



Measures that Matter: NCVHS Hearing on Patient Quality Measures

Christine Bechtel
Vice President

Audio Press Conference
February 28, 2012



The **National Partnership** for Women & Families



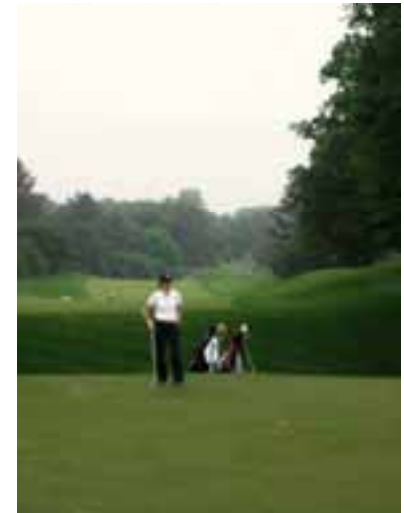
- ▶ **Nonprofit consumer organization with 40 years of experience working on issues important to women and families**
 - ▶ National level, as well as in states and communities
- ▶ **Priorities**
 - ▶ Improve access to quality, affordable health care
 - ▶ Promote fairness in the workplace
 - ▶ Advance policies that help women and men meet the dual demands of work and family
- ▶ **Relevant Major Initiatives**
 - ▶ Consumer Purchaser Disclosure Project
 - ▶ Americans for Quality Health Care
 - ▶ Campaign for Better Care
 - ▶ Consumer Partnership for eHealth

Roadmap



- ▶ **Panel 1:** What kinds of decisions do consumers/patients seek to make regarding their health and care? What do they currently use and how do they access it?
 - ▶ My Story of Health Information Seeking: Finding a doctor
 - ▶ Five years ago compared to today
 - ▶ How well do proxy measures work?
- ▶ **Panel 1:** What are key shortcomings in supporting decision making?
 - ▶ Lessons/Takeaways
- ▶ **Panel 2:** What measures would be meaningful in supporting consumer/patient health and care decisions? What are the gaps?
 - ▶ Measures that Matter in Patient Centered Care
 - ▶ Ten Criteria for Measures that Matter

Me



Time To Find a Doctor



▶ Tools of Five Years Ago

- ▶ Health Grades
- ▶ CHECKBOOK
- ▶ Google
- ▶ Health Plan Listings
- ▶ Phone Calls
- ▶ Professional Contacts: AMA, ACP, AAFP, etc.

A Lot of Work But **Hope** and **Promise**



▶ **Happened Upon A Family Practice That**

- ▶ Offered multiple services on site (OB/GYN, labs, basic x-rays, etc.)
- ▶ Had EHR
- ▶ Working on Medical Home qualification
- ▶ Two offices, including one close to home
- ▶ Accepted my insurance

What Happened



Starting Over



▶ **Despite my “proxy measures” experience was poor**

- ▶ Use of EHR as medical record only (electrified paper)
- ▶ Poor access and responsiveness
- ▶ Practice required “visits every 6 months”
- ▶ Culture of doctor-centeredness
 - ▶ Patient feedback/involvement not welcome
 - ▶ Poor tools for self-management, no coordination with team outside office

▶ **What Do I Want Today?**

- ▶ Patient-centered quality care (Medical Home?)
- ▶ Not too far from home
- ▶ Electronic Health Record: Online access, secure messaging, conveniences
- ▶ Positive Patient Experience/Ratings
- ▶ Insurance?

Today's Tools



▶ **Websites (free)**

- ▶ Angie's List
- ▶ CMS Meaningful Use Attestations
- ▶ Consumer Reports
- ▶ Findadoctor.com
- ▶ Vitals.com

▶ **Mobile Apps**

- ▶ Find A Doctor
- ▶ Doctor Search
- ▶ Health4Me
- ▶ SpeakWithDoc
- ▶ Individual health plans, health systems

Website Examples



Find a Doc Rated Doctors. Informed Choices. My Find a Doc

Home | Find a Doctor | Featured Providers | Find a Doc International | Doctor Center | Doc Friend

Doctor Profile

Start New Search
Add To Favorites
My Review Board

Kevin Michael Gil
MD
Family Practice, Family Medicine, Geriatric Medicine, Family Practice
3402 Physicians Ln Ste 211
Rockville, MD 20850-2484
Phone: (301) 620-4322
Fax: (301) 620-4328

View more and get reviews
(General Practitioner) (Geriatrician) (New)

Overall Rating 4.4

Training
Medical School: Excellent

Expertise
Hospital Affiliations: Excellent
Doctor Endorsements: Excellent
Years of Experience: Excellent

Related Services
Office Staff: Excellent
Office Settings: Excellent
Wait Time: Excellent
Medical Knowledge: Excellent
Bedside Manner: Excellent
Patient Confidence: Excellent
Patient Satisfaction: Excellent

Cost
Insurance: Not Available
Medical School: George Washington Univ Sch of Med & Hlth Sci, Washington DC

Key:
Excellent
Very Good
Good
Fair
Poor

←

Find a Doc Rated Doctors.

