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Chair of Board  
Minnesota Community Measurement

NATIONAL COMMITTEE ON VITAL AND HEALTH STATISTICS  
SUBCOMMITTEE ON QUALITY HEARING

October 18 and 19, 2010



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## MEASURING AND REPORTING HEALTH CARE QUALITY IN MINNESOTA

A collaboration of health care organizations and professionals  
dedicated to improving the quality of care.

[Learn more about us >](#)



Lake Wobegon-  
Where it is already happening

QuickTime™ and a  
decompressor  
are needed to see this picture.

MEDICAL GROUPS

CLINICS

HOSPITALS

## Find and compare clinics:

Search by Name, City, or Zip Code

Condition / Category

- ✓ All
- Depression
- Diabetes
- Health Information Technology
- Patient Experience
- Vascular Disease



Employers, state government, provider groups,  
hospitals, health plans, consumers, QI  
organizations, all working collaboratively

# Board of Directors:

(Partial list to give a flavor of the diversity)

Mark Nyman, MD, Mayo Clinic & Mayo Health System

- Donna Anderson, Public Health Consultant
- Beth Averbeck, MD, Associate Medical Director for Primary Care, HealthPartners
- Pete Benner, former executive director, AFSCME Council 6
- Terence P. Cahill, MD, United Clinics of Faribault County
- Dann Chapman, Director, Employee Benefits, Office of the VP of HR, University of Minnesota
- Jennifer Lundblad, PhD, MBA, President & CEO, Stratis Health
- Nathan A. Moracco, Director, Employee Insurance Division, Minnesota Management & Budget (MMB)
- Julie Brunner, Executive Director, Minnesota Council of Health Plans
- Lawrence Massa, President, Minnesota Hospital Association
- Robert Meiches, MD, CEO, Minnesota Medical Association

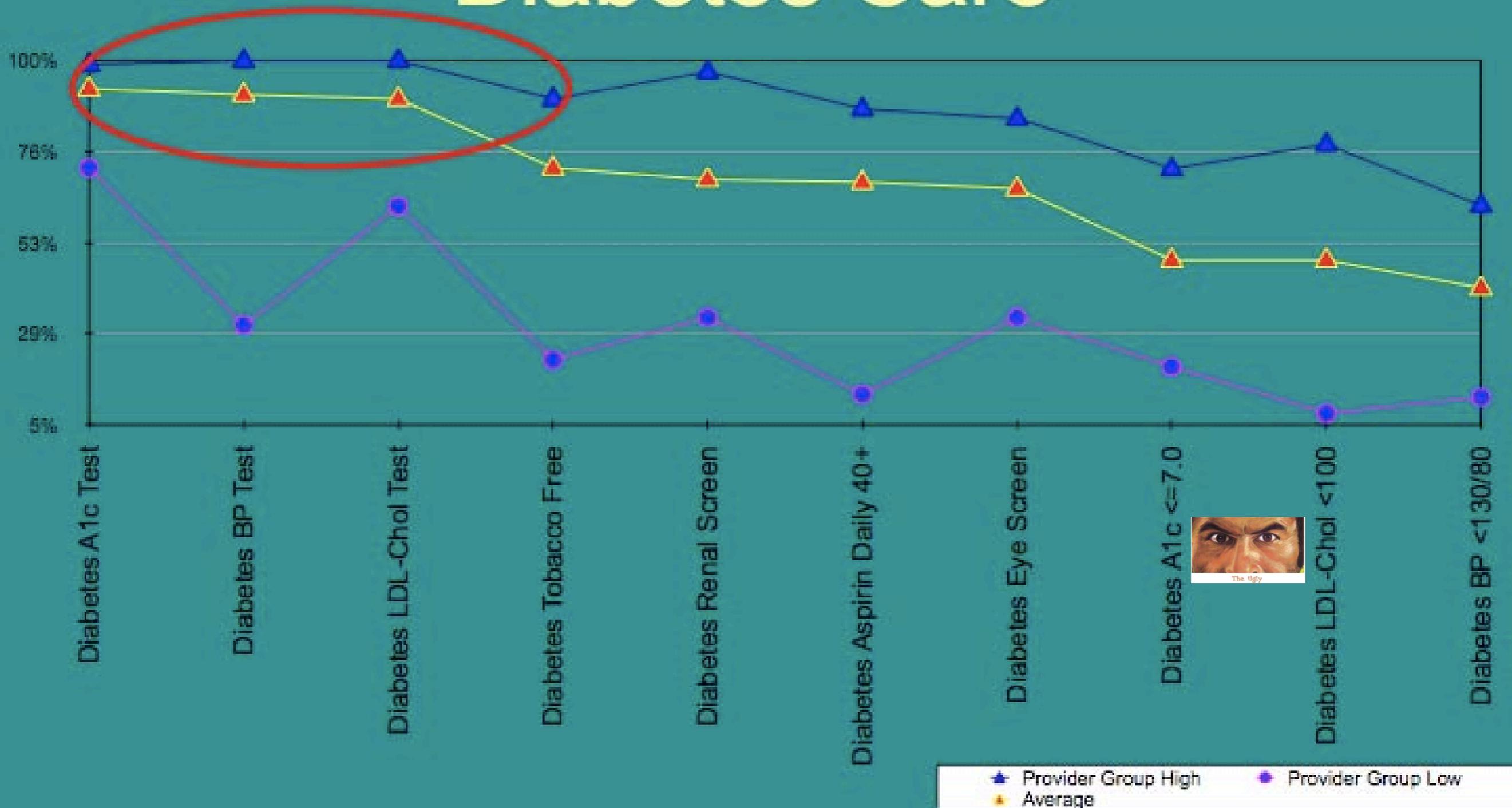
Because of the diversity and collaborative nature....

