



Boston Children's Hospital

Improving Health Care for Your Child

A Family's Guide to Children's Health Care Quality Measurement in Massachusetts

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About this Document

This information in this report was created to:

- Describe why and how health care quality is measured for children and why quality measures matter
- Show you where you can find measurement data on the web, and
- Present ways that you can partner with doctors and their office staff to improve the quality of your child's health care.

What is quality health care?

Quality health care is often described as “doing the right thing, at the right time, for the right person, with the best possible result.” The U.S. Agency for Healthcare Research and Quality lists 6 factors of quality health care:

- **Safe.** Care helps patients and does not cause harm.
- **Effective.** Research shows that treatments chosen have positive (good) results.
- **Patient-centered.** Health care providers (doctors, nurses, and others) treat all patients with respect. This means considering each patient's values about health and quality of life.
- **Timely.** Patients get the care they need at a time when it will do the most good.
- **Efficient.** Treatment does not waste doctors' or patients' money or time.
- **Equitable.** Everyone is entitled to high quality health care. This includes people of all cultures, income, level of education, and social circumstances.

Why is it important to measure health care quality?

Every patient deserves to have good health care quality. Health care quality measures are a way to gather data from doctors and their office staff. Measures look at data about health care processes, health outcomes, and patient experiences.

How can families use health care quality data?

Health care quality measurement data can be used in many ways. For instance, you can use the data to:

- Learn about differences in health care quality. This is important because not all doctors' offices treat patients the same way.
- Feel empowered. Many patients and families say they feel more in control when they have data to help them make health care decisions.
- Learn about the quality of health care from doctors, nurses, and other health care providers in Massachusetts.
- Learn ways to partner with doctors to improve the quality of your child's health care.

Measures

The health care quality measures highlighted in this report focus on different stages of a child's life, from birth through the teenage years. These measures also look at different aspects of health care, from a child's well visits to follow-up care for chronic health conditions.

Patient Experience Surveys

Each year, Massachusetts Health Quality Partners (MHQP) surveys parents of children to learn about their experiences in working with their doctors' office. This is called a Patient Experience Survey. The survey asks patients and families about many things, including how well your doctor's office shares information with you, how easy it is to get care from your doctor's office, and how your doctor's office works with other providers that are treating your child. When you are looking for a doctor for your child, results from the Patient Experience Survey can let you know how other families rate a doctor's office on the things that you think are most important for you and your family.

Information about the following topics measured by patient experience surveys, is shown in this report:

1. How well doctors communicate with patients
2. How well doctors coordinate care
3. Access to care

Clinical measures of care delivered by doctors' offices and health plans

Each year, MHQP collects data from health plans to learn about the care delivered to patients by doctors' offices. By looking at this data, you can tell how your child's doctor's office is doing at delivering these health care services to their patients who are insured by the health plans.

Each year, MassHealth also looks at data on health care services that members receive from MassHealth's health plans. If you get your health insurance from MassHealth, you can use this information to help you choose a health care plan.

Information about the following measures of care is shown in this report:

1. Well visits
2. Regular dental visits for children
3. Children's visits to the ED (Emergency Department)
4. Follow-up visits for children starting on medicine for ADHD
5. Follow-up visits after mental health hospitalization

Everyone deserves quality health care

We hope that this information helps you understand how health care quality measurement data can help you, as patients and families, make informed choices about your child's health care. For other questions, please contact staff at Massachusetts Health Quality Partners (MHQP) by emailing info@mhqp.org or calling 617-600-4621.

Visit [Healthcare Compass's Children's Health Quality page](#) for more information on children's health care quality.

Patient Experience of Care: How well doctors communicate with patients

Why this measure is important

When your child's doctor communicates well, you and your child are more likely to feel that the doctor is working as a partner in care. Good communication can also help you better understand your child's diagnosis, treatment, and how to care for your child at home. When your child's doctor communicates clearly, it helps your well child stay healthy and makes it easier for your sick child to get better.

What you can do to better communicate with your child's doctor

- Speak up if you want the doctor to look directly at you or your child. You can say to the doctor, "Can you talk to me without looking at the computer?"
- Ask the doctor to repeat back what you just said. That helps make sure that he or she clearly understands you. You can say to the doctor, "Can you put it in your own words what you think my concerns are?"
- After your appointment, call your child's doctor's office if you have questions or concerns. You can ask to talk again with the doctor or someone else in the office.
- Speak up and ask questions about topics that matter most to you. For example, you can say, "I understand why you want my child to take this medicine, but I also want to know about the side effects my child might have."
- Make a list of questions and concerns before meeting with your child's doctor. Bring it with you so you can look at it while talking with the doctor.

What your doctor can do to better communicate with you

- Your child's doctor should clearly explain medical problems. This includes:
 - What the medical problem is, or might be.
 - How he or she plans to diagnose this problem.
 - What you and your child can do to care for this problem at home.
 - What kind of medicine to take, along with how much and how often to take it.
 - When your child can expect to start feeling better.
- Your child's doctor should pay close attention to what you say. He or she may repeat back what you say, ask questions, or write down some notes about what you discussed.
- Your child's doctor should show respect. This means that he or she asks you about and respects your feelings, beliefs, and values when it comes to treatment and care.

Questions asked in this measure

The Patient Experience Survey gets information from parents about how well doctors communicate by asking families to respond to these 6 questions.

- How often did your child's provider explain things in a way that was easy to understand?
- How often did your child's provider listen carefully to you and your child?
- How often did your child's provider give easy to understand answers to you and your child's health questions?
- How often did your child's provider give you easy to understand information about what to do if your child's health problems got worse or came back?
- How often did your child's provider show respect for what you or your child said?
- How often did your child's provider spend enough time with you and your child?