Home | Find a Doctor | Featured Providers | Find a Doc International | Doctor Center

Post Comment

Message from website
ACCESS DENIED! You must be logged in as a Doctor or Doctor for Access

Post Reply

Post

Add your post.

Note: Your posting will be visible to anyone. | [Privacy settings](#)

Insurance Company



More Information

Epstein, Jack R MD
121 Congressional Ln Ste 318
Rockville, MD 20852
(301) 984-8689
1.96 miles away ([Map and Directions](#))

Features

Share this Profile

Gender: Male
Board Certified:
Specialties Family Practice

Rosenman, Neil I MD
14955 Shady Grove Rd Ste 100
Rockville, MD 20850
(301) 990-3190
2.37 miles away ([Map and Directions](#))

Features

Share this Profile

Gender: Male
Board Certified:
Specialties Family Practice

Howard, Monica J MD
302 King Farm Blvd Ste 130
Rockville, MD 20850
(301) 947-6816
2.39 miles away ([Map and Directions](#))

Features

Share this Profile

Gender: Female
Board Certified:
Specialties Family Practice

Health Grades



HEALTHGRADES Find Health Grades for your doctor

Search Name and Specialty | Location: Baltimore, MD | Find Doctors

Home | Physicians | Doctors | Health

Dr. Kevin M. Gil, MD
 Family Medicine - General Internal Medicine

Profile | Patient Stories | Office & Location | Search & Navigation | Reviews | Appointment Info | Insurance | Hospital Rating

Dr. Kevin Michael Gil, MD practices general medicine and family medicine in Baltimore. He earned his MD from Johns Hopkins University in 1982.

Specialties

- Geriatric Medicine - Board Certified (J)
- Family Medicine - Board Certified (J)

Phone Numbers

1875 Physicians Lane Suite 201
 Baltimore, MD 21202

Appointment Info

Address & Contact Information
 1875 Physicians Lane Suite 201
 Baltimore, MD 21202

Before You Visit Dr. Gil

- Diabetes Can Complicate Your Teeth and Gums
- Travel Physicians: Beware the Surface
- Evidence to Assess Your Cholesterol

Compare Dr. Gil
 Top-Rating Geriatric Medicine Doctors near Baltimore, MD

- Dr. Just T. Moore, MD (5) Patient Reviews
- Dr. Lisa A. Cohen, MD (7) Patient Reviews
- Dr. John S. Cook, MD (7) Patient Reviews

Compare Dr. Gil
 Top-Rating Geriatric Medicine Doctors near Baltimore, MD

Doctor	Overall Rating	Office Location
Dr. Just T. Moore, MD	★★★★★	Baltimore, MD
Dr. Lisa A. Cohen, MD	★★★★★	Baltimore, MD
Dr. John S. Cook, MD	★★★★★	Baltimore, MD

Best Patient Experiences

- "Excellent care and attention to detail." (5/10/2014)
- "Dr. Gil is a true professional and a pleasure to work with." (4/15/2014)
- "I have been a patient of Dr. Gil for many years and I can say that he is one of the best doctors I have ever had." (3/20/2014)

Best Patient Experiences

- "Dr. Gil is a true professional and a pleasure to work with." (4/15/2014)
- "I have been a patient of Dr. Gil for many years and I can say that he is one of the best doctors I have ever had." (3/20/2014)

Angie's List



Your Current City: Washington D.C. | [Add Another City](#) Welcome Christine! | [Sign Out](#) | [Call Us](#)

Gil, Dr. Kevin M

[Submit a Report](#)

Contact Information

Kevin Gil
 14816 Physicians Lodge 253
 Rockville MD 20850 (Map It)
 (301) 610-6312
 (301) 610-6318 (fax)

[Add to My Favorites](#)
[Share with a Friend](#)
[Add TextMe Options](#)
[See an Error?](#)
[Share](#)

Description
[www.stms.org](#)

Services Include
 Family Practitioner, Geriatrician

On Angie's List Since:
 October 2006

License Information
 No Health Professional License information is available.