- The same data can be used for:
  - Quality Improvement
  - Peer Group Rankings
  - P4P
- Reducing data collection burden and avoiding confusion for consumers

Because of the direct data submission (DDS)....

- Data is granular to clinic level rather than medical group or TIN
- Data is clinical rather than administrative

# Practice Variation Across Diabetes Care



**vitals**  
 Dr. Ronald J. Peterson, MD  
 Gastroenterologist & Hepatologist  
 2004 - 22 years experience

Address & Hours: 1825 Canyon Dr, Ste 200, Minneapolis, MN 55425  
 (612) 337-2200  
[View His Address](#)

Address & Hours: 2025 W. 50th St, Ste 200, Minneapolis, MN 55425  
 (612) 337-2200  
[View His Address](#)

**LIMITED INFORMATION AVAILABLE**

Specialty: Gastroenterology & Hepatology

Overall Patient Rating: ★★★★★

How helpful was this story? [Rating]

Health Professionals: Alan Whitmer  
 Clinic/Hospital: WestHealth Co.

**Dr. Stephen Kolar, MD**  
 Get a Detailed Background Report on This Doctor

**Dr. Barry Bershaw, MD**  
 Get a Detailed Background Report on This Doctor

**Patrick J Flynn, MD**  
 Hematologist, Internist, Medical Oncologist  
 Male - 21 years experience

Favorite Places: Fennoscandia Hospital, Fennoscandia Hospital

1500 Dean Ave, Saint Paul, MN 55108  
 (612) 779-7979  
[View His Address](#)

Overall Patient Rating: ★★★★★

How helpful was this story? [Rating]

Health Professionals: Alan Whitmer  
 Clinic/Hospital: WestHealth Co.

**STORY DETAIL**

Shared By: Julia B  
 Posted: 05.22.2018

**Dr. Stillerman Asthma and Allergy specialist**

Three years ago I was having trouble managing my exercise induced asthma. I went to Dr. Stillerman after checking him out online. He gave me an allergy test (no one had ever done that before) and talked to me about my medications. He took me off of all my medications and put me on just two inhalers. My asthma improved. He monitors me every 6 months, keeps up with the latest research and information relevant to my inhalers and always has time to discuss my symptoms. The last time I was having difficulty (about a year ago), he recommended Singulair. That helped immensely when I am running in the AM. I am extremely pleased with the care I have received from him and the staff at the clinic. I would highly recommend him to anyone that hasn't ever seen an asthma specialist for their asthma or whose medication isn't working as it should causing breathing problems. He has office hours at West Health Clinic in Plymouth MN and also in Minnesota.

Health Professionals: Alan Whitmer  
 Clinic/Hospital: WestHealth Co.

**Dr. Daniel Buss, MD**  
 Get a Detailed Background Report on This Doctor

**DrScore**

How have you rated Andrew J. Whitmer, MD? [Rating]

If you are the patient or caregiver who attended the visit with the patient, please answer the survey questions on behalf of the patient.

How would you rate Andrew J. Whitmer, MD?

How is a grade of "D" to "F", where D is the worst possible care and F is the best possible care. How would you rate Andrew J. Whitmer, MD?