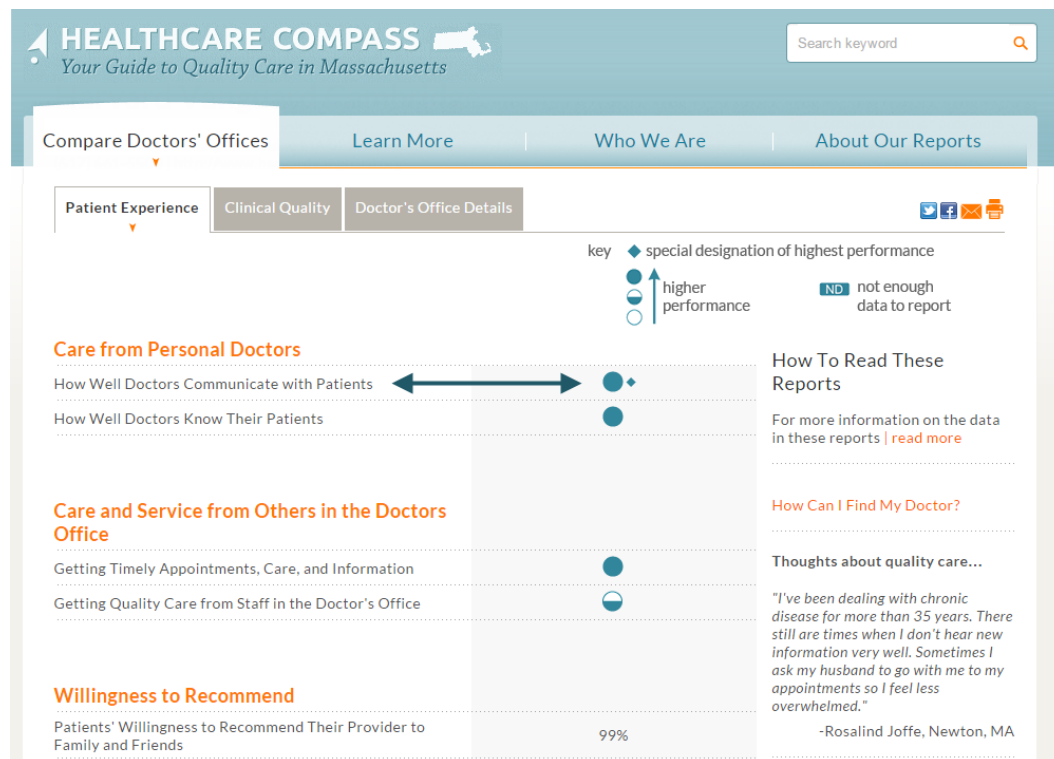
Example Data

You can find the most recent patient experience survey scores for doctor's offices in Massachusetts on the website Healthcare Compass. This website has health care quality data for many doctor's offices in Massachusetts, as well as information about how you can work with your child's pediatrician to get the best quality health care for your child.

You can find the information on how well your doctor communicates (highlighted with a blue arrow in *Image 1* below) by following these steps:

1. Type the website address www.healthcarecompassma.org into your computer's internet browser (for example, Internet Explorer or Google Chrome).
2. On the Healthcare Compass homepage, click on the circle next to the words "pediatric care".
3. Type in your zipcode or town name, and name of your doctor's office (if you know it), and click the "Go" button.
4. On the next page, you can click on your doctor's office name to see the results of that doctor's office. If there are multiple doctor's offices listed, you can pick 2 or 3 doctor's offices to compare by clicking the squares next to the doctor's offices and hitting the "Select & Compare" button.
5. The doctors' office(s) you chose will show up on the next page with all of their results. This results page will list patient experience measures of care and your doctor's office's results. Click on the measure description to learn more about the measure, why it is important, and what you and your doctor can do to improve the quality of care for your child.
6. The circle symbol to the right of the measure name will tell you how well your doctor's office did on the measure. Click on the ball for a more detailed look at your doctor's office's result.

Image 1



Patient Experience of Care: How well doctors coordinate care

Why this measure is important.

It is the job of your child's doctor's to work with you and your child to coordinate care. This means that the doctor should know about treatments or tests your child gets from specialists and care your child receives at a hospital. Your child's doctor should know if a specialist has scheduled tests, the results of these tests, and if the specialist recommended a treatment plan. Coordination of care helps make sure that your child is getting the right care, at the right time, without errors.

What you can do to help coordinate care

- Tell your child's doctor about your appointments with specialists. Discuss why your child goes to this specialist and what happens when you meet. Tell your child's doctor about all tests, treatments, and medicines that the specialist prescribes or recommends.
- Request that your child's specialist doctors send copies of all letters, reports, and other information about your child to you and your child's doctor. This way both you and your child's doctor will have a copy.
- Ask specialists to contact your child's doctor. Your child's doctor should know when the testing or treatment happens, or if your child needs more care from that specialist.
- Find out when you will hear about test results. Call your child's doctor if you do not get test results by that time. You should hear about tests even when results are normal.
- Ask if your child's doctor's office has an online connection, sometimes called a "patient portal." A patient portal is a good way to look up test results, email your child's doctor, and keep or store other important health information.

What your doctor can do to coordinate care

- Your child's doctor or doctor's office staff should let you know about needed tests and treatments. He or she should also tell you about test results even when these are normal.
- As needed, your child's doctor may refer you to specialists. He or she should contact these specialists when there are changes in your child's medical condition and find out about care your child received from the specialist.
- Your child's doctor should coordinate your child's care in a timely way. That includes discussing and planning referrals, tests, and treatments with you, and deciding on a time frame that you, your child, and your child's doctor agree to.

