

Washington Health Alliance
Quality Improvement Committee

March 12, 2015

MEETING SUMMARY

Committee Members Present: Peter McGough, *UW Medicine (Chair)*
Nancy Fisher, *Centers for Medicare & Medicaid Services (phone)*
Bruce Gregg, *MultiCare Health System (phone)*
Matt Handley, *Group Health Cooperative*
Dan Kent, *Premera Blue Cross (phone)*
Scott Kronlund, *Northwest Physicians Network (phone)*
Pat Kulpa, *Regence Blue Shield*
Dan Lessler, *WA State Health Care Authority*
Bob Mecklenburg, *Virginia Mason Medical Center (phone)*
Francis Mercado, *Franciscan Health System*
Terry Rogers, *Foundation for Health Care Quality*
John Sobeck, *Cigna Health Care (phone)*
Jonathan Sugarman, *Qualis Health*

Committee Members Absent: Lydia Bartholomew, *Aetna*
Christopher Dale, *Swedish Health Services*
Kathy Lofi, *WA State Department of Health*
Hugh Straley, *Emeritus*
Michael Tronolone, *The Polyclinic*

Staff and Guests Present: Susie Dade, *Washington Health Alliance*
Teresa Litton, *Washington Health Alliance*
Emily Inlow-Hood, *Washington Health Alliance*
Dana Kahn, *Virginia Mason*
Dan Monahan, *Novartis*
Tracey Tyrell Harrah, *Lilly*

INTRODUCTIONS AND APPROVAL OF MEETING MINUTES

Dr. McGough welcomed everyone and the QIC members reviewed and approved the February 2015 meeting summary.

- **ACTION:** Approval of February 2015 meeting summary

2015-2016 Patient Experience Survey

Ms. Dade explained that this meeting is a work session to finalize the supplemental questions to be included in the patient experience survey to be fielded by the Alliance later in 2015. Ms. Dade also noted that the Alliance's Consumer Engagement Committee (CEC) met on March 11 and discussed this topic, so we are fortunate to have the CEC's input to factor in to the QIC's deliberations. Below is a summary of the QIC's action for each of the categories reviewed at the March 12 meeting. Note that the words "in the past 12 months" are italicized—this is to note that this language is likely to change to "in the last 6 months" based on changes to the core survey made by AHRQ, starting in 2015.

1. Access

- The QIC agreed to not include a supplemental question re: access. The important issues are adequately covered in the core survey questions.

2. Tobacco use

- The QIC agreed to include 2 supplemental questions re: use of tobacco and advice to quit.
- There was general agreement to use the question used in the last patient experience survey but with one modification to add the word "products" after tobacco to broaden the intent beyond cigarettes, i.e., "Do you now smoke cigarettes or use tobacco products every day, some days, or not at all?" and "In the *last 12 months*, how often were you advised to quit smoking or using tobacco products by this provider?"
- Dr. Kent will provide additional information on the question to be used by CMS for the 2016 Marketplace Enrollee Experience Surveys (EES) (this is likely to be NQF measure #0027 for tobacco cessation).

3. Substance Use

- The QIC agreed to include the CG-CAHPS supplemental question re: substance abuse, but with a modification. The question will read: "In the *last 12 months*, did you and anyone in this provider's office talk *about alcohol use or drug use*?" (Yes/No).

There was concern that the original question combined too many things into one question, making it less actionable and certainly less focused on substance abuse (i.e., personal problems, family problems, alcohol use, drug use, or a mental or emotional illness). Dr. Lessler offered to provide more information on a similar question used by the VA as a point of reference.

4. Health Promotion

- The QIC agreed to continue using the same question during the last survey:
 - "In the *last 12 months*, did this provider ever ask you whether there was a period of time when you felt sad, empty or depressed?" (Yes/No)
There was agreement that this question is focused on screening for depression.

5. Shared Decision-Making

- The QIC agreed to add two supplemental questions on shared decision-making, including:
 - In the *last 12 months*, did you and this provider talk about starting or stopping a prescription medicine (Yes/No)? If yes:
 - When you and this provider talked about started or stopping a prescription medicine, did this provider ask what you thought was best for you?
 - In the *past 12 months*, did you feel that this provider always told you the truth about your health, even if there was bad news? (Yes, definitely; Yes, somewhat; No)

6. Coordination of Care

- The QIC agreed to continue using the same question during the last survey:
 - Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the *last 12 months*, did you see a specialist for a particular health problem? (Yes/No) If Yes:
 - In the *last 12 months*, how often did the provider named in Question 1 seem informed and up-to-date about the care you got from specialists?

7. Self-Management

- The QIC agreed to add two supplemental questions on self-management, including the following. Note the word “your” is added to the first question.
 - In the *last 12 months*, did anyone in this provider’s office talk with you about **your** specific goals for your health? (Yes/No)
 - In the *last 12 months* did anyone in this provider’s office ask you if there are things that make it hard for you to take care of your health? (Yes/No)

8. Concern about Cost

- The QIC talked about whether we should add a question to the survey re: concerns about cost. A recent study came out that indicated 80% of patients want their physicians to talk about the cost of their care, and other studies have indicated that over half of all patients avoid some care because of the cost. The question the QIC most favored was one such as this: “In any of your encounters with your provider, did you discuss the cost of your care?” The QIC asked staff to see if there are any questions that have been tested with consumer focus groups.

Next Steps

- The next QIC meeting is on April 9, 2015 from 2:00 – 4:00 pm at the Alliance.