Add any additional comments about Andrew J. Whitmer, MD here. Please identify any particularly good things you noted about the visit, or one of the best ways to encourage people to give their positive feedback on what they do well. Please also identify anything about the visit that could have been better. (at least 2 sentences)

**PHYSICIAN REPORTS**  
 Survey Center

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**Patient Experience Survey**

PhysicianReports.com will not share your information with anyone without your express consent and authorization. Your physician will not know you are completing this survey.

Thinking about your experience with Dr. Whitmer overall, rate him or her on the following:

5. Do you feel the physician spends an appropriate amount of time with you?  
 Definitely yes  
 Mostly yes  
 Not sure  
 Mostly not  
 Definitely not

6. Does the physician listen to you and answer your questions?  
 Definitely yes  
 Mostly yes  
 Not sure  
 Mostly not  
 Definitely not

7. Does the physician help you understand your medical condition?  
 Definitely yes  
 Mostly yes  
 Not sure  
 Mostly not  
 Definitely not

**Western Medical Inc.**  
 Minneapolis, MN  
 Top 20% Hospital Ranking  
 ★★★★★

**St. Joseph Hospital**  
 Minneapolis, MN  
 Top 20% Hospital Ranking  
 ★★★★★

**Westview, LLC**  
 Minneapolis, MN  
 Top 20% Hospital Ranking  
 ★★★★★

**Westview, LLC**  
 Minneapolis, MN  
 Top 20% Hospital Ranking  
 ★★★★★

## Your Rating!

Click on a star in each category below (1 Star = Worst rating, 5=Best Rating). Then click on the "Save my ratings" button to see if a doctor is licensed and/or has any complaints against them. Check out our list of [State Medical Boards](#) to find

Rating Category	Rating
Knowledge	★★★★★
Helpfulness	★★★★★
Punctuality	★★★★★
Staff	★★★★★
	★★★★★

Comments:

Save my ratings

Clear Ratings

### BERSHOW, BARRY

Specialty: Family Medicine-Family Medicine

CHANHASSEN, MN 55317 - 9271 KIOWA TRAIL

LAKEVILLE, MN 55044 - 10450 185TH STREET WEST

Phone: (952) 892-9555

LAKEVILLE, MN 55044 - 10450 185TH STREET WEST SUITE 300

Phone: (952) 892-9555

MINNEAPOLIS, MN 55410 - 5316 YORK AVENUE SOUTH

Map

Detail

Ratings:

Comments:

## Your Rating!

Click on a star in each category below (1 Star = Worst rating, 5=Best Rating). Then click on the "Save my ratings" button to see if a doctor is licensed and/or has any complaints against them. Check out our list of [State Medical Boards](#) to find

Rating Category	Rating
Knowledge	★★★★★
Helpfulness	★★★★★
Punctuality	★★★★★
Staff	★★★★★
HOT/Attractiveness	★★★★★

Comments:

Save my ratings

Clear Ratings

### **BERSHOW, BARRY**

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**Ratings:**

**Comments:**

If our question is, "What information do payors and group purchasers need to measure the value of healthcare and use it for decisions about coverage?"

Our answer has to include all three elements of the triple aim

- We need to provide info on the quality of care, the cost of care, and the patient experience in receiving the care
- It should include data across the entire spectrum of care- health plans as well as the provider system
- Can't be about structure or process- needs to be about outcomes (admin data is especially horrific!)

# The trouble with health plan “admin” data

Has Depression		100%
% with psychiatric outpatient visits	CPT codes 90804-90815, 90845-90887	30%
Avg # of psychiatric outpatient visit per patient who had visits	CPT codes 90804-90815, 90845-90887	6
% with antipsychotic scripts	therapy class 208608	3%
% with antidepressant scripts	therapy class 208604	89%

Has Depression		100%
Average # of psychiatric outpatient visits per patient who had visits.		8
40% of patients had at least one visit.	CPT codes 90804-90815, 90845-90887	
% of patients with antipsychotic script	therapy class 208608	8%
% of patients with antidepressant script	therapy class 208604	70%

Has Depression		n/a
Average # of psychiatric outpatient visits per patient who had visits.		13
% of patients had at least one visit.	CPT codes 90804-90815, 90845-90887	23%
% of patients with antipsychotic script	therapy class 208608	2%
% of patients with antidepressant script	therapy class 208604	19%