Questions asked in this measure

The Patient Experience Survey gets information from parents about how well doctor's office coordinate care by asking families to respond to these two questions:

- How often did your child's provider seem informed and up-to-date about the care your child received from specialists?
- When your child's provider ordered a blood test, x-ray, or other test for your child, how often did someone from his or her office follow-up to give you the test results?

Patient Experience of Care: Access to care

Why this measure is important.

Access to care includes making appointments, giving care, and answering questions in a timely way.

What you can do to help with access to care

- Make routine appointments (for check-ups and follow-up visits) weeks or months before your child needs to meet with the doctor.
- When making an appointment, tell the office staff why your child needs to meet with the doctor. This way, staff can schedule enough time.
- Be specific about what you need when leaving a phone message. For example, let them know if you would like the doctor or nurse to call you back.
- Call your child's doctor's office if you know that you will be late or cannot keep an appointment.
- Have patience if the doctor is late to your child's appointment. The doctor may be helping someone else who needs extra care or is having a medical emergency.

What to expect from your doctor's office about access to care:

- Your child's doctor's office should have a system to schedule appointments. There should be times when parents or patients can call for medical advice or help.
- Doctor's office staff should tell you if the doctor will be late for your appointment.
- Doctor's offices should keep open times in the schedule for patients without appointments who need urgent care right away.

Questions asked in this measure

The Patient Experience Survey gets information from parents about how easy it is to get care by asking families to respond to these 5 questions:

- When you called your child's doctor's office to make an appointment for care your child needed right away, how often did you get this appointment as soon as you needed?
- When you made an appointment for a check-up or routine health care for your child, how often did you get an appointment as soon as you needed?
- When you called your doctor's office with a medical question about your child during office hours, how often did you get an answer on the same day?
- When you called your doctor's office with a medical question about your child after office hours, how often did you get an answer as soon as you needed?
- How often did you see your child's provider within 15 minutes of your appointment time?

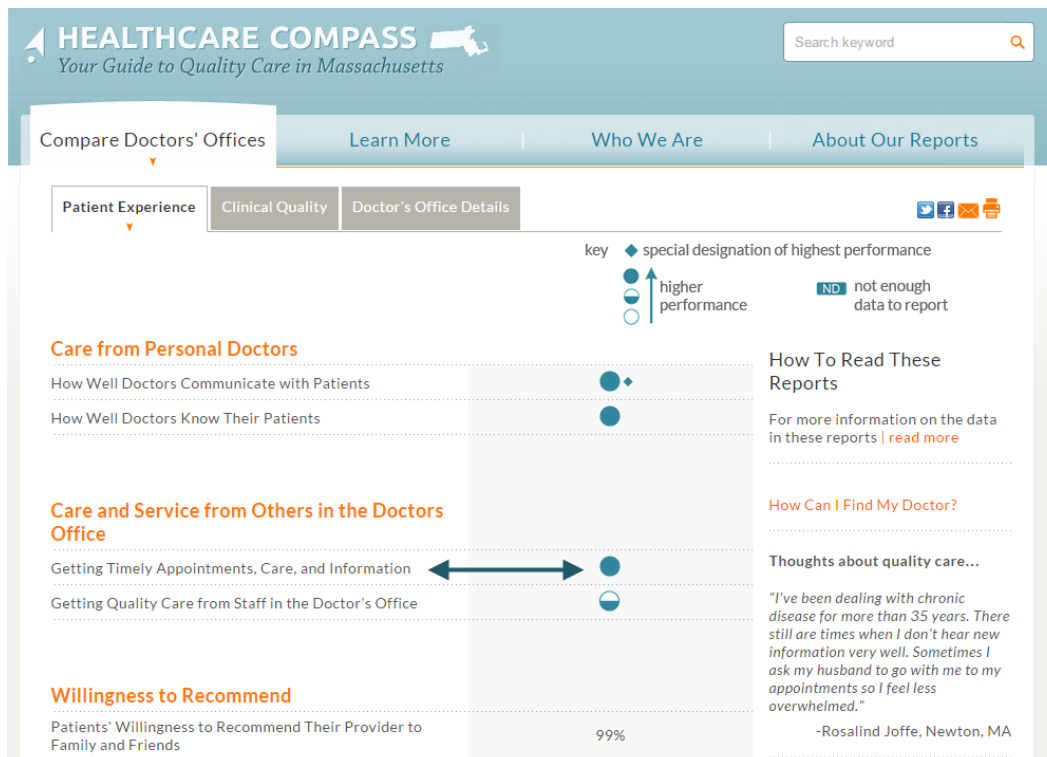
Example Data

You can find the most recent patient experience survey scores for doctor's offices in Massachusetts on the website Healthcare Compass. This website has health care quality data for many doctor's offices in Massachusetts, as well as information about how you can work with your child's pediatrician to get the best quality health care for your child.

You can find the information on how well your doctor's office provides access to care (highlighted with a blue arrow in *Image 2* below) by following these steps:

1. Type the website address www.healthcarecompassma.org into your computer's internet browser (for example, Internet Explorer or Google Chrome).
2. On the Healthcare Compass homepage, click on the circle next to the words "pediatric care".
3. Type in your zipcode or town name, and name of your doctor's office (if you know it), and click the "Go" button.
4. On the next page, you can click on your doctor's office name to see the results of that doctor's office. If there are multiple doctor's offices listed, you can pick 2 or 3 doctor's offices to compare by clicking the squares next to the doctor's offices and hitting the "Select & Compare" button.
5. The doctors' office(s) you chose will show up on the next page with all of their results. This results page will list patient experience measures of care and your doctor's office's results. Click on the measure description to learn more about the measure, why it is important, and what you and your doctor can do to improve the quality of care for your child.
6. The circle symbol to the right of the measure name will tell you how well your doctor's office did on the measure. Click on the ball for a more detailed look at your doctor's office's result.

