

How We're Doing: MaineHealth ACO Website Now Includes Quality and Patient Experience Results

This month, we're pleased to launch a new initiative to increase the transparency of our ACO's quality and patient experience performance. Our website now displays ACO community level 2016 results for key patient experience and quality measures derived from MaineHealth-employed ACO participants.

Public reporting and transparency of our clinical performance is an important process in connecting community to our work. To date, these data have been reviewed and discussed at our central Value Oversight Committee as well as among regional Value Oversight Committees, local quality committees, MaineHealth CEOs, leadership teams and provider meetings. While we are starting with MaineHealth employed practices, we do plan in upcoming months to take additional steps to expand the available data to include more participants in our private practices and cost/utilization measures.

Specifically, we're providing results for five nationally recognized quality measures for which our providers are held financially accountable by insurers and other payers. Results are for MaineHealth employed primary care practices in each of our local health service regions, and results are derived from all patients within those practices. The measures focus on prevention as well as diabetic management outcomes. They include **colorectal cancer screening, blood pressure control, pediatric body mass index, hemoglobin A1c and dilated eye exam**. Rates from six MaineHealth regions and an overall MaineHealth ACO rate are compared to a target rate.

Patient satisfaction results reflect answers to seven patient survey questions and compare eight MaineHealth ACO regions to the NRC Picker 50th percentile as a benchmark.

Results will be updated on the website quarterly.

"Public reporting of health system quality and performance data is complex," says MaineHealth ACO President and CEO Betsy Johnson, MD. "Various levels of reporting exist both regionally and nationally, many of which do not always align. We seek to advance the conversation by putting our own data out publically. As we mature our capabilities for accurate, reliable, and actionable performance data, we welcome feedback from our providers and consumers as to whether this data is helpful and informative."

To view the current set of results, please visit the [Who We Are section of our website](#) and scroll to the "Our Results" links. Or, you may download the results directly [here](#). [Tracy Callahan](#), our senior director of ACO performance, is happy to answer any questions about this exciting new data transparency initiative.