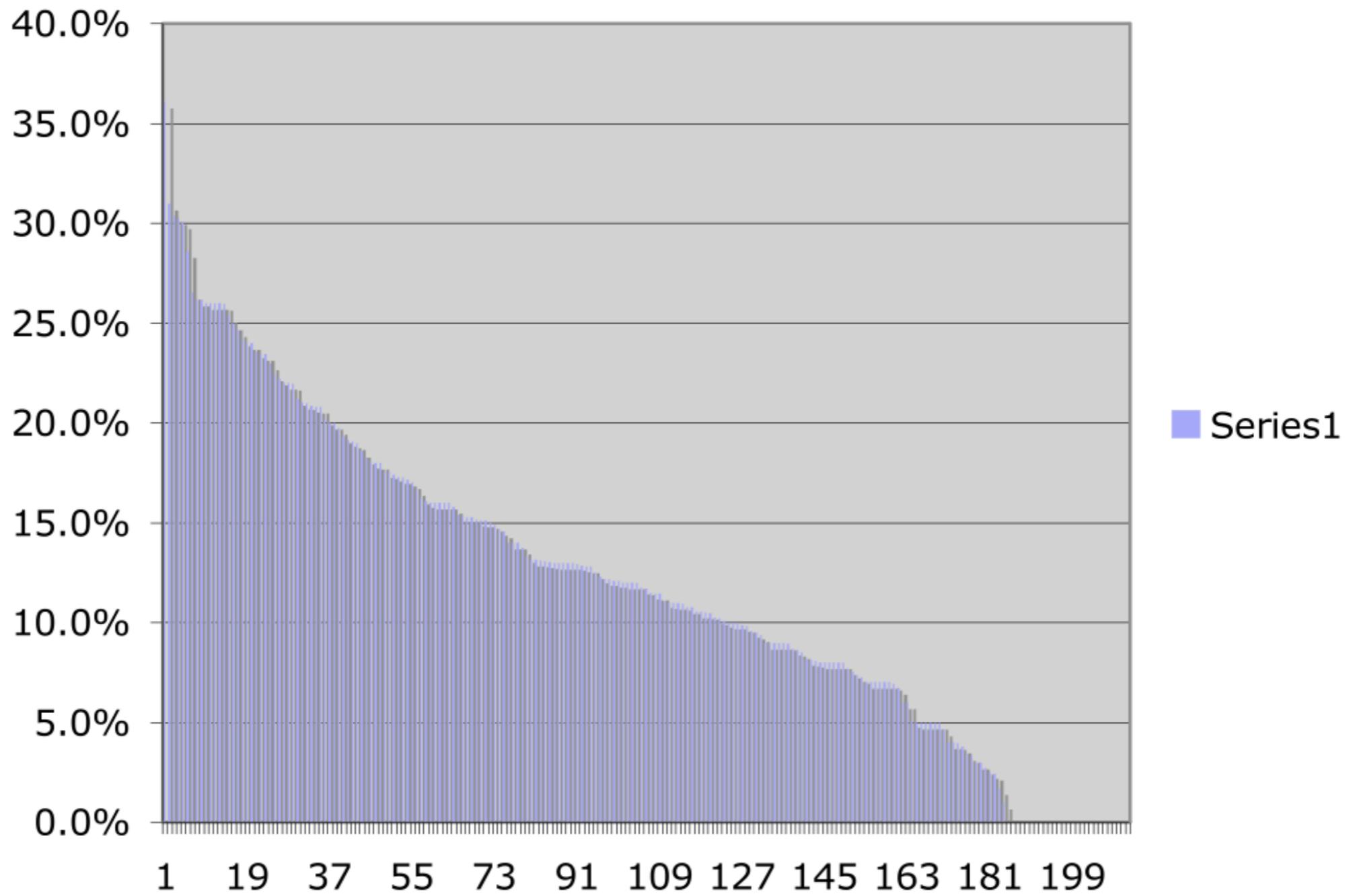
If our question is, "What information do payors and group purchasers need to measure the value of healthcare and use it for decisions about coverage?"

- For large employers with coverage needed in multiple states, or for patients interested in domestic medical tourism national measures would be best, but not if we have to settle for the LCD in some regions.