Image 2



Clinical Measures of Care:

Well visits for infants (0-15 months), children (ages 3-6), and adolescents (ages 12 to 21)

Why this measure is important.

Well visits (check-ups) are to see how well your child is growing and to provide preventive care, such as screening tests and immunizations (shots to protect against childhood diseases). If there are any problems, your child's doctor will suggest ways to improve or reduce them. Well visits can help promote lifelong healthy patterns and prevent serious problems in the future. Well visits are not the same as doctor appointments when your child is sick.

To help make sure that your child gets the right kind of preventive care at the right time, here are some ideas about things you can do and your doctor can do.

What you can do

- Make and keep all the appointments that your child needs. This includes well visits, shots, and appointments when sick.
- Call or visit your youth's doctor when there are problems or something seems wrong.
- Help your child develop good habits. This includes eating healthy foods, being active each day, and taking precautions such as wearing safety helmets and seat belts.

What your doctor can do

- Talk with you about what to expect as your child grows. This includes normal changes that happen with age as well as health problems that may arise.
- Teach you and your child ways to stay healthy now and throughout life.
- For adolescents ages 12-21
 - Discuss ways to avoid smoking, drinking, using drugs, having unprotected sex, or other risky behaviors.
 - Help you and your youth plan how and when to transition (move) care from a pediatrician to a doctor for adults.

What this measure looks at

- Ages 0-15 months: This measure looks at the percent of children who had at least 6 well visits with a doctor in the first 15 months of life.
- Ages 3 to 6: This measure looks at the percent of those children who have had a well visit during the past year.
- Ages 12 to 21: This measure looks at the percent of those children who have had a well visit during the past year.

Example Data

You can find the most recent clinical quality measures for doctor's offices in Massachusetts on the website Healthcare Compass. This website has health care quality data for many doctor's offices in Massachusetts, as well as information about how you can work with your child's pediatrician to get the best quality health care for your child.

You can find the information on how well your doctor's office provides access to care (highlighted in the blue box in *Image 3* below) by following these steps:

1. Type the website address www.healthcarecompassma.org into your computer's internet browser (for example, Internet Explorer or Google Chrome).
2. On the Healthcare Compass homepage, click on the circle next to the words "pediatric care".
3. Type in your zipcode or town name, and name of your doctor's office (if you know it), and click the "Go" button.
4. On the next page, you can click on your doctor's office name to see the results of that doctor's office. If there are multiple doctor's offices listed, you can pick 2 or 3 doctor's offices to compare by clicking the squares next to the doctor's offices and hitting the "Select & Compare" button.
5. The doctors' office(s) you chose will show up on the next page with all of their results. This results page will list your doctor's office's results. Click on the tab labeled clinical quality view the clinical quality measures. Click on the measure description to learn more about the measure, why it is important, and what you and your doctor can do to improve the quality of care for your child.
6. The circle symbol to the right of the measure name will tell you how well your doctor's office did on the measure. Click on the ball for a more detailed look at your doctor's office's result.

Image 3

The screenshot shows the Healthcare Compass website interface. At the top, there is a search bar and navigation tabs for "Compare Doctors' Offices", "Learn More", "Who We Are", and "About Our Reports". Below this, there are tabs for "Patient Experience", "Clinical Quality", and "Doctor's Office Details". A key indicates that a diamond symbol represents "special designation of highest performance", a solid blue circle represents "higher performance", and a white circle with a blue outline represents "not enough data to report".

The main content area is divided into three sections, each with a dropdown arrow:

- Well-Child Visits** (highlighted with a blue box):
 - Well Visits for Children 0 to 15 Months of Age: higher performance (solid blue circle)
 - Well Visits for Children Ages 3 to 6: higher performance (solid blue circle)
 - Well Visits for Adolescents Ages 12 to 21: not enough data to report (white circle with blue outline)
- Pediatric Medications and Testing**:
 - Correct Testing for Strep Throat: higher performance (solid blue circle)
 - Correct Antibiotic Use for Upper Respiratory Infections: higher performance (solid blue circle)
- Asthma Care**:
 - Asthma Medicine for Children (Ages 5 to 11): higher performance (solid blue circle)
 - Asthma Medicine for Young Adults and Adults (Ages 12 to 50): higher performance (solid blue circle)

On the right side, there is a section titled "How To Read These Reports" with a link to "read more". Below that is a quote from Helen Osborne, Natick, MA: "It takes courage to speak up. Even though I have worked in health care for many years, when someone in the doctor's office spoke to me in a way that felt rude and disrespectful, it took almost a year before I had the courage to tell my doctor."

Prevention and Wellness Resources

- American Academy of Pediatrics lists information about what immunizations your child should receive and when <http://www2.aap.org/immunization/>
- Bright Futures Guidelines are used by doctor's offices to make sure that children are getting recommended care <http://www.brightfutures.org/>
- Massachusetts Health Quality Partners works with doctor's offices and health plans to create a list of the care your child should get when going to the doctor's office for a well visit. http://www.mhqp.org/guidelines/preventivePDF/MHQP_PreventiveCareGuidelines_Ped2015.pdf
- Massachusetts Health Quality Partners works with doctor's offices and health plans to create a list of the care a woman should get when pregnant <http://www.mhqp.org/guidelines/perinatalPDF/MHQP%202014%20Perinatal%20Guidelines.pdf>
- MassHealth 2012 HEDIS Report has results of child quality measures. Go to: <http://www.mass.gov/eohhs/docs/masshealth/research/mco-reports/hedis-2012.pdf>
Pages 22-26 have data showing well child visits for various age groups for each MassHealth health plan. This information can be useful in choosing a plan with for higher rates well-child care.

Clinical Measures of Care: Regular dental visits for children

Why this measure is important.

