



# WESTWOOD-MANSFIELD PEDIATRIC ASSOCIATES

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**“PROACTIVE IN YOUR CHILD’S CARE  
EMPOWERING FAMILIES FOR OVER 50 YEARS”**

[www.wmpeds.com](http://www.wmpeds.com)

# LOOKING AT THE MHQP\* DATA COMPARING 2007 TO 2009

- 1) What the FAMILY sees.
- 2) What the NETWORK sees.
- 3) What the INSURERS see.

\*Massachusetts Health Quality Partners

# 2007

Westwood/Mansfield Pediatrics - Pediatric Care  
 Pediatric Physicians Org. at Children's  
 Summary Performance (n = 77)  
 Percentile Ranking Compared to Adjusted Mean Site Scores

Summary Measures	Summary Performance
<i>Quality of Doctor-Patient Interaction</i>	
Communication	★★★
Integration of Care	★★½
Knowledge of Patient	★
Health Promotion	★★★½
<i>Organization/Structural Features of Care</i>	
Organizational Access	★★
Visit-based continuity	★
Clinical Team	★★
Office Staff	★★
<i>Global Rating</i>	
Willingness to Recommend	★★★

Summary Performance Legend	
★★★★	Above the 85th percentile
★★★	Above the 50th percentile
★★	Above the 15th percentile
★	Below the 15th percentile

# 2009

Westwood/Mansfield Pediatrics - Pediatric Care  
 The Pediatric Physicians' Organization at Children's  
 Summary Performance (n = 162)  
 Percentile Ranking Compared to Adjusted Mean Site Scores

Summary Measures	Summary Performance
<i>Quality of Doctor-Patient Interaction</i>	
Communication	★★★★
Integration of Care	★★★
Knowledge of Patient	★★
Health Promotion	★★★★
<i>Organization/Structural Features of Care</i>	
Organizational Access	★★
Visit-based continuity	★
Clinical Team	★★½
Office Staff	★★
<i>Global Rating</i>	
Willingness to Recommend	★★★★

Summary Performance Legend	
★★★★	Above the 85th percentile
★★★	Above the 50th percentile
★★	Above the 15th percentile
★	Below the 15th percentile

# Where Were We Just Prior to the MHQP 2009 Survey

- 1) EMR – 10 Months
- 2) Care Coordinators – 4 Months
- 3) Working on the Must Pass NCQA Elements

# MHQP

- 1) My Initial Experience Questioning Accuracy.
- 2) Thanks for the generous support and patience of MHQP during my digesting these data.
- 3) The data are enormously helpful yet they do not FULLY define the quality of service delivered to the families.

# Care Coordination

In the last 12 m how often did the doctor seem **informed and up-to-date** about the care your child received from specialist doctors that he or she sent you to?

- 1) Organization + EMR – who did what role
  - a) Scanning incoming documents
  - b) Emailed documents sent to central office email site.

# Follow up on Test Results

- In the last 12 m , when this doctor ordered a blood test or other tests for your child, how often did someone from this doctor's office follow up to give you test results?

1) NCQA (lab reconciliation) EMR + nursing staff.

“No News is Not Good News”

All lab and imaging results  
(including normal values) must be  
reported to the patient.



# Innovation in Access

- We have worked hard to improve our Access and Patient Education. We've done this by:
  - Creating Educational YouTube videos
  - Sending informative and educational emails to patients
  - Offering home Strep Tests ( reduce visit volume and telephone traffic).

# Westwood-Mansfield Pediatrics

## MHQP Rankings

MHQP - Westwood/Mansfield Pediatrics		
PES 2009 Ranking by Measure		
Measure	# of Publicly Reported Practices	Westwood/Mansfield Pediatrics Rank
How Well Doctors Communicate with Patients (Communication)	149	58
How Well Doctors Coordinate Care (Integration)	84	29
How Well Doctors Give Preventive Care and Advice (Health Promotion)	169	9
How Well Doctors Know Their Patients (Knowledge of Patient)	158	109
Getting Timely Appointments, Care, and Information (Access)	171	106
Seeing Your Own Doctor (Visit Based Continuity)*	171	161
Getting Quality Care from Other Doctors and Nurses in the Office (Clinical Team)	149	71
Getting Quality Care from Staff in the Doctor's Office (Office Staff)	171	125
Willingness To Recommend	125	18

\*This measure is not publicly reported. The measure is comprised of one question:

*In the last 12 months, when your child had an appointment at this doctor's office, how often did you see this doctor, not a nurse or other provider from this doctor's office?*

There is general agreement that performance on this measure may or may not reflect the quality of care, depending upon how the provision of care is managed at the site and individual patient preference. MHQP recommends that practices consider results for Visit Based Continuity in combination with results for Clinical Team to assess practice performance when there is a team care model in place.



# Waiting Room



# Our Wait Room TV Plays Our Educational Videos



# Access/Patient Portal Tutorial