# Don't base reporting on the lowest common denominator

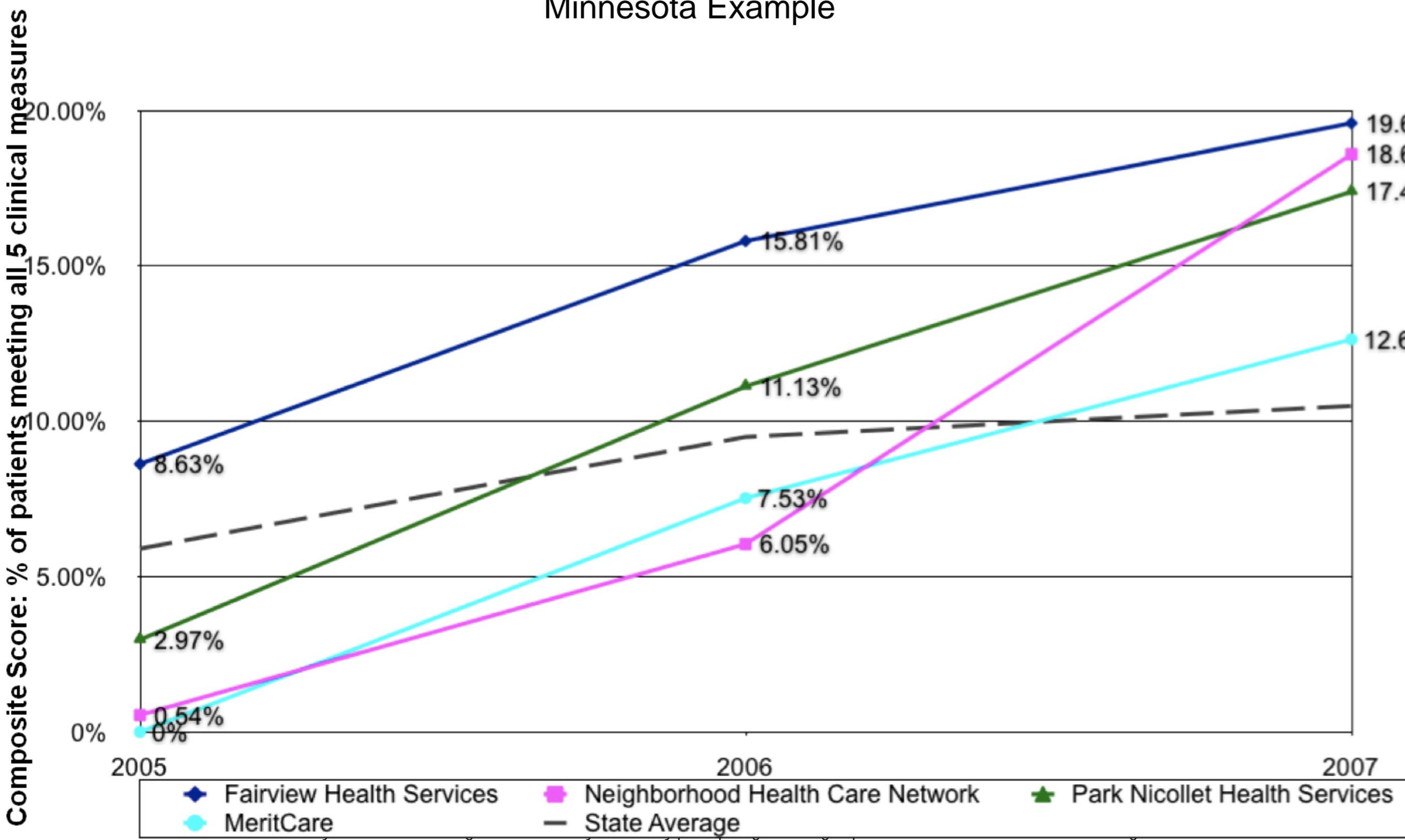
- It's 'work avoidance' to say it is too hard to collect the data or unfair to those with 'harder' patients.

## 2006 Performance Diabetes Clinic Scores





# Minnesota Example



# Don't base reporting on the lowest common denominator

- Associations represent all members and may attempt to protect lower performing members
- Aim high and you'll wind up in high places....
- Aim low and you'll be disappointed even if you get what you set out to accomplish
- Stop saying, "We can't do that." We've been doing it in MN for years (3-5 year time table is just about exactly what it will take)

If our question is, "What information do payors and group purchasers need to measure the value of healthcare and use it for decisions about coverage?"

- Granular- clinic level for primary care (chronic disease is a team based sport and we need to keep N's high) but probably doctor specific for procedural specialties. If the N isn't high enough for them, that in itself is telling.
- Waste/appropriateness are important as well. No use touting a surgeons success in stenting if the procedure isn't called for in the first place. (In MN, were getting ready to report on frequency of HTDI studies which were highly appropriate)
- It's got to be timely (useful to both consumers having the latest information & providers to understand what is possible to achieve- Barry's dolphin rule)



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- It's got to be timely (useful to both consumers having the latest information & providers to understand what is possible to achieve- Barry's dolphin rule)
- It must be credible. Transparent methodology, evidenced based, and nimble in its ability to keep up with advancing science (e.g. ACCORD/ADVANCE)

# Thank you!      Questions?

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- [bbersho1@fairview.org](mailto:bbersho1@fairview.org)
- Please call or write if questions