Visiting a dentist at least once a year or more is a healthy habit that can help prevent cavities and mouth infections. Dental problems like these can be so painful that children may have trouble eating, speaking, or paying attention at school. Children can also have lifelong health problems if cavities or infections are not treated.

What you can do

Children and youth, and their families:

- Go to the dentist once each year or more often if your dentist tells you it's needed. Schedule the next appointment before you leave the dentist's office.
- Take care of your teeth the way the dentist or hygienist showed you.
- Brush your teeth after you have finished eating.
- If you have a drink at bedtime, drink only water.

What your child's doctor can do

Your child's doctor can:

- Look at your child's teeth, mouth, and gums, and identify any pain in your child's mouth.
- Brush fluoride on your child's teeth.
- Write the name of your child's dentist in the child's medical record.
- If your child does not have a dentist, your child's doctor should give you the name of a dentist to visit.

Your child's dentist or dental hygienist can:

- Clean your child's teeth and brush them with fluoride.
- Show you and your child the right way to brush teeth.
- Tell you and your child when to schedule the next regular dental visit.

What this measure looks at

This measure looks at the percent of children and youth (1 to 20 years old) who went to a dentist's office for a regular dental visit (preventive dental services) at least once a year.

What happens at a regular dental visit?

Your child may see a dentist, dental hygienist, or both. The dentist or dental hygienist will look at your child's teeth, mouth, and gums (the pink area around the teeth). He or she will clean around the teeth and gums, and brush fluoride onto your child's teeth. The dentist or hygienist may also brush on a fluoride or clear protection sealant to prevent tooth decay. Some dental visits include x-rays (pictures of the inside of the teeth). The dentist or hygienist may find problems such as:

- Cavities. These are holes in teeth that can cause mouth pain. The dentist fixes cavities by filling in these holes.
- Infection in the gums or mouth. These can be painful and cause other health problems. The dentist will prescribe medicine to treat infection.

Before leaving the dentist's office, be sure to make an appointment for the next visit.

Oral Health (Dental Care) Resources

- Use Healthcare.gov to learn about dental insurance options for your family <https://www.healthcare.gov/find-premium-estimates/>
- Insure Kids Now helps you find health insurance for your child <http://insurekidsnow.gov/index.html>
- Dental Lifeline Network helps you find donated dental services in every state <http://dentallifeline.org/our-state-programs/>
- MassHealth can help you find a dentist in Massachusetts <https://masshealth-dental.net/MemberServices/Default.aspx>. Click “Find Provider” or call MassHealth Dental program at 1-800-207-5019
- Learn about oral health in English or Spanish from the American Academy of Pediatrics:
 - En Español: <http://www.healthychildren.org/spanish/healthy-living/oral-health/paginas/default.aspx>
 - In English: <http://www.healthychildren.org/english/healthy-living/oral-health/Pages/default.aspx>
- American Dental Association teaches kids about good teeth care www.mouthhealthykids.org
- American Dental Association teaches families about good teeth care www.mouthhealthy.org
- Autism Speaks has a dental guide for kids with Autism <http://www.autismspeaks.org/sites/default/files/documents/dentalguide.pdf>
- Free book on iTunes teaches kids that brushing teeth can be fun, “Sam and the Sugar Bug” <https://itunes.apple.com/us/book/id515107105?mt=11>.
- You can find the US Department of Health and Human Services 2014 Annual report on the Quality of Care for Children in Medicaid and CHIP at: <http://medicaid.gov/medicaid-chip-program-information/by-topics/quality-of-care/downloads/2014-child-sec-rept.pdf>. For Massachusetts-specific information on dental visits see appendices 46 and 48.

Clinical Measures of Care: Children’s visits to the ED (Emergency Department)

Why this measure is important. Sometimes a child goes to the ED (Emergency Department) because he or she is injured or ill and needs acute care right away. This could be because your child falls and breaks her arm. But sometimes children go to the ED when they should have gotten care at the primary care doctor’s office instead. An example is when a child goes to the ED for a sore throat that he has had for two days. Learn more in the box below, “Why it can be better to get care at the doctor’s office, rather than the ED.”

What you can do:

- When your child is sick, and it is not an emergency, call your doctor’s office first. If the office is closed, there should be on-call coverage, which means that a doctor or nurse will talk by phone with you about how to care for your child’s health problem.
- Ask your child’s doctor’s office if there are times during the day when you can bring in your sick child without an appointment.
- Ask if your doctor’s office has flexible scheduling, which means you can get an appointment on the day you call.
- Call your child’s doctor’s office right after your child has been to the ED for care. Your child’s doctor may schedule an appointment for important follow-up care.
- Keep all appointments with your child’s doctor. This way, the doctor knows your child and can better provide care when your child is sick.

What your child’s doctor can do:

- Provide information about who to contact if your child is sick or injured. This information includes office hours along with numbers to call during the day, at night, and on weekends.
- Teach you ways to know if a health problem is an emergency. This can help you decide whether to visit the ED or make an appointment at the doctor’s office.
- Schedule an office visit to follow-up after your child is seen in the ED.
- Work with you to create plans for routine and crisis care if your child has special health care needs.

What doctors and nurses in the ED can do:

- Ask for the name and address of your child’s primary care doctor.
- Tell your child’s primary care doctor about this ED visit.
- Talk with you about the importance of making a follow-up appointment with your child’s primary care doctor

Why it can be better to get care at a doctor’s office, rather than ED

- At your child’s doctor’s office, doctors and nurses know about your child’s medical history. They know your child and treatments that have helped in the past.
- An ED visit costs more than a visit to the doctor’s office.
- An ED can be crowded. You may wait a while to see the ED doctor.