Medical School
 DC Univ George Washington School Of Med
 Graduation Date: 1988

State Issuing License: MD
 State License Number: 00020182

Specialty
 Family Practitioner

Grades & Reports in Primary Care - Family Medicine

Filter reports by service performed: Primary Care - Family Medicine (14)

[View Report Manager](#)

	Recent	All
Overall	A	A
Availability	A	A
Office Environment	A	A
Punctuality	A	A
Staff Friendliness	A	A
Website/Mapper	A	A
Communication	A	A
Effectiveness of Treatment	A	A
Billing and Administration	A	A
All Reports	14	14
Non-Member Reports	0	0
PCIT Recommendations	2	2

MEMBER REPORTS | [View Non-Member Reports](#) | [View all Reports](#)

- A** 5/31/2012 He left one practice so he could spend more time with his patients. He is a very good listener. He is always up to date. When I had pneumonia a couple years ago...
- A** 10/7/2011 I have been with him for 22 years. He is very compassionate, personable, and always is right and knows the right diagnosis.
- A** 9/19/2011 He is very thorough and spends lots of time with you. He makes sure you understand everything and does not use large medical terms. He is very personable.
- A** 7/20/2011 We have been patients of Dr. Gil for over a decade, and have always been impressed with his approachability, knowledge, openness, and concern for the individual.
- A** 7/19/2011 He is very good. At his age, it helps if the physician is willing to work with me, listen, remember and pay attention and also if they are smart and...

1 to 5 of 14 1 2 3 next

Photos

No photographs are available for this company.

Meaningful Users of EHRs



PROVIDER NAME	PROVIDER STATE	PROVIDER CITY	PROVIDER LINE 1 ADDR	PROVIDER LINE 2 ADDR	PROVIDER ZIP 5 CD	PROVIDER ZIP 4 CD	PROVIDER PHONE NUM
Savage, James	Maine	Caribou	43 Hatch Dr	Suite 150	4736	2161	2074982538
Sawyer, Jeffrey	Maine	Brewer	29 Dirigo Drive		4412	1600	2079422015
Sharma, Anuja	Maine	Sanford	25A June St	Suite 111	4073	2642	2073245968
Small, Patricia	Maine	Bangor	109 State Street		4401	4840	2079453800
Sugal, Rachel	Maine	Norway	193 Main St		4268	5645	2077430027
Thompson, Peter	Maine	Bangor	1365 Broadway		4401	2401	2079426226
Ward, Kathryn	Maine	Brewer	29 Dirigo Drive		4412	1600	2079422015
Whitaker, Martin	Maine	Norway	193 Main St		4268	5645	2077430027
Zolper, William	Maine	Bangor	1365 Broadway		4401	2401	2079426226
Adejumo, Khadijah	Maryland	Clinton	10403 Hospital Dr	Suite 103	20735	3134	3018568990
adetunji, ademuyiwa	Maryland	Largo	1450 Mercantile Ln	ste 151	20774	5376	3013865453
Aiello, David	Maryland	Glen Burnie	1417 Madison Park Dr		21061	5613	4107686600
Aiken, Maurice	Maryland	Baltimore	1838 Greene Tree Rd	Ste 430	21208	7103	4106028637
Alexion, Rachele	Maryland	Silver Spring	3110 Gracefield Rd		20904	1820	3015728340
ALMARIO, JOSE	Maryland	Baltimore	200 E 33rd St	SUITE 523	21218	3322	4102359382
AMIR, MURTAZA	Maryland	Cumberland	625 Kent Ave	SUITE 302	21502	3794	3017771930
Andrew, Clifford	Maryland	Severna Park	645 Baltimore Annapolis Blvd	Suite 105	21146	3931	4106475000
Araujo, Roberto	Maryland	Silver Spring	3110 Gracefield Rd		20904	1820	3015728340
Asad, Syed	Maryland	Greenbelt	7500 Hanover Pkwy	Suite 201	20770	2010	3019827944
Ayala, Tomas	Maryland	Glen Burnie	1417 Madison Park Dr		21061	5613	4107686600
Baig, Kamakshi	Maryland	LA Plata	6620 Crain Hwy	Ste 102	20646	5204	3013929505
Balasubramanian, Sriram	Maryland	Bel Air	2021B Emmorton Road	Suite 210	21015		4105691001
BARBER, MITCHELL	Maryland	Laurel	7350 Van Dusen Rd	SUITE 310	20707	5264	3014902216
Beach, Denise	Maryland	Baltimore	2200 Garrison Blvd	Suite 203	21216	2619	4109455400
Beck, Holly	Maryland	Beltsville	10720 Baltimore Ave		20705	2138	3019375666
BELLARY, SOMASHEKHAR	Maryland	Cumberland	921 Seton Dr	Suite 2-H	21502	1852	3017249100
Benjamin, Akil	Maryland	Westminster	826 Washington Rd	#112	21157		4436050500
Berard, Michael	Maryland	College Park	7305 Baltimore Ave	#107	20740		3018642100
Bonavente, Arnulfo	Maryland	Clinton	10403 Hospital Drive	Suite G-4	20735	3134	3019528614
Bowlin, Deneen	Maryland	Baltimore	711 Maiden Choice Ln		21228	3632	4102475602
Brieffoff, Peter	Maryland	Cumberland	805 E Oldtown Rd	SUITE B	21502	4033	3017226166
Brown, Justin	Maryland	Silver Spring	12520 Prosperity Dr	Suite 150	20904	1664	3016226020
CABACAR, JOSELITO	Maryland	Baltimore	200 E 33rd St	SUITE 523	21218	3322	4102359382
CARLOS, MICHAEL	Maryland	Laurel	7350 Van Dusen Rd	B 40	20707	5263	2404564772
Carpenter, Myla	Maryland	Baltimore	711 Maiden Choice Ln		21228	3632	4102475602



