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RESULTS FROM ONLY INDEPENDENT STATEWIDE HEALTH CARE QUALITY SURVEY RELEASED
Patients across Massachusetts Rate Their Experiences with Their Primary Care Physicians
New Trend Data on Behavioral Health Assessments

WATERTOWN, MA (February 2, 2016) - Massachusetts Health Quality Partners (MHQP) today announced the results of the only independent statewide patient experience survey, now publicly available at healthcarecompassma.org. The survey encompassed nearly 65,000 patients from more than 500 primary care practices representing approximately 4,000 physicians across the state, who responded to the question of whether they would recommend their primary care physician to their family and friends.

“The answer to this and other patient experience questions makes Healthcare Compass MA a tremendous resource for Massachusetts residents who want to find the best care available,” said Barbra Rabson, President and CEO, of MHQP.

Summary of Findings ([Statewide Results at a Glance](#))

Behavioral Health: Questions about whether or not providers ask patients about feeling depressed, feeling stressed, or experiencing problems with alcohol, drugs, or a mental or emotional illness were reported for the first time in MHQP’s 2014 survey results.

- The 2014 statewide *behavioral health* mean score of 53.1 indicated that there was substantial room for improvement
- The results of the 2015 survey indicate improvement to 56.5 for these *behavioral health* measures, with several practices having made truly noteworthy progress
- Among the practices with statistically significant improvement, the increases ranged from 12 points to greater than 20 points

Support of Self-Management: The 2015 survey reports on a new measure asking whether primary care providers talked with patients about the patient’s goals for health, or if there were things that made it hard for patients to take care of their health.

- The mean score for all practices across the state was 54.0 for adult practices and 43.6 for pediatric practices

Communication: The survey found that primary care physicians across the state excel in communicating with their patients.

- The *communication* mean score for all practices across the state is 93.5 out of a potential 100 points.

Other areas with strong statewide mean scores include *integration of care, knowledge of patient* and *office staff interaction*.

For each practice, their patients’ willingness to recommend provider to family and friends is reported on Healthcare Compass MA.

About the MHQP [Patient Experience Survey and MHQP](#)