Clinical Measures of Care

Follow-up visits for children starting on medicine for ADHD (Attention Deficit/Hyperactivity Disorder)

Why this measure is important

Doctors should have a follow-up visit with children and their families within 30 days of your child starting ADHD medicine. Medicine can help children better manage ADHD symptoms. During the follow-up visit, your doctor will make sure that the medicine is working correctly and make changes if there are side effects or other problems.

What you can do to manage your child's ADHD

- Let your child's doctor know if you think your child has behavior problems or trouble at school.
- Make and keep all follow-up visits with your child's doctor. It may take a while to diagnose ADHD.
- Make sure your child takes his or her medicine correctly.
- Let your doctor know if your child has any side effects or other problems from this medicine.

What your doctor can do to manage your child's ADHD

- Diagnose ADHD only after:
 - Finding out how your child functions over time
 - Talking with you and your child
 - Learning from a teacher or others about your child's behavior
- Answer all your questions about ADHD and treatment options.
- As needed, prescribe medicine for ADHD. The doctor should also plan a follow-up visit to check how well this medicine is working.
- As needed, refer your child to a mental health or child development specialist. The specialist can give your child tests or offer other needed ADHD treatments

What is ADHD?

ADHD (Attention Deficit/Hyperactivity Disorder) is a behavioral health condition that affects children in many ways. It can cause behavior problems that:

- Make it hard for children to focus and pay attention
- Cause children to be too active or not very patient
- Make it hard for children to do well in school
- Affect how well children get along with their family and friends

What this measure looks at

This measure looks at children ages 6 to 12 starting medication for ADHD. It looks at the percent of children who had a follow-up visit with the doctor within 30 days of starting the medicine.

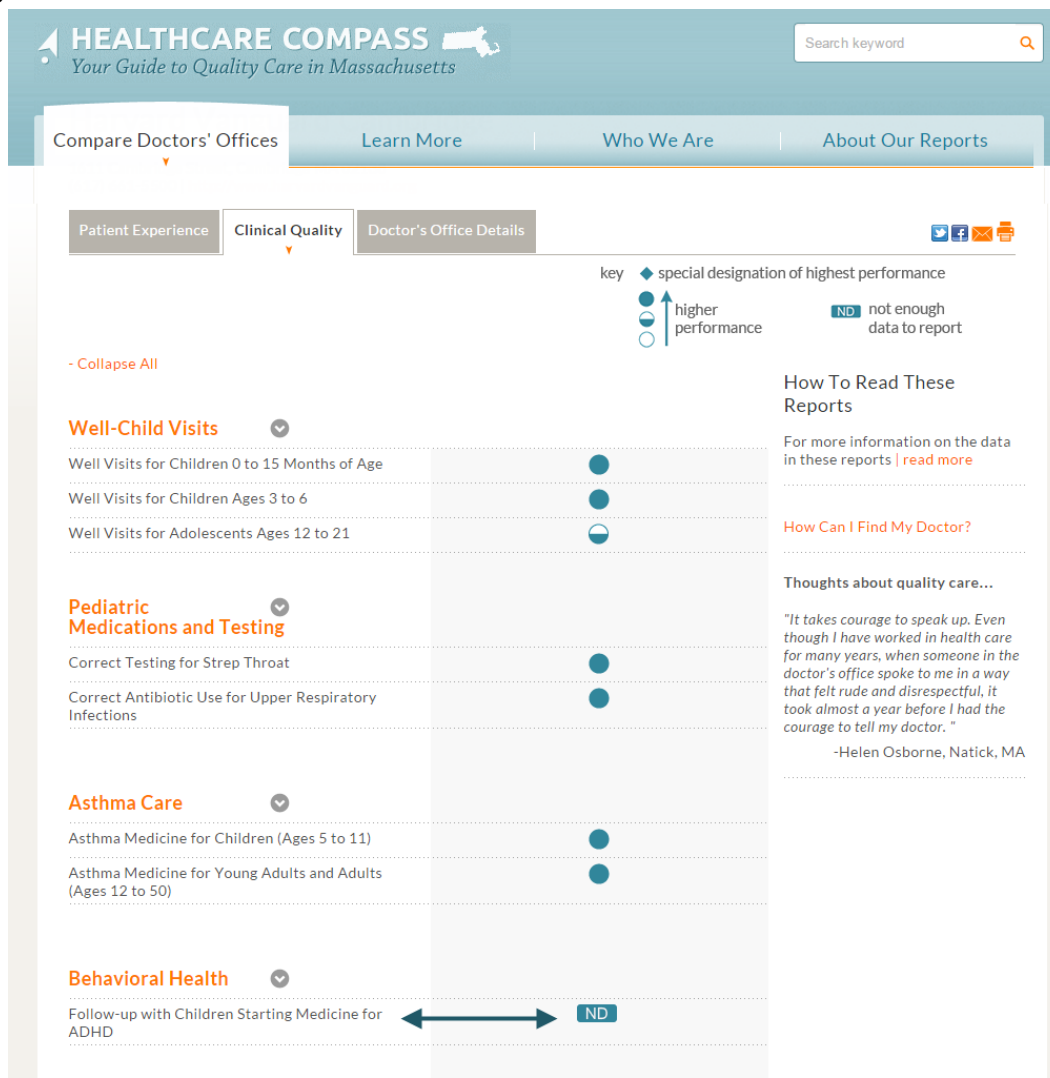
Example Data

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You can find the information on how well your doctor's office provides access to care (highlighted with the blue arrow in *Image 4* below) by following these steps:

1. Type the website address www.healthcarecompassma.org into your computer's internet browser (for example, Internet Explorer or Google Chrome).
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5. The doctors' office(s) you chose will show up on the next page with all of their results. This results page will list your doctor's office's results. Click on the tab labeled clinical quality view the clinical quality measures. Click on the measure description to learn more about the measure, why it is important, and what you and your doctor can do to improve the quality of care for your child.
6. The circle symbol to the right of the measure name will tell you how well your doctor's office did on the measure. Click on the ball for a more detailed look at your doctor's office's result.

