<b>MEDICAL GROUP NAME</b>
TMIN (formerly NEQCA)	Cape Physicians, LLC - TMIN
TMIN (formerly NEQCA)	Congenial Healthcare LLC
TMIN (formerly NEQCA)	Congenial Healthcare, LLC - TMIN
TMIN (formerly NEQCA)	Hallmark Health PHO - NEQCA
TMIN (formerly NEQCA)	Hallmark Health PHO - TMIN
TMIN (formerly NEQCA)	Healthcare South, PC - NEQCA
TMIN (formerly NEQCA)	Healthcare South, PC - TMIN
TMIN (formerly NEQCA)	Highland Healthcare Associates IPA - NEQCA
TMIN (formerly NEQCA)	Highland Healthcare Associates, IPA - TMIN
TMIN (formerly NEQCA)	Lowell General PHO - TMIN
TMIN (formerly NEQCA)	Mass Bay Primary Care - NEQCA
TMIN (formerly NEQCA)	Mass Bay Primary Care - TMIN
TMIN (formerly NEQCA)	MetroWest Accountable Health Care Organization, LLC - NEQCA
TMIN (formerly NEQCA)	MetroWest Healthcare Alliance - TMIN
TMIN (formerly NEQCA)	Milton Primary Care - NEQCA
TMIN (formerly NEQCA)	Milton Primary Care - TMIN
TMIN (formerly NEQCA)	Plymouth Bay Primary Care - NEQCA
TMIN (formerly NEQCA)	Plymouth Bay Primary Care - TMIN
TMIN (formerly NEQCA)	Primary Care Medical Assoc. of Norwood - NEQCA
TMIN (formerly NEQCA)	Primary Care Medical Assoc. of Norwood - TMIN
TMIN (formerly NEQCA)	Tufts Medical Center Physicians - NEQCA
TMIN (formerly NEQCA)	Tufts Medical Center Physicians - TMIN
UMass	CentMass Association of Physicians
UMass	Federally Qualified Health Centers
UMass	Harrington Hospital Group
UMass	Heywood Hospital Group

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<b>PARENT PROVIDER GROUP</b>	<b>MEDICAL GROUP NAME</b>
UMass	UMass Independent Practices
UMass	UMass Memorial Community Medical Group
UMass	UMass Memorial Medical Center-Based Practices



For more information, please contact:

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