Patient Ratings & Comments

Overall Patient Rating ★★★★★

Be the first to comment on Dr. Gil
[Click here!](#)

Based on 9 ratings

Ease of Appointment	3.9
Promptness	3.5
Courteous Staff	4.0
Accurate Diagnosis	3.2
Bedside Manner	3.9
Spends Time with Me	4.0
Follow Up	3.5

Patients Wait...
An average wait of **10 minutes** for this doctor.

[Rate this doctor](#)

[Some ratings are hidden by doctors.](#)

Hospital Affiliation

Dr. Gil is affiliated with **1 hospital**:

Shady Grove Adventist Hospital -
9901 Medical Ctr Dr., Rockville, MD
Department: Family Medicine
Position: Active Staff Attending

Hospital quality to often a reflection of the providers associated with it. Where available, hospital ranking for specialty is shown.

Hospital Ranking: **Top 25%** Hospital Rating: ★★★★★

Education

Dr. Gil was educated at the following institutions:

Medical School
George Washington University
Completed: 1980

Residency
Overlook Hospital
Family Medicine, Completed: 1983

Institution Rating: ★★★★★

Awards & Distinctions

Compassionate Doctor Recognition, 2011
Patients' Choice Award, 2011

Awards:
Compassionate Doctor Recognition: 2010

Special Standing! ★★★★★

- ▶ **Must know doc name**
- ▶ **Info includes**
 - ▶ Name, education, specialty
 - ▶ Patient ratings
 - ▶ Average office wait times
 - ▶ Hospital affiliation
 - ▶ Insurance
 - ▶ Awards (Patient Choice, etc)
 - ▶ Personal statement from doc
 - ▶ Clinical interests

Mobile Apps



- ▶ **Found about 20 on the iPhone**
- ▶ **Most are health-plan, health-system, or state/country-specific**
 - ▶ CA, HI, NM, OK, India
- ▶ **Common features similar to websites**
 - ▶ Name, location, specialty, insurance, gender
 - ▶ Some offered appointment scheduling, claims/health history, health reminders, games
 - ▶ Very few offered ratings service, and those that did had no users
 - ▶ No clinical quality data

Mobile App: **SpeakWithDoc**



Key Takeaways



▶ What's Easy to Find

- ▶ Name
- ▶ Location
- ▶ Specialty
- ▶ Licensure
- ▶ Insurance
- ▶ Malpractice or other complaints
- ▶ Some patient reviews/experience (sources and numbers of reviews all different)

▶ What I Don't Know

- ▶ Clinical quality data
 - ▶ We spend so much time considering measures, where are they in the ambulatory space?
- ▶ Services offered (online conveniences, etc)
- ▶ Services at location (labs, basic x-rays, etc)
- ▶ Special designations (medical home, NCQA, etc) with details on what it means

Key Takeaways



- ▶ **Many options for “Finding a doctor” or “Doctor Reviews” – who do I trust?**
 - ▶ Who do I trust?
 - ▶ Requires digging through functions/features/categories of info
 - ▶ Data not “deep”
 - ▶ Next steps: phone calls and asking friends
- ▶ **Today’s options still don’t have clinical quality measures** (except some patient experience):
 - ▶ Some have patient reviews
 - ▶ Some have patient experience surveys, but low Ns
- ▶ **Online technology starting to open up communication between patient and doctor**
 - ▶ Even if it isn’t “my” doctor!