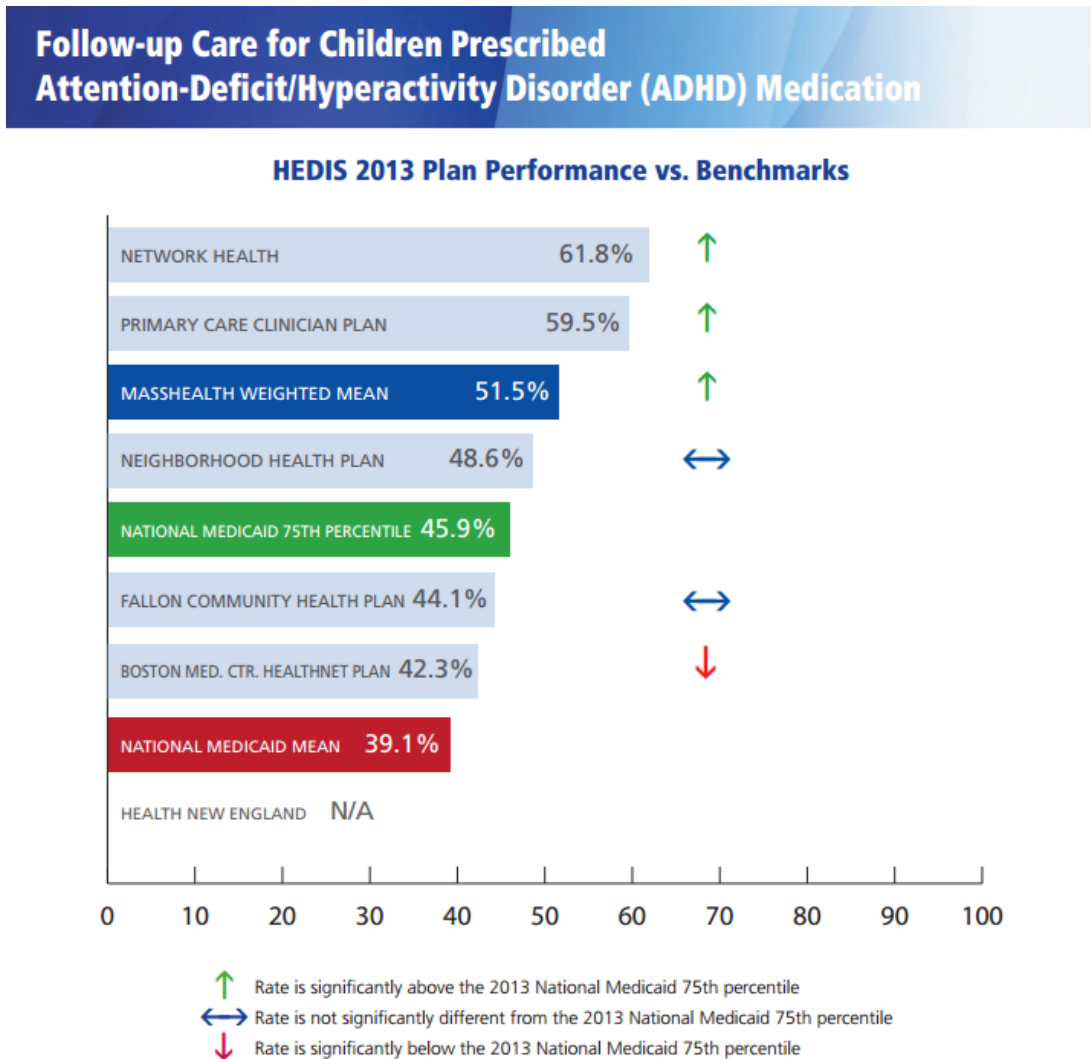
Image 4



MassHealth also has information about this measure in the MassHealth 2013 HEDIS Report (see *Image 5* below). Pages 30-33 of this report have information about this measure for each MassHealth health plan. This information can be useful if you need to choose or renew your MassHealth health plan and want a plan that has higher rates of ADHD follow-up care.

<http://www.mass.gov/eohhs/docs/masshealth/research/mco-reports/hedis-2013.pdf>

Image 5



Measures of Care:

Follow-up visits after mental health hospitalization

Why this measure is important. Children who have a follow-up visit with a mental health provider (psychiatrist, psychologist, clinical social worker, family therapist, psychiatric or mental health nurse, licensed or certified counselor) after discharge from a hospital stay are less likely to be admitted again to the hospital for the same mental health disorder.

This follow-up visit is very important because the mental health provider will ask how your child is adjusting to school and home after being in the hospital. This follow-up visit is a time to check if your child is taking all needed medications and following his or her treatment plan. It is also a time to figure out if the treatment plan and medicines are helping. A treatment plan is a written document that identifies the child's mental health concerns and goals for feeling better. Studies show that appropriate treatment and follow-up helps to reduce the chance of repeat hospitalizations.

What you and your family can do:

- Talk with your mental health or primary care provider about how you are feeling after being in the hospital.
- Discuss your current treatment plan with your provider and decide whether any changes to medicine or supports are needed.
- Follow your treatment plan. Talk with your mental health or primary care provider if you think there should be changes. Do not change your treatment plan without first talking with your mental health provider.
- Discuss how to take your medicine and find out how long it should take before the medication starts working.
- Ask your provider what to do if there are any problems or side effects. Do not make changes to your medicine unless you first talk with your providers.
- Go to all your mental health provider appointments, even when you are feeling well.
- If you start feeling worse, tell your family and your mental health or primary care provider right away. If you need to talk with someone immediately, call your local Emergency Service Provider (Mobile Crisis Intervention) or go to the nearest emergency department (ED).

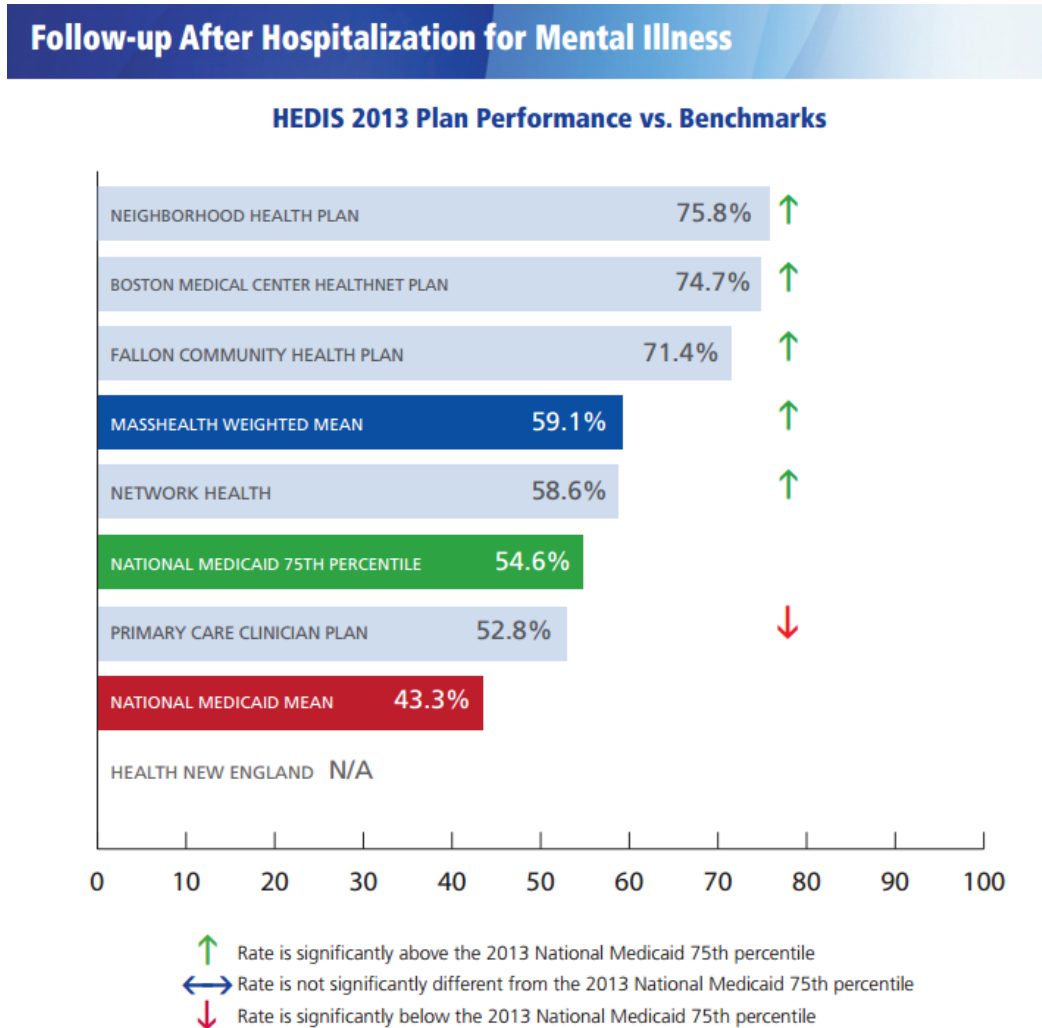
What your mental health provider or primary care provider can do to help you and your child:

- Have a follow-up visit after you leave the hospital. The provider will want to know how well you adjusted to school and home after being in the hospital.
- Review your current treatment plan. If needed, work with you to create a new treatment plan.
- Talk with others who care for and support you. This may include your family, other mental health providers, and teachers at school.
- Be available to talk about problems with medicine and discuss whether there should be any changes.

Example Data

MassHealth has information about this measure in the MassHealth 2013 HEDIS Report for a combined adult and pediatric population (see Image 6 below). Pages 34-37 of this report have information about this measure for each MassHealth health plan. <http://www.mass.gov/eohhs/docs/masshealth/research/mco-reports/hedis-2013.pdf>

Image 6



Behavioral (mental health) Health Care Resources

- Massachusetts Children's Behavioral Health Initiative (CBHI) is a MassHealth program that helps families get state-provided mental health care <http://www.mass.gov/eohhs/gov/commissions-and-initiatives/cbhi/>
- Massachusetts Association of Mental Health helps families access mental health services <http://www.mamh.org>
- Massachusetts Behavioral Health Partnership (MBHP) helps families, primary care doctors and mental health providers work together <http://www.masspartnership.com/index.aspx>
- MBHP Emergency Service Providers (ESP) Statewide Directory provides 24-hour/7day a week phone services. Call (800) 981-4357 or access directory at

<http://www.masspartnership.com/provider/pdf/MBHPESPDIRECTORY07092013FIN.pdf>

- Parent Professional Advocacy League (PPAL) is a statewide, grassroots family support organization that advocates for improved access to mental health services for children, youth and their families. Call (866) 815-8122 or go to <http://ppal.net>
- Youth Move at PPAL provides support, peer mentoring and resources for youth with mental health concerns. Call (866) 815-8122 or visit <http://ppal.net/for-youth/resources-for-youth>
- National Alliance for Mental Illness (NAMI) is a state resource for individuals and families facing the challenges of mental illness. Provides free mental health family-based education, family and peer support and grassroots advocacy. Call 1-800-370-9085 or view at <http://www.namimass.org>